

**POLICE INTO PRIVATE SECTOR**  
We have been supporting police officers as they leave policing for over six years now. **P10**



# PR

Winter 2017

# Police Resettlement magazine



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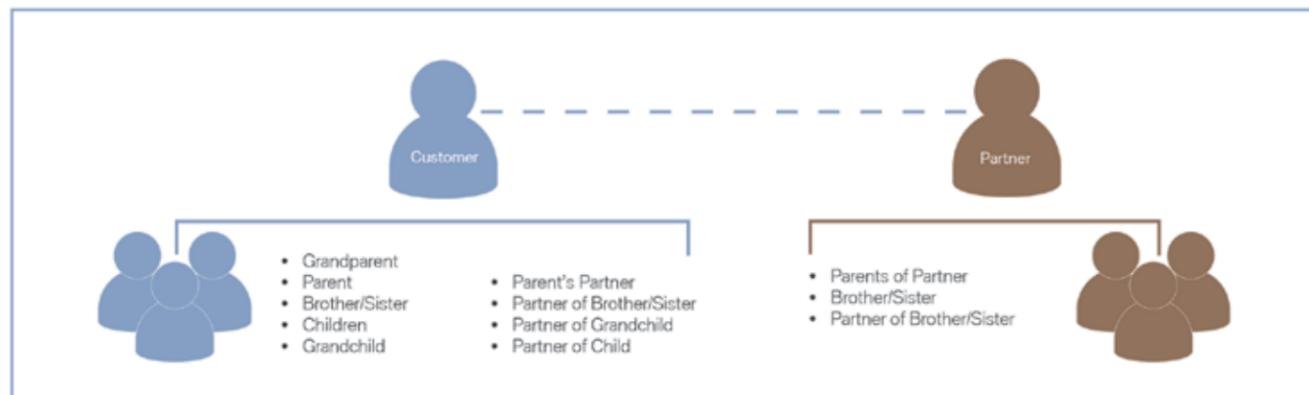
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It's time to care.  
It's time to change.  
It's time to work at the  
ambulance service.

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Always community focused. Always patient driven.



WORKING  
FOR YOUR  
AMBULANCE  
SERVICE



Intermediate ambulance  
practitioners

- Joining the ambulance service
- Who we're looking for
- Your next steps



Have you considered working for the East of England Ambulance Service NHS Trust?

We cover the six counties of Essex, Hertfordshire, Bedfordshire, Suffolk, Norfolk and Cambridgeshire. We value care, teamwork, quality, respect and honesty in order to transform the care we deliver to our communities.

What is an intermediate ambulance practitioner (IAP)?

It is more than providing a transport service; you will be providing support where it's most needed to our patients, in emergency or urgent situations. You could be called to a road traffic collision, a cardiac arrest, or any scenario which requires an emergency response, driving our vehicles in any conditions.

What criteria do I need to apply?

A general education in reading, writing and arithmetic, and two years' experience of driving on a full UK manual licence (you will need to achieve full C1 category on your licence before starting your training). Experience of dealing with a range of people and able to demonstrate a caring, sensitive and compassionate nature is essential.

How do I become an IAP?

You can apply to an advert on [www.jobs.nhs.uk](http://www.jobs.nhs.uk) and participate in our recruitment and selection process. If successful, you will complete a 10-week training course (six weeks clinical training and four weeks emergency driving course) before starting your operational duties working alongside other clinicians responding to whatever job requires your help.

What will I earn?

You will join EEAST on salary band 3 (£16,800 - £19,655). We also pay a salary enhancement dependent upon your shift allocation. We offer excellent paid holiday entitlement, entry to the NHS pension scheme and other employee benefits.

We offer career progression, excellent training opportunities, friendly colleagues and the ability to make a difference to people in the community.

**THISISEAST**  
Innovative. Responsive. Excellent.  
Always community focused. Always patient driven.

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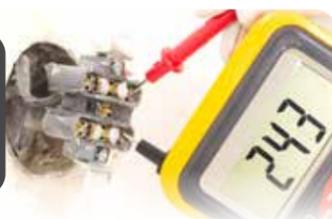


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**COVER IMAGE CREDITS**  
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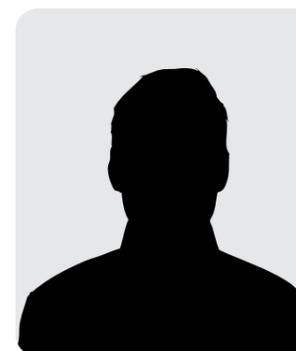
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# Welcome...

Welcome to the Winter 2017 issue of Police Resettlement magazine.



qualifications in preparation for your transition back to civilian life.

We are continuing to work with Security Cleared Jobs and will be bringing you three more events in 2018 with two of them being held in London at the QE11 Conference Centre and the other being held in Manchester. These events are proving to be very popular allowing you to meet face to face with potential new employers. You can find out more about these events by visiting [www.policeresettlementexpo.com](http://www.policeresettlementexpo.com)

The next event will again be held at the Bridgewater Hall, Lower Mosley Street, Manchester M2 3WS. The event will open at 10:00am with the last entry at 2:30pm and doors closing at 3:00pm

These magazines are free and designed to assist you all with career development whilst still serving as well as gaining crucial transitional support and advice when finally leaving service. Our advertisers are carefully selected to ensure they make your transition back to civilian life an easy one, please be sure to mention our magazine when contacting them as without them none of this is possible.

We hope you enjoy reading this issue and look forward to welcoming you to our groups on social media and becoming a subscriber to our digital copies. You can subscribe for free on our website [www.policeresettlement.com](http://www.policeresettlement.com)

Follow us on Twitter @ PoliceResetMag  
Like our Facebook page [www.facebook.com/PoliceResetMag/](http://www.facebook.com/PoliceResetMag/) or join our LinkedIn group [www.linkedin.com/groups/8422367](http://www.linkedin.com/groups/8422367) or search for Police Resettlement Magazine. ●

**Steve Urban**  
Police Resettlement Editor

**A**s we send this magazine to print and move into our third year, we are already looking forward to working on the Spring 2018 issue

and attending the upcoming events we have planned in 2018. We hope you are continuing to enjoy reading the hard copies that are freely available in parade rooms, canteens and front desks. However to ensure you never miss an issue, you can subscribe for free online and have each issue sent direct to your email address, simply visit [www.policeresettlement.com/subscription](http://www.policeresettlement.com/subscription) to include your name and email address to be added to our ever growing list of subscribers.

Our social media groups are growing and we appreciate all your comments, shares, likes and tweets that we have received, please keep spreading the word about the magazine and let us know what you would like to read about in future issues.

In this issue we take a look at a number of training, franchising and employment opportunities for those of you considering leaving or about to retire. However we know lots of our readers are still serving so we also take a look at various courses and opportunities for those of you looking to enhance your career whilst still serving, or looking at gaining



## On an ordinary day... an extraordinary service

There's Plenty of room...  
Room for more inside...

We recognise the skills and aptitude that forces staff have, especially when faced with pressurised situations.

The East of England Ambulance Service NHS Trust (EEAST) provides emergency, urgent and primary care services throughout Bedfordshire, Cambridgeshire, Hertfordshire, Essex, Norfolk and Suffolk since 1st July, 2006. Our dedicated and skilled staff work 365 days a year, 24 hours a day to make sure patients receive the best possible care.

Doing this job is not all about having medical knowledge; it's often about applying a common-sense approach to dealing with

patients in their hour of need, or demonstrating personal resilience when a patient's life is at risk. Of course, the training will provide you with the skills and knowledge to assess and treat a range of patients in need of your help.

We have more than 4,000 staff operating from 140 sites and a fleet of 1,000 vehicles. We are supported by more than 1,500 volunteers who provide community first responder and volunteer ambulance car services.

The eastern region is made up of both urban and rural

areas with a population of nearly six million, as well as several thousand more tourists who enjoy visiting the area in peak seasons. It includes major airports and docks which increase the number of people in our region on a daily basis. Whilst we are looking to recruit across all areas of the trust, we are particularly looking for staff to work in the following areas; Essex, Hertfordshire and Bedfordshire.

It's not the buzz of driving fast with blue lights flashing that will excite you; it's the knowledge that your presence as part of an Ambulance Team has made all the difference to someone. That someone is your patient.

The East of England Ambulance Service NHS Trust (EEAST) has embarked on an ambitious programme to recruit a significant number of student paramedics and associate and intermediate practitioners; last year we recruited over 400 new staff, and we are looking to recruit a lot more in this financial year. The chance to join our entry level roles as Intermediate Ambulance Practitioner and Associate Ambulance Practitioner programmes is the start of a new career for those who

wish to join an organisation that offers a clinical career pathway, developing you to reach the highest standards. This opportunity will mean you receive a salary and training throughout the duration of your development.

Becoming an Intermediate Ambulance Practitioner (IAP) with EEAST is a lot more than providing a transport service; it's about providing support where it's most needed to our patients and our communities. Naturally caring and level-headed, you will instil trust, share our values and provide a calming presence in whatever situation you find yourself in - from helping patients requiring urgent care get to hospital to assisting in emergency situations. Although you won't need a medical background, you will need to undertake the associated and required training in patient care as well as training in assisting other clinical colleagues. No medical training is required for this role, as full training is given. Working for the NHS also allows staff to apply for keyworker housing with local housing associations.

Successful applicants for our IAP roles will be required to complete a 10 week training programme, which incorporates a four week

advanced driving course, and will result in an accredited Level 3 award for those who successfully complete the course. This qualification can be used against career development pathways, should applicants wish to apply for progressing opportunities in the future.

The Associate Ambulance Practitioner (AAP) role with EEAST is an exciting new role that is clinically-lead and patient-focused to deliver clinical excellence, improve patient safety and provide a positive patient experience. Successful individuals for the AAP programme will undertake up to 18 weeks of initial training and supervision in front line Ambulance Operations. This will include a four week emergency driving course. The course will include time spent attending classroom based learning, self-study, online learning, and practical simulation. You will be expected to undertake a range of written and practical assessments and will include completion of a portfolio of evidence, as well as dedicated clinical placement time with EEAST. It is anticipated that the full course will be completed in 12 - 18 months from start

date of employment. Following successful completion of the full course, a portfolio, and operational duties, candidates will be awarded a Level 4 qualification against the Qualifications Credit Framework (QCF). Upon successful completion of the AAP programme, this qualification can be used against career development pathways, should applicants wish to apply for student paramedic in the future.

We offer a 3 year development programme leading to a Level 5 education framework qualification at Diploma level. Completion of the programme allows for application to HCPC to become a newly qualified Paramedic. You will undergo full training and will give you practical hands on experience to deal with a range of situations which will include both critical and emergency. At the end of your journey on the student paramedic pathway will reward you with the Level 5 Award, and full registration with the HCPC.

A full clean UK manual driving licence with full Category C1 and a minimum of 1 years' driving experience on a full licence is required. Consideration will be given to applicants who have a maximum of 3 penalty points on their licence for minor motoring offences only). Applicants without Provisional or Full C1 who are successful in the recruitment and selection process will be required to obtain Provisional C1 before being allocated to a training course, and must achieve FULL C1 before you begin a training course. You will not start your employment with the Trust without full C1 on your licence. Priority consideration will be given to those who hold full C1 category.

The recruitment and selection process will consist of the following:

- Shortlisting against essential criteria in Person Specification
- Assessment Centre Stage 1 - Literacy and Numeracy Assessment and Highway Code questionnaire
- Assessment Centre Stage 2 - An Interview, Driving and Fitness Assessment
- Pre-employment checks in line with the NHS Employment Check Standards
- Work Health Assessment clearance
- Candidates are expected to undertake and pass all elements of the selection process.

### STUDENT PARAMEDIC TRAINING PROGRAMME

Applicants must:

- Be highly motivated with excellent communication and numeracy skills with a minimum of 5 GCSE's at Grade C or above to include English, Maths and a Science (alternative equivalent qualifications may be accepted). 1 'A' Level at Grade C or above in a Science subject.
- Be able to demonstrate a high degree of physical fitness by successfully meeting our fitness assessment standards and work health assessment check.
- Have their own transport, and a full UK manual driving licence (manual vehicle) with one year driving experience, (please note that the person specification states that 'a maximum of 3 points will be considered for a minor motoring offence only'). If you have more than three penalty points on your driving licence, there will be no exceptions to this rule and you will not progress through the recruitment and selection process.
- Category C1 (manual vehicle) on your driving licence is essential in order to start on our Student Paramedic programme. Applicants without Provisional or Full C1 who are successful in the recruitment and selection process will be required to obtain Provisional C1 before being allocated to a training



course, and achieve the FULL C1 before you begin a training course.

- Demonstrate real drive, motivation and enthusiasm to pursue this challenging and demanding career throughout the recruitment and selection process and beyond.
- Candidates will be expected to undertake ALL elements of the selection process and can't be offered a start date until such time that all of the elements are complete.
- All recruitment is conducted through the NHS portal [www.jobs.nhs.uk](http://www.jobs.nhs.uk).

Use the job search 'Ambulance' and select 'East of England' as a location. This will take you to the advert where you can apply.

Alternatively, the HR Recruitment team will be happy to answer any queries; please call and speak to one of the team on **01234 243200**.



#Be Seen in Green

# Fast track to a career in business management

## Considering a future in business?

If you're planning to leave the Police Service in 2018 and thinking about a future in business, one of the key decisions you'll need to make in preparing for resettlement will be your choice of professional training. For a smooth transition to your new career, the right training is crucial. Ultimately, it's about how you can enhance your CV, as well as your own knowledge, by adding useful qualifications.

Ask yourself how you can set yourself apart from others and better direct your career path. For a career in business or management, it's likely that many of your existing skills from the Police Force are transferable. Soft skills, such as leadership, teamwork, reliability and time management are all highly valued by employers and you can enhance your offering by teaming such skills with vocational training to prove that you also have practical or commercial knowledge. In some cases, it can simply be a matter of filling in the gaps in your knowledge which will ease your transition to a corporate environment.

## How do I decide what training to undertake?

If you are considering a specific area of business, such as project management, think about which training course will give you both the additional skills and knowledge you will need, as well as a recognised professional qualification. Project Managers generally command salaries in the region of £45-50,000 (average UK salary) so it's worth considering a vocational accreditation which will not only prove your existing knowledge and skills, but also give you the terminology, processes and techniques to apply them in a commercial environment. A widely recognised qualification, such as AgilePM®, PRINCE2® (newly updated), the APM's Project Management Qualification or APMG International's latest certification, Praxis Framework, which covers project, programme and portfolio management (great value 3-in-1), are all excellent choices.

If your future business or management career path is

more general or you are looking to set up your own business, it may be preferable to opt for an all-round training course which will give you the business skills you need in key areas such as business strategy, operations, finance and marketing. Look for one which can lead to a formal qualification, like BMC's Executive Management Programme, through which you can obtain a Chartered Management Institute Level 7 Award in Strategic Leadership and Management.

Whilst there are many training organisations in the UK, offering a wide range of courses, not all are accredited, meaning the quality of their provision is not assured. Remember that if a course is accredited, it will be recognised by government and industry - important if you are hoping to gain employment in a particular industry. So, before you enrol on a course, check out the training organisation's credentials and find out which

professional organisations they are accredited by. Ensuring a good return on your investment is vital, so check out their pass rates and delegates feedback - you want to have the best chance of achieving your qualification, as well as enjoy your course!

## Case Studies

Dickie Davies OBE, Deputy Director of Manufacturing, for the Welsh Government joined BMC's Executive Management Programme (BEMP) in 2012. He went on to successfully deliver a project to attract and relocate Aston Martin production to Wales. His work as a consultant in attracting further global manufacturing led to his current position.

He says "I have fond memories of my time at BMC and the training has been instrumental to my

success. The BEMP is a top-notch course which has enabled me to deliver in the corporate world. In particular, learning to interpret company accounts and balance sheets has been utterly invaluable."

Tony Borgnis, Director of Shared Services (Group Operations) for Equiniti chose the BEMP whilst resettling from the Army.

He comments "With a budget of £52 million, I use the financial knowledge learnt on the BEMP on a daily basis. The course enabled me to articulate my service knowledge in a corporate world."

## BMC

BMC has over 40 years' experience in providing high quality management training, including resettlement training. We are a Chartered Management Institute (CMI) Approved Centre and a quality assured provider, accredited by organisations including APMG International, GCHQ, and the Association for Project Management. We have trained over 13,500 service personnel across a full range of courses leading to recognised management qualifications. Our trainers are all practitioners in the

fields in which they teach, which gives them a unique ability and passion to bring our courses to life.

At BMC, we can advise you as to the best training for your chosen career path as we have many years' experience of working with service delegates. We can assist you in putting together a tailored learning and development package, helping you successfully transition to a new career. ●



## Bristol Executive Management Programme

**BMC** Bristol Management Centre



A 3 week course (accredited by the Chartered Management Institute at Level 7) which covers all aspects of executive management and is specially designed to give you the business skills necessary to prepare for your future career.

This course covers all the essentials including:

- **Success in Financial Management** - includes Financial and Management Accounting for non-Accountants
- **Success in Business Operations** - includes Employment Law, Management Thinking, Skills and Techniques
- **Success in Business Strategy & Marketing** - includes Marketing Strategy, PR, Sales & Marketing relationship

Obtain in-depth knowledge of the framework, methodology, language and ethos of business and learn how to map your skills and translate your Service experience for corporate roles. The course also provides the guided learning hours required to obtain a CMI Level 7 Award in Strategic Leadership and Management.

Previous delegates say:

*"BEMP gave me a clear understanding of the key areas so necessary to meet with and develop the professional relationships with industry that are critical to my current role."*

*"It's a superb course with a very practical method of teaching which is ideal for taking those with service experience into the world of business."*

*"The instructors were all excellent - operators who can put the learning across are worth their weight in gold as they bring the subject to life - your approach has flair!"*

To compliment this course, we also offer free to BEMP delegates:

- Registration for the **CMI Level 7 Award in Strategic Leadership and Management**
- A hot and cold buffet lunch to welcome delegates on the first day of the course
- Inspirational guest speakers
- Career-specific seminars (e.g. "Making the most of a career in Management Consultancy", "Developing your offer and approaching the market")

## Other courses at BMC:

- PRINCE2®
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- AgilePM®
- Project, Planning & Control™
- Praxis Framework™
- Better Business Cases™
- Change Management
- Risk Management

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# Police into Private Sector

We have been supporting police officers as they leave policing for over six years now, having set up Police into Private Sector (PiPS) in early 2011.



**W**e had all experienced moving from the all encompassing environment of policing into the private sector as a steep learning curve. Not least because there did not seem to be anywhere to seek out tried and tested guidance to meet the needs of the very singular requirements of police officers and indeed police staff.

We realised how little help there was, and so set about offering all the services we would like to have used and I am delighted that Police Resettlement, with their outstanding reputation, is now available to everyone too.

## LEAVING

Clearly if you leave after substantial service than the resettlement days are helpful, particularly if you have commutation to manage, but what about if you are outside of that?

What if you are leaving without 30 years' service, after 15 or 5 years? What if you need to know the best way to find the right jobs that suit your needs? What if you want to think beyond jobs using just your policing skills and wanted to augment them with new skills, new sectors for a fresh start?

This magazine is set to help you on your journey and we at PiPS are here to help you with the specifics, from CV's, career coaching and interview preparation and everything else along the way.

You will need a strong CV that will get read and not left in the pile of applications, one that stands out for all the right reasons. You will need to 'sell' yourself, because if you send a poor account of what you are capable of you will undoubtedly be passed over.

And when you have that CV where will you send it? Where will you source enough jobs to look at all possibilities? How do you find

the right roles? How do you make contact with people on the 'outside'?

And once you get to interview you will need to understand what might be different from 'job' interviews. How do you get to know what you need to understand and learn?

Oh dear, it is no wonder many people feel a real sense of dread mixed with the excitement of a new adventure.

Help is now at hand – but you will need to reach out and take action.

## CHALLENGES (AND SOLUTIONS) FOR POLICE OFFICERS

### Selling yourself

Clearly the culture of "don't get too full of yourself" has a place in policing. Arrogance and smugness are soon challenged and so one steps carefully – how horrifying it would be if anyone thought you were 'showing off'? This is helped by job speak – we understand who people are by their roles, rank and history. However, out in the private sector if you are not able to clearly state the value you bring, how will anyone know how good you are? There is a need for you to show what an asset you can be to employers, they do not have the time to unearth your skills and general wonderfulness! Make it easy for them to see you.

Understand the value you bring and be sure you demonstrate to potential employers the value you can add to their business. It is for you to reach out rather than waiting (and waiting.....) for someone to notice you and snap you up for the job of your dreams. Think of the saying – waiting for your boat to come in and add, yes it will, but I may have to swim out to meet it.

### Networking

A horrifying concept for many police officers but don't worry, I can take that pain away for you. I have a theory that many years

## WHAT WE KNOW AFTER FIVE YEARS IN THE FIELD

Working with many hundreds of former police officers, including increasingly those who are looking to leave policing early, we understand that although there are barriers to success, once you know what to update, change and modify, they are often quite manageable.

In policing circles, it is almost a proven science that word of mouth is still the favoured way of establishing who is worth speaking to. Which is not a bad

thing as there are many people who will jump on what seems like a current trend and end up delivering very little value.

Most of the people we have worked with over the years are recommended via word of mouth. We have been here for over five years now and continue to get people to interview through CV's that get read, by understanding both policing and the private sector and, of course, in truly knowing and being passionate about the value of police officers and what they are able to deliver.

spent being on the receiving of requests from others, many officers can be less than adept at reaching out and connecting with people and asking, appropriately, for support and guidance.

So, here are my tips, tried, tested and successful. Get onto LinkedIn if you are not there already. Connect with people you know and include everyone you have ever met, well the tolerable ones on the right side of the law perhaps. We have a group (<https://www.linkedin.com/groups/3933192>) with over 6,000 members who are all former or serving police officers or staff – you probably know quite a few of them already. Go and join if you are not already in there, have a look at the other members and get connecting.

From there connect with siblings, cousins and friends outside of policing. You are looking to diversify and add something new through people already established in other sectors. Then connect with people who you share other LinkedIn groups with. Groups are a great way to learn all about the new sectors you are interested in – what are they talking about? What do the terms they use mean? Almost by osmosis, you will start to understand new industries and that will potentially be invaluable at interview.

And do not forget to get in touch with past colleagues and indeed bosses who have successfully moved on. I would suggest that to make things easier you say from the outset that you are not asking them for a job but can you buy them a coffee and pick their brain on how they did it? What problems did they face? What did they wish they had known?

### Isolation

When you leave or are thinking of leaving, policing, even when you have frankly had enough, there will be a time of transition, a time when you may feel that isolated and miss the better parts of policing. However, you are not alone you just need to connect and build your new world.

You may have thoughts about being the only one not working this out, wondering if you really have anything to offer and perhaps even whether you secure a new role to leave policing or if you will work again after retirement. These are common reflections and you are not alone in these thoughts, nor are you alone in wondering how you will work out what you need to do. Police into Private Sector is invaluable if you feel a bit at sea, but you have to reach out and connect. You are not supposed to just 'know' all this. You have been busy policing and this is an area of expertise you may not have needed to visit before – and now with technology, it looks entirely different year on year.

### Beliefs about who would want you

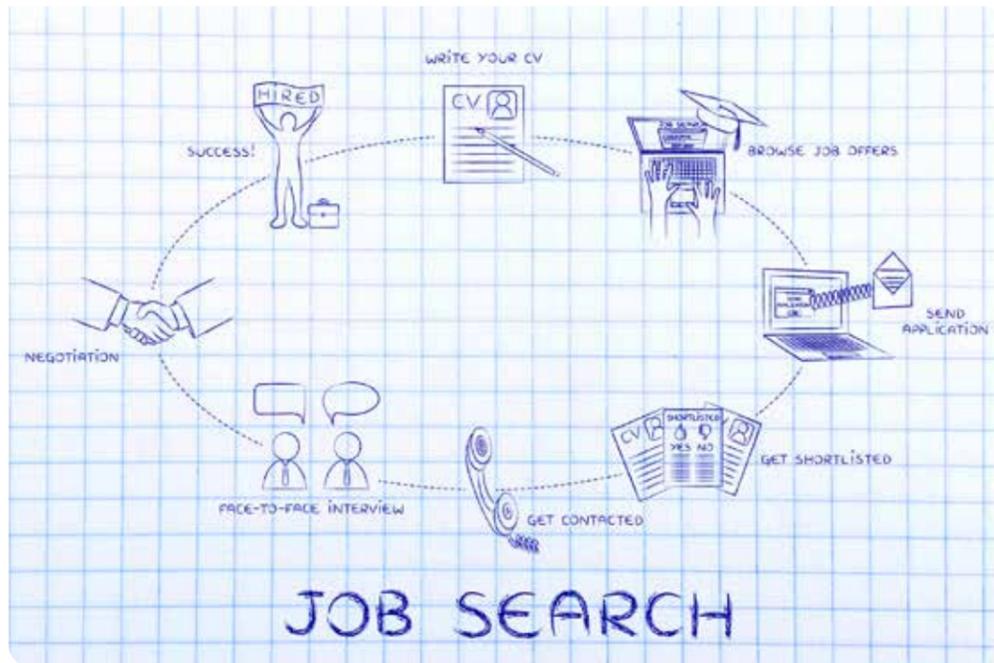
Recently, a client said to me "of course the biggest problem is that people do not want to employ former police officers". I was astounded – I had not heard comments like that for so long. This, I would suggest is an urban myth that may be used to licence the less determined, less capable perhaps, to step back. If you are reading this, then that is not, YOU!

It is true that some companies do not want to employ some police officers, but no more than that. Often companies do have problems understanding how policing skills would fit into their business but that can be solved by you making it clear what you can do and demonstrate the value you bring through a well thought out application or CV. Many employers are keen on former officers who are invariably, bright, engaged and keen to work hard.

### You have nothing to prove

The good news is that you no longer need to present detailed evidence and proof. Say what you have done and what you have achieved as succinctly as possible, less is certainly more in this case. You absolutely need to mention achievements and be





ready to offer more information (but not excruciating detail) at interview. They will ask for more information on what they are interested in and you will not know exactly what they are looking for so do not try to guess by including everything about you in one CV.

**How to move forward**

- Get a good first start (or make a fresh start if you are not succeeding yet). Be aware that if you send a CV once many companies will not let you send it again. So make sure that first application is of the very best standard. If you really want the job and your skills fit the specifications then make sure you offer the very best account of yourself as you can. Please do not be too cool to express your keenness. Energy and enthusiasm are attractive and often irresistible.
- Start to narrow down the areas you are interested in. Use LinkedIn to look at a few

companies or roles and really explore them. You can always expand later or change direction. Just get started by looking around and let it develop – it is absolutely fine to not have a definitive view of your idea role when you start off. Just get started.

- Learn how to use LinkedIn properly – there is so much useful information on the website and, of course, job adverts galore. It is as safe as life is, do not include your date of birth or address (please do not attach your CV to your LinkedIn profile!) and remember it is not social media, it is business media. Behave on there as you would in business and you will be fine. It will act as a shop front for you, a really good profile will show you are I.T. literate and indicate an understanding of modern business.
- Think of your pension (if you have one) as a poison chalice. It can serve as a reason not to push harder – after all with a pension you will not starve. However, this

is more than being just about the money, this is about a good standard of living and about intellectual stimulation. You need to be determined and keen – push on it a little, a bit scary perhaps but isn't that a fair price for a job that will engage and stimulate you and pay the bills? Perhaps ask yourself what action you would be willing to take if you needed the money to pay the electricity bill?

- Be open minded – you do not have to do what others have done. Think of companies you like the look of and investigate. There is a whole world of opportunities that you can access once you know how.

**THINGS TO DO RIGHT NOW**

If you get professional advice (and we are unequivocally the best for that!), make sure it is from someone who knows what they are talking about rather than just talking about what they 'think', find out what they actually know. What is their track record? Who have they helped succeed? How long have they been around? And of course, good old word of mouth. If you are talking to a professional they will not mind a bit, will not be offended and will entirely understand your questions.

Please note that it is a universal truth that your CV read by your partner/mother/best friend will often receive a glowing response. They know how good you are and probably hear of your work in detail and so will mentally fill in the missing parts. The only exception is, of course, if they work in recruitment, as a career coach or similar. Then, speaking from personal experience, they will often be painfully honest – this is good and will save you

greater pain in the long term.

Do speak to others who have successfully moved and listen to their story – but know that yours will be different – you have different skills and a different personal approach perhaps. And no, you do not need to be an amazing at interviews – be authentic and do not over compensate and you will shine.

Go carefully on signing up for training courses that promise too much. Assurances that you will absolutely get employment after 'this' course make no sense. Look at the qualifications held by those who are already in the roles you are interested in or look at the qualifications requested on LinkedIn and job websites. If there is something there that is within your reach, then make sure you get to a good provider and by all means get learning. All too often I speak to people who have spent a small fortune on courses that lead nowhere.

Do not take on too much advice – everyone knows a little about a lot. You need to connect with those who know their art and have really hunkered down and understood the requirements rather than jumping on the nearest bandwagon. Quick and easy is often very unsatisfying in the longer term, take this seriously and you will thrive.

**LAST THOUGHTS**

- It is never too early to start preparing. LinkedIn is brilliant but takes time. Contacts are fabulous but you need to build relationships before people will be able to help you.
- Go to the Police into Private Sector Website ([www.PoliceintoPrivateSector.co.uk](http://www.PoliceintoPrivateSector.co.uk)) have a look around. Valuable Information is there just waiting for you.
- If you are on LinkedIn join the Police into Private Sector group and get talking and understand your next best moves. Again, lots of shared learning just waiting for you.
- Email [pips@PoliceintoPrivateSector.co.uk](mailto:pips@PoliceintoPrivateSector.co.uk) or telephone **01737 831700** and get direct, helpful and friendly support to get moving. We are here, offering all that you need to get started from a bespoke CV and LinkedIn service to a DIY version; Career Coaching and Interview prep.
- Read and drink in the rest of this magazine and be grateful that finally good support and advice is all around you. ●



# JOIN OUR TEAM!



## CANARY WHARF Security

Canary Wharf Security are recruiting for Security Supervisors and Security Officers.

- Competitive Salary
- Overtime opportunities
- Excellent pension scheme
- Subsidised private healthcare for you & your immediate family
- Life Assurance
- Subsidised gym membership
- Interest free season ticket loan after probation
- Four weeks paid holiday per year

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We provide all specialist training you will need to do the job, as well as many personal development opportunities.

To apply Email: [david.easby@canarywharf.com](mailto:david.easby@canarywharf.com)





These are just a few ways on how you can boost your income as a personal trainer to make sure that you are getting the most out of your job. Whether it is going to multiple places to get more clients or just taking a few extra courses for your professional development, all this goes to show that there are many possibilities to make money as a personal trainer but it's surely up to you to put the work in. ●

rate than if you were to train 2 or 3 people individually. Location, location, location. If you want to create a big client base, it is never a good idea to stay in one place because you can only get a certain amount of clients in one area. However, if you were to cover multiple locations, then you will be able to get more clients in different areas. The downfall to this however is that it will increase the amount of time that you travel but if that is not an issue for you then it could be a good option for you.

If you are interested in becoming a Personal Trainer or want more information on what it takes to start your personal training business, please call 0208 543 1017 or visit [www.discovery.uk.com](http://www.discovery.uk.com).



is because a personal trainer should be able to advise their client on a healthy wholesome diet that will contribute to their overall fitness and will help them achieve their goals.

- Discounts, Discounts, Discounts! Many potential clients will ask if they will get a discount if they buy a package from you (e.g. 'If I buy 10 sessions can I get 2 more for the price of 1?'). You shouldn't get offended by these types of questions as it's the sort of industry where clients just want

to feel like they're getting a great deal for their money. Personal training is a competitive field so offering discounts could put you at a competitive advantage as others may not be offering the same discounts or not even discounts at all. Offering a better rate in the beginning or having some promos on your packages from time to time can be quite beneficial and can help you grow your client base.

- Group sessions. Another thing that you could do is sessions of 2-3 people and charge a lower

the potential to bring a great income but if you want to increase those figures even more it would be wise to do a CPD (Continuing Professional Development) course which is a one-day course that you can do to to help you specialise in a certain field. This will allow you to offer your services at a higher price because now you will have more to offer as a PT.

- Be on top of your nutritional advice. Clients always ask their personal trainers what food should they eat because they work hard in the gym but their diet is unhealthy outside of the gym. If you are unable to give nutritional advice you risk being seen as unreliable and that

## 7 easy ways to boost your income As a Personal Trainer

Starting out as a personal trainer can be difficult for a number of reasons, whether it's because you only have a few clients, or you find it a bit hard to find a good space to train people or just because you don't seem to get the grips on marketing, it continuously seems like constant work needs to be put in in order for your PT business to grow.

But success doesn't come easy so the blood, sweat and tears will be worth it in the long run. Because we are familiar with the fact that personal trainers who are just starting out need a few pointers, we've taken a look at some of the ways that could help improve your work and boost your earnings as a personal trainer:

- Free bootcamps! Organising free boot camps could help grow your client base (and quite considerably in some cases). You may think "why for free?". The answer to this is quite straightforward: everybody likes free things, even more so when these will contribute to a better health and keeping fit; and this alone would make people more likely to come to your sessions. If these sessions go well word of mouth will spread as your clients are more likely to recommend you to their family and friends. This is a great way to build a client base fast as potential clients experience your training first hand.
- Go online. Another way to boost your earnings as a personal trainer is by selling your PT services online. This is the best

way to remain flexible as you can still give advice, design programs and train your clients over a webcam in the comfort of your own home. One of the positives of offering online personal training is that you don't have to spend money on travelling as well as the fact that your client base can be worldwide.

- Take up some CPDs. Of course, a personal trainer has



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 0208 543 1017

**GYM INSTRUCTION COURSE**

**PERSONAL TRAINING COURSE**

**PRE & POST NATAL COURSE**

**AEROBICS COURSE**

**CHILDRENS EXERCISE COURSE**

**SPORTS MASSAGE THERAPY COURSE**

**STRENGTH & SPORTS CONDITIONING**

**LEVEL 4 COURSES**

**CPD COURSES**

**GP & EXERCISE REFERRAL COURSE**

# Frontier Risks Security and Risk Management Consultants

The Frontier Risks Security & Risk Management Consultants (SRMC™) course is an intense, residential course that takes place over 13 consecutive days at the Emergency Planning College, Easingwold, York. The SRMC™ course attracts a broad range of international students from many different sectors ranging from Oil & Gas, Health Care Professionals, Military, Private Security, NGO's, and IT. Below provides a snapshot of a first-hand account of the students who complete blogs throughout the course.

## DAMIEN – OPERATIONS MANAGER (TEAM RUBICON U.K.)

Day 3 saw us move onto Travel Risk Management, Journey Management and Evacuation Planning. This was a day that I had identified as being of particular interest, due to my current work with Team Rubicon, and I wasn't disappointed. The day was led by Riz from Priavo Security, who yet again was another excellent and knowledgeable instructor talked us through all the issues that need considering, pre-trip, during the trip and even post trip. He also highlighted to us that many factors needed to be considered, beyond the obvious physical security of the travelling individual, that would be a priority for businesses and organisations. From a personal point of view, it was hugely useful to see all the control measures

that should be put in place, as a minimum, to reduce the risk.

Riz then took us deeper into the process, pushing us to constantly question and analyse every action and situation. He also threw us a curve ball, every now and again, changing the scenario which showed the importance of always having contingency plans for every situation. To finish off the day we could test our new knowledge by creating a journey plan for a client for two different scenarios, which really brought home everything we had learnt.

## DARREN STRATEGIC BUSINESS CONSULTANT (G4S SECURE SOLUTIONS)

The day's second session by Caroline Neil of RPS Partnership was an absolutely fascinating overview of the real-world realities of security and crisis management. While Caroline's own professional experiences would fill a book in itself, she was able to talk through actual scenarios of how skills and capabilities to be discussed over the following two weeks had actually been implemented into major incident case studies. The topics that Caroline covered were:

- Travel Management;
- Emergency Response vs. Crisis Management Planning;
- The characteristics of a crisis;
- Crisis Management in action;
- The Crisis Management Framework;
- Kidnap & Ransom;
- Evacuations and exfiltrations.

Again, even at this early stage of the course, the level of experience amongst us as students reaped the rewards, as we were all able to share our own knowledge and expertise of managing operations in complex risk environments.

## SHARI – TACTICAL INTELLIGENCE ANALYST (SOLACE GLOBAL)

My reasons for doing Frontier Risks SRMC course were two-fold. Firstly, I had been searching for a while for an MBA programme to study long-distance. The advantage of completing the course and obtaining the Level 5 City and Guilds certificate, is that it will count for 60 credits towards an overall MBA through the University of West Scotland. Secondly, the course was an opportunity for professional self-development. It helped me to establish what I already know and what areas I should develop and strengthen! It also highlighted areas in which the private security industry is growing, such as cyber security. There was something in every session to challenge me, but there were also skills and learning points to take away and apply to my current position as an analyst.

The Hawkhills EPC were fantastic hosts of the course for the two weeks, offering comfortable accommodation and excellent food. Some of the longer days in the lecture room were facilitated by the prospect of coffee and cake every afternoon! But more importantly, a comfortable environment made for a better learning one, as well as social.

Overall, I am extremely happy I chose to do the course. Thanks to Pete and Duncan for all your hard work! I will certainly recommend it to anyone looking to enhance their qualifications and is interested in the risk management world.

## TIM – INTERNATIONAL MEDICAL CONSULTANT (DNO ASA)

During the last 5 years, my profession as a Remote Healthcare Professional has taken me to over 20 countries around the globe, many of which are deemed medium to high risk due to some threats posed by; terrorism, political instability, the risk of kidnap, endemic crime, local medical resources and environmental factors. Unfortunately, many countries that have historically been 'safe' or 'low risk' have now been re-classified as 'high risk', this, unfortunately, has been influenced by the rise in international terrorism.

Due to the rising risk associated with travelling and operating in 'high risk' environments, I have decided to complete a Security and Risk management course to improve my knowledge, skills and situational awareness surrounding these issues.

The SRMC that Frontier Risks deliver is by far the most informative, current and operationally focused course on the market, this is primarily due to an outstanding faculty, varied syllabus and guest speakers that other companies could only dream of. I would encourage any Remote Area/ Expedition/Offshore Medic to consider booking this course to better prepare for the hazards associated with travelling and working in remote/austere environments - the 7 P's have never been so necessary for our unstable climate.

To secure your position on the SRMC™ course call **01298 811 005**, email **info@frontierrisks.com** or visit **www.frontierrisks.com**



# LEAVING THE POLICE SERVICE

## HAVE YOU CONSIDERED A CAREER AS A SECURITY RISK MANAGER

The 13 Day Security Risk Management Consultants (SRMC) Course delivered at the Emergency Planning College

- 16 Expert Guest Speakers
- 4 Qualifications
- Membership to the UKs Leading Security Risk Management Alumni Networking Group

## CAN YOU AFFORD TO MISS OUT?

### QUALIFICATIONS

- CiiSCM (Chartered International Institute of Security and Crisis Management) Certification
- City & Guilds Level 5, PRA, (Security Risk Management Consultants)
- MBA with Risk and Resilience , 60 Credits Certificate (University of West Scotland)
- GCHQ Offshore Cyber Certificate

### ACCOMMODATION

Accommodation and 3 meals a day are included in the course price, with the course situated in York at the Emergency Planning college

FOR FURTHER COURSE INFORMATION CALL OR VISIT ONLINE

01298 811 005 info@frontierrisks.com  
www.frontierrisks.com





# So What Next?

We posed the age old question that has faced police officers approaching their 30 years service to John Wood, Director of Servoca Resourcing Solutions.

I started working in Criminal Justice recruitment back in 2004 and when I told people that I found jobs for ex-police officers, 99 times out of 100 they would say "What? In security?" Because undoubtedly, traditional thinking was that was just what ex-coppers did.

Although times have changed significantly since then, there are some officers who haven't realised this and that is where we come in.

Based in Central London, Servoca Resourcing Solutions specialises in working with former police officers, and other members of the public sector, civil and criminal justice fraternity. We have been involved within police recruitment and services since 2002 and have supplied to over 75% of police

forces in England, Wales and Northern Ireland.

Servoca has provided resource domestically and internationally to police forces for operational, strategic, supervisory and managerial roles across the investigative, enforcement, compliance and intelligence disciplines, and can offer a range of additional skills and services that may not reside in-force due to cuts, efficiencies or lack of need on a permanent or ongoing basis.

We provide contract, permanent and fixed term opportunities to former officers whether they have completed

their full term of pensionable service or, as is increasingly often the case, they have decided to leave the service earlier to pursue other career opportunities. These roles may be full or part time or in some cases on an occasional ad-hoc basis.

As well as working with police forces, Servoca's client base extends beyond the immediate police family. We have identified contract and permanent opportunities across a range of public and private sector organisations as well as some within the third sector for individuals registered with us.

Predominantly, the most common denominators here are that they are all organisations that require investigative, enforcement, intelligence or compliance related skills and experience. Coincidentally, skills that are highly prevalent within the police service. They may be central government departments

or banks, charities or public/private sector partnerships.

On top of those easily recognisable areas of experience, former police officers also possess a range of "soft" skills that often go unrecognised in themselves but are apparent to alternative potential employers and that they could benefit from.

Skills such as conflict resolution and immediate or projected risk assessment are part of the everyday job for many police officers, whether in uniform or otherwise. Many former officers do not appreciate that the "people" skills that they have developed over the course of their service are exactly that, skills, skills which not everybody has or have to use to anything approaching the same level that they most likely have done in their policing role. To be able to gain access to that type of knowledge, knowledge and experience that can be shared with new colleagues is seen as an undoubted benefit for many employers.

With the increase in recent years of collaborative and partnership working, officers are often used to operating within these types of arrangements,

whether they be in lead or contributory roles. This has also opened many of them to a greater understanding of the differences in culture that they may face when they leave the service.

One of the biggest criticisms I would often hear regarding former officers when placed into non-policing work environments was that they were not very flexible in their working practices. This is hardly surprising as many grew up in a heavily rank structured, results driven working environment where instruction was not questioned or discussed, just acted upon, an approach which served forces well for many years but is somewhat out of step with modern policing and commercial practices. Recognising this, many employers are now more actively engaging former officers for the insight and experience that they can bring, gained from their time working within the police service.

We have also seen demand grow for former detectives to work across a number of areas. It is difficult to ignore the increasing number of reviews and historical or legacy investigations as well as the effect that some of these have had on current case

numbers; the "Saville" effect as it has become known for instance in relation to the significant increase in reports of current and historical child abuse. All of this is against a backdrop of "business as usual" for forces and other law enforcement bodies alike.

Demand for certain skills will tend to fluctuate and generally will be closely aligned to the key policing trends and priorities of the time. So by way of example, the most in-demand / requested skill types at the moment are:

- Public Protection / Child Abuse
- Child Sexual Exploitation
- Digital / Cyber Forensics
- Review Officers
- HOLMES Specialists
- Intelligence Analysts & Researchers

As well as recruiting on behalf of a variety of clients, Servoca will also engage former officers directly to deliver outsourced services to a range of criminal and civil justice organisations as part of Servoca Managed Services.

Servoca Managed Services deliver bespoke managed and outsourced services covering a wide range of civil and criminal justice needs, from independent investigations through to training,

taped interview transcription to professional witnesses. We have extensive experience in working within the police, civil and criminal justice sector, and have the capability to assist with an array of managed outsourcing needs.

With the wide ranging changes across the police and public sector, and the focus on greater efficiencies needing to be implemented, Servoca are listening to organisations to understand where they see these efficiencies being found, and how we can make available services that can help address them while they maintain the level of performance and delivery that is expected from them, whether they are fully outsourced services or purely resource based solutions.

In terms of Servoca Managed Services, we are always keen to hear from candidates with Professional Standards (especially Conduct & Harassment), low level surveillance or anyone with tape transcription experience.

Registering with us is simple and free. For anybody wishing to register with us they can call our Police Recruitment team on 0207 747 3044 or email their details or CV to srs@servoca.com.

If you do not have a CV, we are more than happy to provide advice on how to create one, especially as we appreciate that detailing 30 years of police service on 2 sheets of A4 paper is not necessarily the easiest of undertakings, and deciding what to include and what to leave out can lead to hours of reflection and deliberation.

Alternatively if you just want to get an idea of the type of roles that we specialise in, whether now or in the future, you can visit our website, [www.servocaresourcing.com](http://www.servocaresourcing.com), as well as follow us on Twitter, Facebook or LinkedIn.

So, to return to this article's opening question, what is next? Well the answer is pretty much whatever you want, especially if you want to continue actively using the skills you have gained in your policing life. The bigger decision is probably whether you want to remain purely within the working surroundings that have got you to this point or if you are keen to try something different and utilise your experiences in a new and potentially more personally challenging environment.



## CONTRACT & PERMANENT OPPORTUNITIES IN POLICING, CIVIL & CRIMINAL JUSTICE

### HOLMES SKILLS (NATIONWIDE)

Contract

We are constantly looking for HOLMES skilled staff at all levels, especially Reader/Receivers and Indexers for police forces and other law enforcement organisations across the country.

### INVESTIGATORS (NATIONWIDE)

Contract

Servoca have current requirements for investigators looking short and long term contract opportunities. We are particularly interested in Child Protection, ABE and PIP2 experience as well Disclosure & Exhibits.

### STATEMENT TAKERS (NATIONWIDE)

Contract

We are looking for Statement Takers and Assistant Investigators to work within volume and major crime as well as investigative review teams for police forces and non-police entities. Preferably with experience from UK police forces.

For all our latest jobs and services  
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 Facebook

# Life as a Bailiff

Have you considered using your transferable skills as a Court Bailiff, or Enforcement Agent (EA)?

Currently the subject of a popular fly-on-the-wall television series, enforcement officers need to demonstrate a mixture of resolve and tenacity and understanding and compassion.

The bailiff industry is seeing a huge rise in the number of new recruits coming from The Forces. It appears that the bailiff industry is providing job opportunities for ex-police personnel as well.

One industry leader suggested that the apparent match in skill sets required to succeed in both professions makes the transition from jobs in the army, police force or even prison service relatively seamless.

She claims: "Bailiffs need good communicative skills and need to be able to remain calm in situations of great stress, I imagine these skills are fundamental to serving on the front line whether it be in the Army, Royal Navy or even police force."

She goes on to suggest that people leaving their respective industries still desire a job that remains exciting and throws up challenges on a daily basis. The fact that bailiffs can benefit from substantial financial rewards whilst experiencing these challenges makes the industry very appealing.

"We have a large number of ex-forces and police officers on our books and have been successful in placing a large proportion of these. We have had some very positive feedback regarding these candidates and are always looking to recruit from these professions. I would encourage anyone from these professions who is looking to embark on a new challenge to leave their details with us and take the first steps towards a very lucrative career change."

## ENDEAVOUR UK

Training organisation Endeavour UK offers a range of courses for people wishing to enter the profession, starting with the Level

3 Certificate for Enforcement Agents (Bailiffs) Taking Control of Goods. It is part of the company's security training portfolio.

This course has been made for anyone that would like a career as an Enforcement Agent. This course covers all aspects relating to the roles and responsibilities of an Enforcement Agent. It includes Taking Control of Goods, EA Conduct, understanding the process of a number of different debt types, identifying and dealing with vulnerable people, understanding how to be an effective EA and also being able to effectively manage conflict. This course will give the candidate the information they need to apply to the county court for their enforcement agent court certification. Candidates must apply to the courts themselves for the certification. (If you would like us to do the administration to make the certification process as easy and stress-free as possible, we have a package: Level 3 Certificate for Enforcement Agents (Bailiffs) Taking Control of Goods Course (Theory Course - Units 1 to 4) with Court Certification Process)



The course covers the legislations for Enforcement Agents:

- Schedule 12 of Tribunals, Courts and Enforcement Act 2007
- Taking Control of Good Regulations 2013
- Taking Control of Goods (Fees) Regulation 2014
- Data Protection Act 1998

This course also covers the National Standards and much more This course is broken down into units:

### Unit 1: Roles and Responsibilities of an Enforcement Agent (Bailiff)

- Understand the roles and responsibilities of different types of Enforcement Agent.
- Understand the type of cases that a Certificated Enforcement Agent can enforce upon.
- Understand Enforcement Agent enforcement procedures when taking control of goods.
- Understand the National Standards and Legislation relevant to Enforcement Agents.
- Understand the fee structure set out in legislation relevant to Enforcement Agents.

### Unit 2: Magistrates Debt and Road Traffic Debt

- Understand the process which is followed by Local Authorities when issuing a Penalty Charge Notice (PCN).
- Understand documents which are required to enforce Magistrates Court warrants and Road Traffic fines.
- Understand the legislation relating to enforcement agent activity when enforcing Magistrates Court warrants and Road Traffic fines.
- Understand the Appeals Process.
- Understand the recovery process of a Road Traffic warrant

### Unit 3: Council Tax (CT), National Non Domestic Rates (NDR) & Commercial Rent

- Understand the legislation relating to both Council Tax (CT) and National Non Domestic Rates (NDR).
- Understand the debt recovery process for both CT and NDR.
- Understand the enforcement process for Commercial Rent Arrears.

### Unit 4: Vulnerable People, Managing Conflict and Effective Enforcement Agent Action

- Understand threats to personal safety of an Enforcement Agent.
- Understand how to manage conflict effectively.
- Understand effective enforcement to achieve a positive outcome.
- Understand how to deal with vulnerable people.

You must successfully complete the assessment for all units and pass a classroom based exam to achieve the qualification. There is also an optional extra.

For the learners who would like the certificate for theory and practical, that confirms you can apply the classroom knowledge to real life. Once Units One to Four are successfully completed you can go onto street on a one to one basis to complete Unit Five which is a field assessment. This is an optional extra which can be booked in at a later date. There is an additional cost for this assessment.

The Company also offers courses for those who need to renew their qualification certificates, identifying and dealing with vulnerable people and process serving.

For more information on Endeavour Training's enforcement courses visit the company's website [www.endeavouruk.com](http://www.endeavouruk.com). You can also call them on 020 3263 or use the easy-to-use on line enquiry form.



## THE BAILIFF SCHOOL

### THE BAILIFF SCHOOL

The Bailiff School also offers qualification courses and claims to be the original training provider of its type.

The course in Certified Enforcement has been compiled, designed, prepared and written by a panel of professional Certificated bailiffs all of whom have been practicing for a number of years.

The student will from the very start be working toward a Diploma in Certificated Enforcement (DICE).

The course is written with up to date legislation and is amended periodically in line with changing laws and legislation. The course was also checked by practising Bailiffs, Office managers and directors of Bailiff Companies and all considerations have been taken into account. The school claims this course is the single most up to date and useful tool that can be purchased for a student.

The course is also designed with students in mind:

- Work at a comfortable pace
- Work at home or when travelling
- Have the knowledge that support is available
- Have only personal deadlines to meet
- Feel real progression

As you work through the course you will become more confident and build up a vital knowledge base for your new exciting and rewarding career.

### HOW LONG DOES THE COURSE TAKE TO COMPLETE?

The answer is, of course, your decision. Most students take four - six months to progress from receiving the course up until they gain their certificate but with full time study it can be completed in as little as six weeks. There is no time limit on the course so a slow approach is fine.

### WHAT WILL I ACHIEVE FROM THE COURSE?

You will gain qualification from The Bailiff School, namely a diploma in Certificated Enforcement enabling you to apply to the court for Certification.

You will need your Diploma and reference to take to the court with you which, upon successful completion of the course, the school will provide.

The school was designed and developed as there was, and still is, a shortage of Certificated Bailiffs in England and Wales.

The established and respected school specialises in Enforcement Training and is dedicating to raising the standards of the industry and currently provides diploma students with a firm grounding in which to take into the workplace via distance learning and seminars.

The course is fully accredited and provides benchmark training for those wishing to pursue a career in the Enforcement or security industry.

The organisation also works closely with several companies such as London Bailiffs Limited to provide work for newly



certificated officers who have participated in the programme and have achieved the diploma.

There are many Certificated Enforcement Officers working in the UK who have been the beneficiaries of this training course.

The course was not written by one tutor but is monitored by a team of professionals who came together to address the shortage of qualified Bailiffs whose combined knowledge and experience was no less than 415 years!

The seminars and live courses are run by suitably experienced CEOs who are still actively involved in the day to day running of enforcement agencies.

To find out more visit website [www.becomeabailiff.com](http://www.becomeabailiff.com) or telephone 0207 717 5257. You will find full course details and the syllabus.

The course is priced at £350 and includes full Bailiff Training, Examinations, references and Certificates, sent via a digital download.

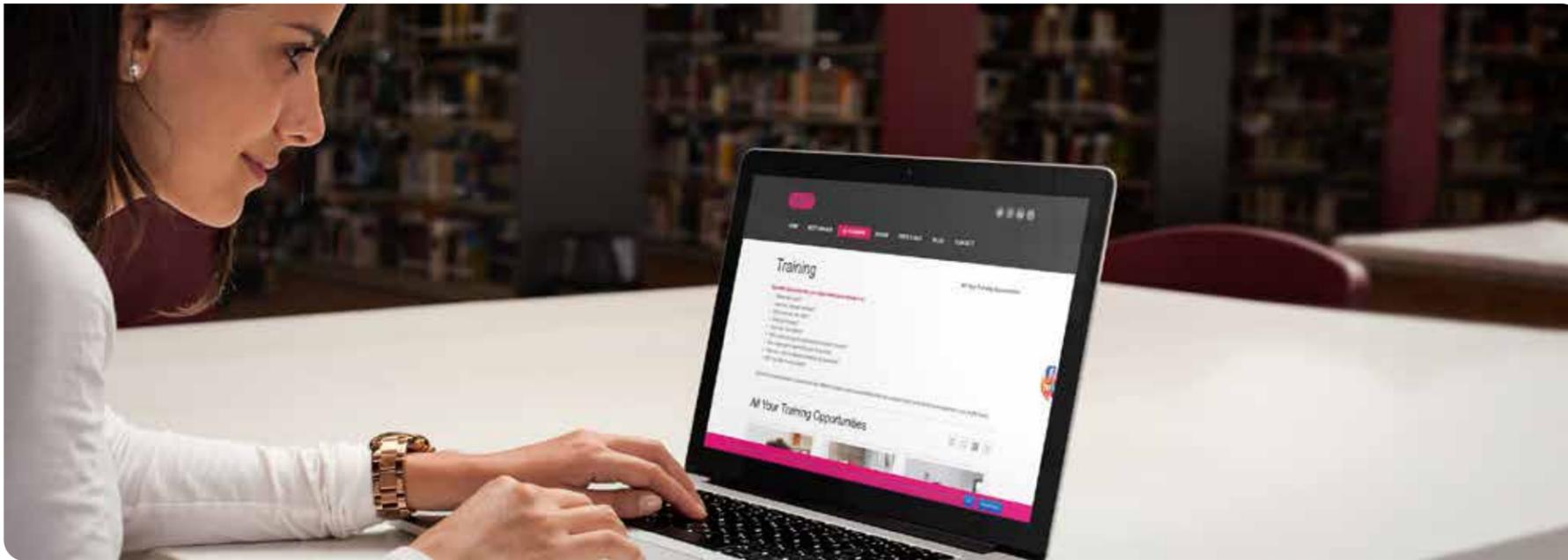


### BAILIFFJOB.CO.UK

[Bailiffjob.co.uk](http://Bailiffjob.co.uk) is combining forces with one of the country's leading security industry lecturers, to develop a complete and concise bailiff training course. The aim is to provide a training course specifically designed so that someone taking their first steps in the bailiff industry, can acquire the skills and knowledge that will help them to be both successful as well as profitable.

The company claims that many courses provide a curriculum specifically aimed at gaining a 'Bailiff General Certificate', but are lacking when it comes to developing the soft skills that enable a newly certificated bailiff to become an instant success. [Bailiffjob.co.uk](http://Bailiffjob.co.uk) aims to provide a one-day training course that not only guides you through the certification process, but will also teach the skills and techniques gained and employed by extremely successful serving bailiffs with many years of experience.

Not only will it facilitate your ability to be successful, but will focus on subjects such as 'risk assessment' and 'cash control', so that you can stay as safe as possible when embarking on your new career. Check out website [www.bailiffjob.co.uk](http://www.bailiffjob.co.uk) for regular updates or email [enquiries@bailiffjob.co.uk](mailto:enquiries@bailiffjob.co.uk) to book a preliminary place on its courses.



# Self Employment is no longer a dream it can be **your** reality

## Military Administrator to Virtual Assistant.

**W**e know, the UK's military capability is one of the most impressive in the world.

But they know, to bring that capability to life they need people of the highest calibre. The military encourage you to be the best you



can be, to believe in yourself and to live life to your fullest potential – so you can bring out the best in them. How would you like to be your own Boss and do the same now? Running your own Virtual Assistant (VA) business takes your core values and ethos and applies them to self employment.

You might be wondering what a Virtual Assistant or VA is – I know when I left the military I didn't know, even though that was the business I was setting up.

### VAS ARE NOT TYPICAL 'SUITS' TYPE PEOPLE (AND IN FAIRNESS NEITHER ARE EX-MILITARY!)

Remember those occasions during your military career when someone said "here's that new computer system we are implementing – you will get your training in 6 months time but can you start using it today." Being a VA, can be a bit like that - a great challenge.

A virtual assistant is a self-employed administrative or personal assistant who works remotely (usually at home) for various clients. When most people hear "virtual assistant," they assume it's a secretary who works from home. In some cases, yes, but the reality is no two days are ever the

same, and the challenges can be as much fun as your military days, everything from business support, social media support, project management and the list goes on.

Most VAs come from a PA/EA or traditional secretarial background and they want to become a VA for a number of personal reasons. But organisations love VAs who come from a military background, that "can-do" attitude and those intrinsic core values. Not every client wants a 'suits' type person to work in their business, they would much rather have someone with adaptability, high professional standards, great work ethic, drive and being committed to adding value.

### WHY SELF EMPLOYMENT

In 2017, we have 4.8 million self employed people in the UK, making up 15% of the UK workforce, an increase of 21% over the past 5 years. This workforce contributes to £255 billion to the UK economy.

Self employment is often seen as a "risky" second career post military service, but I found the courses that I did enabled me to stand up and "Be the Boss" of my own business.

Service leavers who state they want to set up in business, are often encouraged to purchase a franchise, but the franchise fee, start up costs, monthly royalty fees restrictions on marketing, creativity and flexibility are all negatives for those wanting to be in charge of their own destiny. Opening a franchise rather than

starting your own business offers no guarantees of success. You still need to be a sharp businessperson to make it work.

The reality is, there's always risk in starting any new business. That's where coaching, training and mentoring can help.

The alternative to buying a franchise is to become a Freelancer – and this is where VAs often fit into the self employed market place – it's a perfect career for someone who has a military career in the administrative / personnel arena or even project management; or even a military spouse who wants to accompany their serving partner around the world while still keeping their own career!

### ARE YOU LOOKING FOR A FLEXIBLE SECOND CAREER?

Being a VA gives you complete control over your working hours and the tasks you would like to achieve per day. You set your own hours, goals and priorities. Therefore, you will never feel stagnant or static at work. You can prioritise your tasks and choose when you begin work over the course of the day.

As a VA you have complete flexibility about where you work, from the comfort of your own home or anywhere in the world. NO commute or travelling with work. NO cramped office spaces, and uncomfortable chatting in the meeting rooms with your boss and colleagues.

VAs tend to work with a handful of clients and due to specifics of the business, often maintain a close-knit relationship with their clients. Your client relies on you and you rely on them, thus making your partnership indispensable and valuable. Achieving great results for your clients gives you a sense of achievement and worthiness.

Depending on how hard or how much you want to work will dictate



the amount you can feasibly earn. Starting a VA career is cheaper though than getting a franchise, you'll need a computer, internet and telephone line as the bare minimum.

As a VA you will be working with forward thinking entrepreneurs, managers and business owners – they run everything from small local businesses through to major companies and banks. The thing they have in common is they're busy and need help getting everything done and they will love your practical and no nonsense approach.

No-one knows the exact number of VAs in the UK, as there is not one specific category on the HMRC tax registration forms, but its believed there are approximately 5000 – however these range from career VAs to hobby VAs. The Society of Virtual Assistants has just 1600 registered on their database. It's also an industry with very few men in it – just 3% - but those that venture into this world are doing very well and it would be great to bring more into this growing industry.



### MY JOURNEY FROM ROYAL NAVY OFFICER TO AWARD WINNING VIRTUAL ASSISTANT TRAINER

I'm Amanda and I retired from the Royal Navy after 23 years of service and decided to set up my own VA business ([www.y-e-s.co.uk](http://www.y-e-s.co.uk)). Being typical military, I researched and then used my Graduated Resettlement Training Grant, to train with the Virtual Assistant Coaching and Training Company on the VA Mastery Course ([www.vact.co.uk](http://www.vact.co.uk)) and, within 18 months, implementing those same skills and beliefs enabled me to become Runner Up in the VA of the Year Awards 2014 – Southern Region.

At the end of 2014, I became a VA Coach, Mentor and Trainer and the proud owner of the very same company I trained with, at the start of my VA career. For me this was a natural progression and linking back to my military days. In March 2017, VACT were voted the Best VA Training Provider in the UK for 2016.

Our time in the military equips us with the organisational skills, determination and discipline to live life to its fullest potential – and nowadays I believe I inspire the VAs I train to have those same beliefs and standards too.

Since becoming the Director of the company, I have worked with numerous ex-military personnel (of all ranks and rates) and military spouses – where they resonate with

my straight talking and honest advice. Feedback from one said: "The course has been brilliant to provide a structured approach to life as a VA, target marketing (your perfect client can only be found in a number of places) and sharing tips and advice along the way. Amanda is an amazing role model and a great trainer too!"

### INTEGRATING FAMILY AND BUSINESS COULD BE AN IMPORTANT ASPECT OF RUNNING YOUR OWN BUSINESS

Family is the reason why I do what I do. They are who I grow my business around – so I understand the importance of integrating your business with your family life. As a VA, it is often not about work/life balance but tends to be work/life integration – that old adage of work hard, play hard is still very true even in civvy street.

I am married to Andrew who's also a veteran (ex-army) now turned Mortgage Consultant (Yes Mortgage Services Limited). So you can imagine the fun on Army v Navy Rugby Day... if I can just say, that banter doesn't change even when you both left 5 years ago! Both of our businesses are registered with the Armed Forces Covenant as we are still passionate about our military connections.

We have two little boys (James and Jacob), who often teach me my biggest lessons, whilst also running me ragged! I'm a firm believer of leading by example, so both the clients I have supported and the VAs I train know, they CAN have a healthy business and family life, integrated together.

This new stage in my VA career enables me to inspire, challenge and support others who are looking to become awesome VAs, men and women who are ready to take control of their life and career. And it's a challenge that I'm honoured to embark on.



### DOES THIS SOUND LIKE YOU?

VACT makes it easier, faster and better value for you in setting up your VA business, you get CPD accredited courses; the most popular course is the VA Mastery Course and it is designed to provide you with the tools and knowledge required to establish a VA Business. This course has a proven track record of success – with many award winning VAs having completed it.

There is no set answer to what makes a good VA, as the VA industry is becoming increasingly varied and complex, its all about adapting and adjusting to customer's demands.

As ex-military we are not good at selling ourselves in the commercial world, and so the training courses are designed to give you the knowledge to make the most of your skills and experience, the understanding of the technology required to work in a virtual environment, and the tools to gain clients through effective marketing and accomplished networking.

When it comes to business I passionately believe that having the right support in place can make the difference between failure and success.

*VACT offers you the opportunity to become your own boss, whilst giving you the skills to make your own VA business, your reality on your terms. Offering varying levels of training – with Amanda offering each and every trainee personal help and support. If you're ready to take action, why not book a free discovery call [www.vact.co.uk/book-a-call](http://www.vact.co.uk/book-a-call) and see how Amanda and VACT can help you!*

Website: [www.vact.co.uk/training](http://www.vact.co.uk/training)  
Tel: 0800 612 5596  
Email: [Amanda@vact.co.uk](mailto:Amanda@vact.co.uk)



# HAVE YOU GOT A PROBLEM WITH ALCOHOL? ONLY YOU CAN DECIDE!

To answer this question ask yourself the following questions and answer them as honestly as you can

1. Is drinking making your home life unhappy?
2. Does your drinking make you careless of your families welfare?
3. Do you drink because you are shy with other people?
4. Is drinking affecting your reputation?
5. Do you drink to escape from worries or trouble?
6. Do you drink alone?
7. Have you lost time from work due to drinking?
8. Has your ambition decreased since drinking?
9. Has your efficiency decreased since drinking?
10. Is drinking jeopardising your job or business?
11. Have you ever felt remorse after drinking?
12. Are you in financial difficulties as a result of drinking?
13. Do you turn to or seek an inferior environment when drinking?
14. Do you crave a drink at a definite time daily?
15. Does drinking cause you to have difficulty in sleeping?
16. Do you want a drink the next morning?
17. Do you drink to build up your confidence?
18. Have you ever had a complete loss of memory as a result of drinking?
19. Has your Dr ever treated you for drinking?

**If you have answered "YES" to any one of the questions, there is a definite warning...  
If you have answered "YES" to any two, the chances are that you have a problem...  
If you have answered "YES" to three or more, you most certainly have a problem...  
"THE ONLY REQUIREMENT IS A DESIRE TO STOP DRINKING"  
Take action now and give us a call on 0800 917 7650... We are here to help!**



**Alcoholics Anonymous**  
OUR PRIMARY PURPOSE IS TO STAY SOBER AND HELP OTHERS TO ACHIEVE SOBRIETY

**YOU DON'T HAVE TO LIVE HERE TO CALL US!**

THE ONLY REQUIREMENT IS A DESIRE TO STOP DRINKING  
**0800 917 7650**  
GO ONLINE AT: [alcoholics-anonymous.org.uk](http://alcoholics-anonymous.org.uk)

## Drinking on the Job...

AA is concerned solely with the personal recovery and continued sobriety of individual alcoholics who turn to the Fellowship for help.

AA experience has always been made available freely to all who sought it.

Do you want help with a drinking problem?

If alcohol is costing you more than money, then call us today in complete confidence on 0800 9177 650, or email us at [help@alcoholics-anonymous.org.uk](mailto:help@alcoholics-anonymous.org.uk)

*"My 10 year old daughter succumbed to cancer....my drinking rocketed...I learnt to use drink to numb the pain. Then followed a dark period in my life...extended periods of diagnosed depression and marriage break up. I finally admitted to occupational health that I needed help – the response was supportive and nothing like I expected I was offered a place in re-hab, and introduced to Alcoholics Anonymous.*

*I am now approaching six years of continuous sobriety. I retired from the Police Service sober after 30 years' service and now work with others trying to recover from alcoholism"*  
Former Detective Inspector



*"I had a good job, a wonderful family and home...but the lost days and lost peace of mind for my wife was a greater cost. I was a 'functioning alcoholic' - I worked well and professionally as a police officer, in several specialist roles and with promotions.*

*"I hid bottles around the house to drink when my wife was busy... The next morning was always a panic, to check that the bottles were still hidden.*

Former Inspector

*"My rock bottom came after a weekend lost in four bottles of gin and the following morning I rang AA. I admitted to my wife and my two daughters that I was an alcoholic and they helped me get to my first meeting. I knew at the end of that meeting that I'd found the right place".*

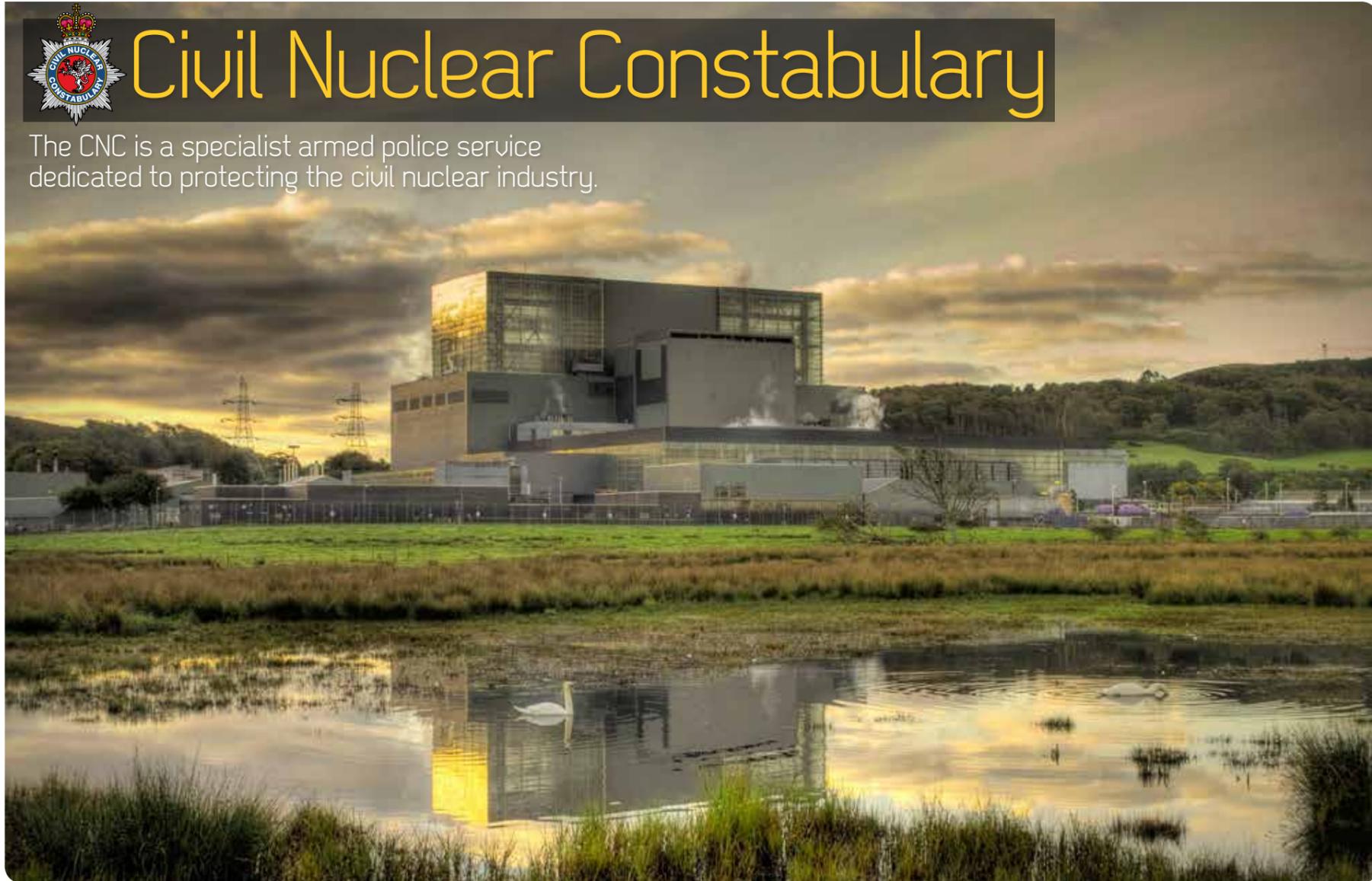
*"My wife had left home; I'd been assaulted in the town centre a few days later and hadn't defended myself for the first time; my emotional life was becoming even more unmanageable. I was forced into accepting that I couldn't drink safely. Like a blinding glimpse of the obvious, the answer was 'Don't Drink!' How to do it? I became committed to AA..."*

Former Superintendent



# Civil Nuclear Constabulary

The CNC is a specialist armed police service dedicated to protecting the civil nuclear industry.



© JEDF ENERGY

## RECRUITMENT PROCESS

### Criteria to apply

**Age:** 18.5 on appointment with no upper age limit.

**Nationality:** Either a British citizen, a member of the EC/EEA, or a Commonwealth citizen or foreign national who has lived, unrestricted, in the UK for the previous five years.

**Criminal Record:** ideally applicants have to have clean record to apply.

**Financial concerns:** Applicants should be free from debt and not be bankrupt.

**Qualifications:** There are no qualifications required for entry

**Driving Licence:** Applicants must hold a full driving licence with no more than 6 points.

**Fitness:** Pass level 7.6 on the bleep test.

**W**e protect 14 civil nuclear sites across England, Scotland and Wales, safeguard nuclear material in transit and play a key role in national security.



The civil nuclear industry includes nuclear research and provides nuclear energy to millions of people. To protect such an important commodity, as well as the public. We are a police force like no other, offering a variety of Police Officer and support roles at all levels. By protecting nuclear materials on site and in transit, we play a vital role in national security.

The Civil Nuclear Constabulary (CNC), following the National Recruitment Standards in accordance with Home Office Guidelines and process for recruiting Officers into the Constabulary. Our selection processes are based on ability, skills and expertise. We recruit the very best people based on merit, regardless of sex, race, religious beliefs, sexual preference or anything else unrelated to the role. The nature of our work means that we have to conduct a rigorous application process which, of necessity, can also be quite lengthy. The process involves

a variety of screening checks, as well as security and reference checks. This is an essential part of ensuring that we recruit the most able individuals and you are right for us, as well as ensuring that joining us is the right move for you.

Our Policing Priorities include: National and international terrorism, Information and technology proliferation, Protection of the site and facilities from incursion and unlawful protest, Crime committed within site area.

### APPLICATION FORM

The first step in your application is to fill out the online application form. This will give us all the details we need to decide whether you should go forward to the next stage in our selection process. The form will ask you to go into a large amount of personal detail, including giving information on any previous convictions (these will not necessarily be a bar to you joining the Constabulary). You will also be asked about a range of

issues, from any tattoos you might have, to your business interests and your financial position.

Some people might find the application form daunting, but we provide guidance notes to help you fill it in correctly.

### REVIEW OF APPLICATION FORM

We will assess your application and will let you know the outcome of your application. Please note this process is a minimum of 6 weeks, during periods of high recruitment it may take longer, these checks include a criminal records check and completion of a medical pre-screening form.

### ASSESSMENT CENTRE / PRE-EMPLOYMENT ASSESSMENTS

We will assess your application form against the national recruitment criteria, and if you pass, we will invite you to an assessment centre. The assessment activities include a briefing on the

organisation, firearms assessment, a physical test and interview. These may take place over several days and at different locations.

Police Officers are covered by the Disability Discrimination Act, so if you have a disability, we will make reasonable adjustments where appropriate.

Your fitness will be assessed as part of the application process. The job related fitness test looks to see whether you are fit for the job. The CNC carry out the multi-stage shuttle run (bleep test) to level 7.6. This is in line with National Standard for Armed Response Officers. If you prepare properly, you should have no problems passing. If you do not pass first time, you may have the opportunity to re-take the test.

If you are worried about your fitness, it's a good idea to do some training before you are called in for the fitness test, but make sure you seek medical advice before starting any rigorous training.

### MEDICAL APPOINTMENT

Medical appointments may be provided as part of the assessment centre, if not then you will be required to attend at another time. There are a number of medical conditions which have been identified as being a potential risk to the individual in carrying out the role of Authorised Firearms Officer within the Civil Nuclear Constabulary and, as such, may preclude the individual from employment if they are present.

### REFERENCE CHECKS

If you pass all our assessments, we will then carry out employment reference checks for the last three years. If appropriate, we will also carry out military and police service checks.

### SECURITY VETTING

One of most important - and most time-consuming - steps in our recruitment process is our security vetting.

Before you start your initial training course, you will need to have achieved the security clearance requirements as laid down by the ACPO/ACPOS Police Recruiting Vetting standard and the Government National Security Vetting standard.

Gaining security clearance can be a lengthy process and includes a large number of checks. As part of these checks, you may also be interviewed by the Defence Business Service.

### CONDITIONAL OFFER

If there is a training course pending, we will send you a conditional offer, which will tell you where you will be posted and when your initial training will start. You will receive at least four weeks' notice of the start of your training. Once you have accepted this conditional offer, we will contact your current employer for references, and start security vetting. This can be a lengthy process and can take up to a minimum of 3 months to complete.



© Stuart Boulton / Shutterstock.com

### CAREER OPPORTUNITIES

Once the probationary period has been completed there are opportunities to apply for including:

#### Strategic Escort Group (SEG):

This team of officers are responsible for supporting the transportation of nuclear material in the UK and oversee either on the road or on the sea.

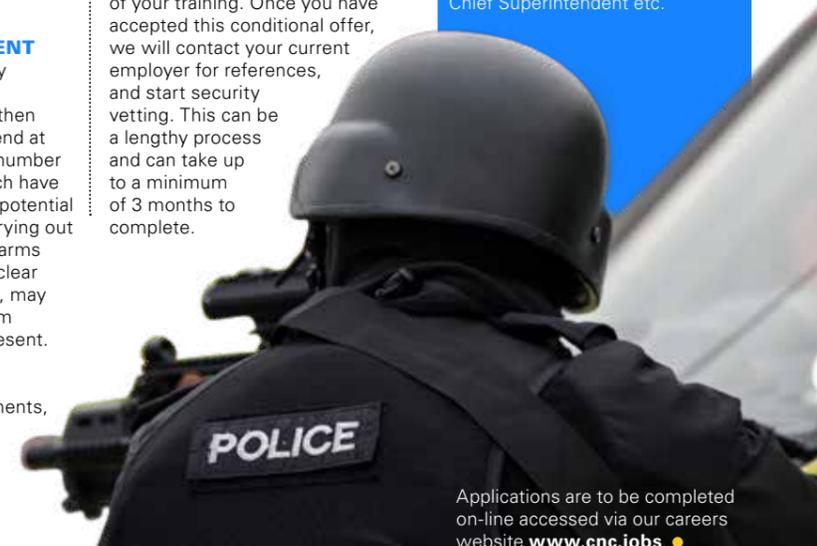
**Firearms Instructor:** This role is a trainer role, helping to keep our officers up to date with their firearms qualifications and other specialist training.

**General Trainer:** This role trains all non-firearms related law and general police skills.

**Dog Handler:** This role is to work with the dogs to help with patrolling and aiding the officers search capacity.

**Personal Safety Training:** This role trains the officers in personal safety, including arrests.

**Promotion:** Officers can apply for promotion opportunities including Sergeant, Inspector, Chief Inspector, Superintendent, Chief Superintendent etc.



Applications are to be completed on-line accessed via our careers website [www.cnc.jobs](http://www.cnc.jobs).

CIVIL NUCLEAR CONSTABULARY

DETER, DEFEND, DENY, RECOVER



THERE'S  
A UNIQUE PATH  
TO BECOMING  
A POLICE OFFICER  
IT STARTS HERE.



The Civil Nuclear Constabulary (CNC) is an armed police force, keeping the nation safe from harm by securing the integrity of civil nuclear material. Our primary function is the protection of licenced nuclear sites not used wholly or mainly for defence purposes and the safeguarding of nuclear material in the UK and elsewhere.

## POLICE OFFICER

Entry point salary £23,025  
(rising to £25,700 after training)

**The facts:** we have some remote locations; you will need to live in close proximity of your allocated site and our officers work 12 hour shifts.

**The opportunities:** 16 week foundation training course; unique fi rearms training and after 24 months you can apply to join one of our specialist teams such as fi rearms instructor, dog handler or escort team.

You will be required to achieve medical and fi tness standards as part of the application process, and these must be maintained and demonstrated throughout your career with the CNC.

Successful candidates will be required to relocate at their own cost, if applicable.

For more information and to apply, visit [www.cnc.jobs](http://www.cnc.jobs)  
or contact the Resourcing Team on 01235 466666.  
CNC is an equal opportunities employer.



As a thank you for keeping us safe,  
we bring you an exclusive offer!  
Readers of Police Resettlement  
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**Half Price**  
**Lifetime Membership Card**  
plus **FREE** access to  
Cinema Rewards until  
**1st June 2018**  
for a one-off payment of just **£12**

**WE ASK OUR POLICE SERVICE TO DO SO MANY  
BRAVE AND DIFFICULT THINGS ON OUR BEHALF AND  
WE AS A COMPANY BELIEVE THEY ALL DESERVE  
OUR RESPECT, SUPPORT AND ADMIRATION.**

The Rewards for Police website is an opportunity to recognise this and to reward those that protect our families, homes and our neighbourhoods with exclusive offers and discounts as a thank you.

Whether you fancy a meal out, shopping spree or a day out with the kids,  
this card identifies that you are a member of Rewards for Police.

PLUS with your FREE online Cinema Rewards, you can get instant access to savings of up  
to 40% on cinema tickets, popcorn and drinks for the whole family throughout the UK!

All serving and Retired members of the Police Force  
and their families are eligible to sign up and will  
receive a FREE copy of the 2018 Discount Directory  
listing all the places you can use your card!

Call **01604 647770** quoting this advert and a member of  
staff will be able to process your order over the phone for  
you at the special discounted rate of **£12** (Usually **£24**)

Any questions please email feedback [rewardsforpolice.co.uk](http://rewardsforpolice.co.uk)  
Show your card with pride and start saving today!

# PR POLICE RESETTLEMENT EXPO 2018



There are currently three Police Resettlement ExPOs each year, two of them being held in London and our most recent

ExPO which was a great success with around 400 attendees at the Bridgewater Hall in Manchester on Thursday 1st June 2017.

They are one day recruitment events to assist people who have either left or looking to find a new career outside of the police force. The ExPOs provide service leavers with the opportunity to meet with relevant companies that can assist with the transition into a new career including:

- CV writing
- LinkedIn profiling
- Financial advice
- Specialist recruitment agencies looking for law enforcement and policing experience
- Regional transfer opportunities
- Clients recruiting ex-police officers and staff with your skill set

Types of vacancies being recruited for on the day will include: Investigation, Fraud, Cyber Crime, Security, Policing Transfers, Project Management, Surveillance, Training, Counter Terrorism, Close Protection, Advanced driving opportunities, Risk Management, Digital Forensics, Crime Scene Investigation, Intelligence and many more...

If you have worked within the police force, the skills and training that you have received, are often of interest to many other police forces who may be looking to recruit on a temporary basis when you retire / leave the force. We also have a high number of private sector companies interested in your skills which are highly transferable. Please visit one of our events to see which companies would be interested in you. The Police Resettlement ExPO is proudly

hosted by **SecurityClearedJobs.com** the largest Job board in the UK that caters for jobs with a level of security clearance.

We have seen a dramatic increase in the demand for candidates with previous policing experience on the site and so decided to host the Police Resettlement ExPO to cater for this. The first Police Resettlement ExPO was held in late 2016 at the QEII Centre, London. We had over 400 attendees for the initial ExPO and the feedback was very positive.

#### EXHIBITING

If you are interested in exhibiting at the Police Resettlement ExPO please contact one of the team. The ExPO will provide you with the opportunity to meet with current serving police officers and staff that will be looking to change career in the near future or who may have left recently please go to [www.policeresettlementexpo.com](http://www.policeresettlementexpo.com) to register your interest.

#### CONTACT US

If you have any questions on the ExPO please do not hesitate in contacting us.  
Tel: **020 8166 0616**  
Email: [expo@securityclearedjobs.com](mailto:expo@securityclearedjobs.com)



Our next ExPO is to be held on 10th May 2018 at Bridgewater Hall, Lower Mosely Street, Manchester M2 3WS  
Doors open 10.00am  
- Last Entry 14.30 -  
Event Closes 15.00



© Shahid Khan / shutterstock

## Do you have a Police background and Security Clearance?

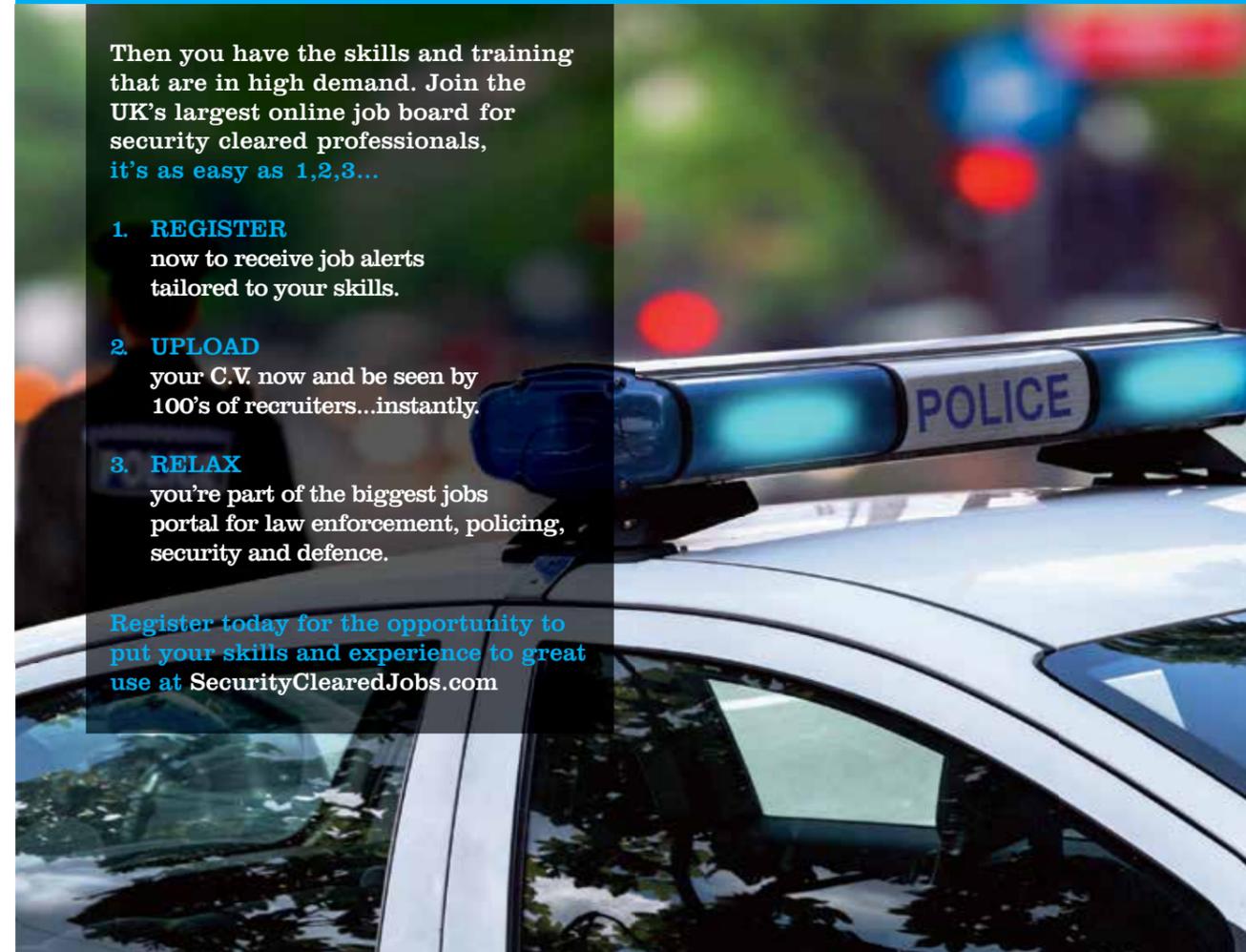


SecurityClearedJobs.com

Then you have the skills and training that are in high demand. Join the UK's largest online job board for security cleared professionals, it's as easy as 1,2,3...

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now to receive job alerts tailored to your skills.
- 2. UPLOAD**  
your C.V. now and be seen by 100's of recruiters...instantly.
- 3. RELAX**  
you're part of the biggest jobs portal for law enforcement, policing, security and defence.

Register today for the opportunity to put your skills and experience to great use at [SecurityClearedJobs.com](http://SecurityClearedJobs.com)



### DV

Cyber Security  
Counter Terrorism  
Digital Forensics

### SC

Investigation  
Firearms Officer  
Holmes  
Indexing

### CTC

Fraud Analyst  
Intelligence Analysts  
Claims Investigator

### NATO

Security Consultant  
Crime Scene Investigation  
Child Protection



# ARE YOU AN INVESTIGATOR?



Business areas recruiting: Child Exploitation and Online Protection (CEOP), National Cyber Crime Unit (NCCU), Investigations and Project INVIGOR

All of our experienced investigators are required to hold either a 'Professionalising Investigation Programme' investigative skills at level 2 (PIP2) College of Policing accreditation and/or ALL of the equivalent points listed below relating to investigative experience in either serious, complex or major crime.

Please attach evidence of PIP2 certificate with your application.

You will be asked to provide examples detailing how you meet the investigative experience with your application.

- Knowledge, understanding and awareness of how to obtain/conduct search warrants utilising various legislation at Magistrates and Crown Courts.

- Has knowledge, understanding and awareness of conducting arrests, competent and experienced at interviewing suspects, including knowledge of custody time limits / procedures; extensions; authorisations; use of bad character evidence; bail (including evidence of completion of any serious and complex / advanced / specialist interview courses.

- Competent and experienced at interviewing witnesses (including evidence of completion of any serious & complex / advanced / specialist interview courses. Often known as Achieving Best Evidence (ABE), Tier 2 or Tier 3.

- Demonstrate knowledge and awareness with regards to seizure of exhibits, continuity of evidence and seize / sift legislation including experience in disclosure, scheduling of material, including knowledge of CPIA legislation (including any specific courses in relation to this.

- Experienced and competent case files; liaison with prosecuting agencies / authorities

Candidates will also need to demonstrate evidence against the following two behaviour competencies on the application form listed.

#### Essential Qualifications / Skills:

- PIP2 equivalent investigator or equivalent

#### Desirable Qualifications / Skills:

- Please see attached role summary information document

#### Qualifications:

PIP2 equivalent investigator or equivalent

#### Security:

Successful candidates must meet the security requirements before they can be appointed. The level of security needed is SC

**Medical:** Successful candidates will be expected to have a medical.

**Salary:** The salary for this position is up to £30,626. Where existing Civil Servants apply on transfer to the NCA at the equivalent grade, pay principles on Civil Service transfers will apply. All other salary offers will be made within the advertised band.

#### Locations available:

Investigators - Kent - £24,964 - £30,626

Investigators - Warrington, Cheshire - £24,964 - £30,626

Investigators - East Midlands - £24,964 - £30,626

Investigators - Chorley, Lancashire - £24,964 - £30,626

Investigators - London - £24,964 - £30,626

**APPLY NOW**

<https://www.securityclearedjobs.com/employer/801825962/national-crime-agency>



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## POLICE PROMOTION SUCCESS MASTERCLASS

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- Structuring your answers correctly - bselected's Five Key Elements of a high scoring answer
- Delivering high impact answers, including taking control and building confidence
- Powerful Presentation and Briefing skills
- Unique video role-play coaching
- Comprehensive post-course support and Free online resources

// I would thoroughly recommend this masterclass to anyone serious about promotion. The knowledge from a experienced recruitment professional combined with that of a police consultant really makes a top class course. //

*Daniel, MPS Sergeant*

#### LOCATIONS:

Masterclasses held monthly at **Manchester, London, Scotland & PSNI.**

#### SITUATIONAL & FORWARD FACING QUESTIONS

RED-STAR+© focuses specifically on situational/hypothetical based questions (interview or presentation). This structure helps you demonstrate the desired behaviours with confidence, no matter what the scenario you are faced with.



EMAIL  
[neil@bselected.com](mailto:neil@bselected.com)



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Expert Advice

# The best CV dos and don'ts

It's time to reveal exactly what's so wrong with most CVs!

## CV DOS

### DO use white space

Your CV should be an 'at a glance' summary. It should use formatting, bullet points and white space for readability and to direct the scanning eye.

Gordon Kaye, Co-Founder and Director at Cathcart Associates has this advice: "Remember these three words – clear, concise, simple."

If you're creating thin margins or using a tiny font size to fit everything on one page, make yourself familiar with the backspace button and start using it!

### DO sell your personality

Personality and culture fit are a huge deal for lots of businesses, so a CV that tells them nothing about who you are as a person generally won't work in your favour.

For marketing roles, in particular, personality is incredibly important. Don't be afraid to try to raise a smile with your CV copy.

While it shouldn't be the main focus of your submission, including a short section on hobbies and interests demonstrates you find time to be passionate about other pursuits outside work. No one wants to work with a robot, and discussing hobbies is a good opportunity to bond with your potential employer.

### DO make a statement

Cover letters have largely been replaced by a clear opening statement or career profile at the top of page one of your CV. A CV without this section is like a limp handshake.

The career profile should be the place where you say why you really want this job. It can also be used to highlight some evidence-based reasons why you should be considered for it. (We recommend no more than three.)

Just be sure to avoid phrases like "I'm a driven and hardworking individual" – isn't everyone?

## DO get real

It's easy to slip into using terminology that's unique to the company you currently work for. After all, by now it's probably second nature.

Before sending it to a recruiter, ask a friend from another company to read and weed your CV to remove any idiosyncratic jargon.

## DO be social

If you have a LinkedIn profile, blog or a portfolio site that is directly relevant, shout about it! Once you're in the initial 'yes' pile, it can help you to stay there.

According to Tim Redgate, Co-Founder of EchoMany, you should be careful though, as your personal Facebook page or Instagram profile may place you on that dreaded 'no' spike: "What do your Facebook, Instagram and Twitter accounts say about you? If they are a continuous stream of unflattering pictures from after-dark socialising, it might set off a few alarm bells!"

## DO select the best

Only include work experience that is directly relevant, or that showcases transferrable skills.

Forget about the three bullets discussing your cash-handling skills in your student job at Tesco and really focus on the relevant commercial and academic experience you have for the specific role you're applying for.

If only highly relevant information is on your CV, it will get read. If you ask the recruiter to find the gems amid the guff, they'll get lost. And so will your chances!

You'd think writing a CV would be straightforward, but submitting a job application is actually a fine art, Steve Thompson, Managing Director at recruitment specialist Forward Role has put together the top CV dos and don'ts, as well as gathering together comments from industry experts, he says:

*First impressions are everything. Your CV is a platform to make a great first impression, but when it comes to putting one together, not everyone knows what works.*

## CV DON'TS

### DON'T include irrelevant work experience

Remove all clutter: it's just noise, and you want your voice to be heard.

Laura Hampton, Marketing Manager at Impression, echoes this point: "It's important your CV best reflects your skills in the most appropriate way for the job you want. That doesn't mean doctoring your experience – simply ensure your relevant skills are most prominent."

### DON'T show your age

In an era of equal opportunities, including your marital status, religious preference or age simply suggests you've slept through a couple of decades. As do double spaces after a full stop!

### DON'T use personal pronouns

This is less immediately obvious, but there's no need to use personal pronouns like 'I', 'me', 'he' or 'my' in your CV. It's simply redundant.

Similarly, your phone number and email don't need labelling as such.

### DON'T use an inappropriate email address

Speaking of email addresses, make sure you use a professional one and not the Hotmail address you made for MSN messenger when you were 12 years old.

Gareth Jones, Commercial Manager at Kit Out My Office, has run into some questionable

email addresses before: "It's better to keep your email address to john.smith@domain.com or something similar as opposed to freakydancer1991@gmail.com or badboy\_bigdave@hotmail.com."

### DON'T create a disasterpiece

Some people think being artistic with their CVs is the key to standing out, but it's easy to go too far. Amy Shaw, Senior Digital PR Executive at The Femedic says: "While it's great to have something a bit out of the ordinary, it can be off-putting if you can't find the information you need quickly."

### DON'T explain departures

Your CV shows you have the skills and personality for the role. Your reasons for leaving a previous position are irrelevant to this, so don't bring them up. You can save details like this for the interview.

### DON'T just fire it off

Tailor your CV for the role each time you send it. Ensure the skills you highlight match those that are sought, and make sure they can be seen at a glance.

### Your CV is your chance to sell yourself

Your CV needs to sell you. But specifically, it needs to sell you to the role you're applying for. And don't forget – it needs to stand out among a pile of about 53 other candidates.

With these dos and don'ts, you can transform your average application into a standout submission, putting you closer to that 'yes' pile than ever before. So you know exactly what to do.

**Go get that job!**

# 5 Things

## Not to Say in a Job Interview

What you don't say in a job interview is just as important as what you do say. Follow these interviewing tips to ensure you stand out for the right reasons.

In a job interview, what you don't say to a potential employer could have as big an impact on your prospects as what you do say. Strengthen your approach by avoiding these common errors in your next job interview.

### 1. "I'M NOT FAMILIAR WITH YOUR COMPANY, WHAT DO YOU DO?"

Do your homework so you can ask intelligent questions about the job. This shows potential employers that you are prepared and proactive. If you're truly interested in the job, you'll be a much better employee and more likely to get hired. Plus, researching the company before you show up for the interview shows that you have initiative.

### 2. ANYTHING NEGATIVE ABOUT YOUR LAST BOSS OR JOB.

If you sound overly critical of your previous employer, your interviewer will wonder what you'll have to say about his company when you leave. Even if what you say is true, keep it positive, or at least keep a neutral tone in the interview. Try to find a way to turn negative experiences at previous jobs into a positive for the interview or simply respond that the new position aligns with your career goals and presented an opportunity you couldn't pass up.

### 3. "IT'S ON MY CV."

If an interviewer asks you about an experience that is on your CV, they want you to elaborate. Instead of saying "it's on the CV", which sounds flippant, go into more detail about

the job they are asking about. Tell the interviewer what you did, how you did it, and the impact you had on the employer you were working for. The more you are able to integrate measurable results and real-world professional examples, the better your chances of landing the position.

### 4. "MY ONLY PROFESSIONAL WEAKNESS IS I CARE TOO MUCH."

Everyone has weaknesses; potential employers do not expect you to be perfect. This question is intended to uncover your level of self-awareness and your ability to tackle problems. You'll impress your interviewer more if you're honest about what you're working on, and outline the proactive steps you're taking to close the gap. Turn your weaknesses into a positive, but don't gloss over them.

### 5. "I'M AN OUT-OF-THE-BOX THINKER."

This is a cliché. Even if it's true, it will make you sound boring and uncreative. Your interviewer is looking for what sets you apart from other job candidates. You might as well drop every cliché you're thinking about saying in a job interview. The rule: Don't state it, demonstrate it with real-world examples of your professional achievements.



**WHO ARE THE BRITISH FRANCHISE ASSOCIATION?**

The British Franchise Association (bfa) was established in 1977 and is the only voluntary self-accrediting body for the UK franchise sector. Its aim is to promote ethical franchising practice in the UK and help the industry develop credibility, influence and favourable circumstance for growth. It does this with a self-regulatory, standards based approach to membership of the association. In addition the bfa works to increase the awareness of ethical franchising by communicating with government, academia, the media and the UK public on what constitutes franchising best practice.

**WHAT CHECKS SHOULD I MAKE BEFORE I JOIN A FRANCHISE?**

What checks shouldn't you make should be the question! As mentioned before, prospective franchisees invest time and money into building a business under an already established brand; therefore it is important that they are comfortable that the brand is worthy of that commitment.

**Check them out online:** The World Wide Web is incredibly powerful tool to utilise when finding out more about a brand's reputation. With social media and customer reviews so easily accessible you are able to not only see whether a brand has developed a negative reputation for their franchise operation, but also whether their network of franchisees are helping to build a positive brand image through their customer service – after all who wants to join an operation with a network of franchisees that are damaging the brands reputation?

That being said, do bear in mind that there are always two sides to the story. Do bring any concerns raised during online research to the franchisor's attention. They may have a good explanation for what you found or alternatively, they could convince you that their brand is not where you want to place your trust and funds.

**Ask them detailed questions:**

To name a few: how long did the business operate before they franchised? How long have they

been franchising? How many franchisees are currently operating? Have many franchises failed whilst trading under the brand? These can feel like tough questions to ask, however, it is incredibly important that you ask them. Firstly, you can find out a lot about a franchisor from how transparent and forthcoming they are when answering these questions. Secondly, a 'good' franchisor will be selective about who they introduce into their network, being prepared with sensible and detailed questions proves commitment to the franchisor.

For more questions to ask a franchisor during your initial meetings, visit the bfa website and read 50 questions to ask a franchisor: [www.thebfa.org/join-a-franchise](http://www.thebfa.org/join-a-franchise).

**Speak to existing franchisees:**

This is a crucial step to check what training and ongoing support is received once the franchise agreement has been signed. Don't be fooled into only speaking to the franchisor's favourites, they should be willing to allow you to choose from a list of their franchisees which you would like to speak to. You may wish to ask to choose from lists of their top performers, average performers and under performers to determine how their support received is adapted to the requirements of their franchisee.

**Request evidence of financial projections:**

It is inevitable that a brand will indicate to you how much money you can expect to

make whilst trading under their model and brand. Before you trust these projections, request to see evidence that these have previously been met.

At this stage it is fairly common for a franchisor to ask for a refundable deposit before they reveal their financials to a prospect. This must be refundable and is usually refundable less any reasonable expenses. Reasonable expenses are genuine costs such as, paying a surveyor to scope out locations in your local territory, not administration charges for answering your questions. This refundable deposit will be returned to you if you decide the proposition is not for you. If you decide to proceed to invest in the franchise, this will usually be deducted from the franchise fee you pay at the start.

**Get the franchise agreement checked:**

The bfa can't stress enough how important it is not to skip this step. This legally binding document will form the basis of your business relationship for the duration of the contract. A single document that details both the franchisor and franchisee responsibilities, as well as what protections are in place to prevent you from being terminated from the network without cause.

For a full list of bfa accredited solicitors who specialise in franchising, visit the bfa website: [www.thebfa.org/members](http://www.thebfa.org/members).

# Franchising

You may be considering joining a franchise as your next career move, which is great.

The British Franchise Association are on hand to help you prepare to ask the right questions and make the right choice for you.

**WHAT IS FRANCHISING?**

Business format franchising is the granting of a license by one person (the franchisor) to another (the franchisee), which entitles the franchisee to trade under the trade mark/trade name of the franchisor. This agreement also allows franchisees to make use of a comprehensive training package, consisting of all of the necessary information to enable a previously untrained person to establish a business using the brands format with continued support from the franchisor.

**WHAT CONSTITUTES A 'GOOD' FRANCHISE?**

Simply put, a 'good' franchise will protect the interests of their franchisees whilst supplying the agreed training and ongoing support for any franchisee trading under their proven business model. As franchising in the UK is unregulated, there are franchises around that fall short of any or all of these characteristics and this is why it is important for you to do your research before handing over any money or signing a legally binding contract.

All members of the bfa have undergone and passed the bfa's rigorous accreditation process. These brands then agree to abide by the bfa's rules of membership and periodic reaccreditation of their brand as standard. To complete this accreditation process, the

bfa's accreditation team review the brands promotional materials, check they can evidence their financial projections, survey the franchisee network and check the franchise agreement with a bfa accredited legal advisor. This detailed process is designed to filter out the brands who do not meet the bfa's standards. As a result, brands do not always pass their accreditation the first time. The bfa then provide feedback on what changes or improvements need to be made to meet these standards, thus enabling franchisors to improve their franchise offering for the benefit of their whole network.

Not being a member of the bfa does not mean that a franchise brand is not 'good'. bfa membership is voluntary and there can be a number of reasons that brands choose not

to join membership. However, it is incredibly important when considering joining a franchise to complete your due diligence to ensure the brand is right for you before you commit – especially if the brand has not undergone bfa accreditation.

You can view a full list of bfa members on the bfa website here: [www.thebfa.org/members](http://www.thebfa.org/members)

**WHAT ARE THE BENEFITS OF JOINING A FRANCHISE?**

There is no guarantee of success no matter what type of business you are starting. However, business churn rates in franchising are low at just 4.6%1, 1.6% of which accounts for retirement. Franchising has proven itself to be a fantastic route to self-employment and business ownership, with 44,2001 businesses in the UK owned by franchisees. More than half of these franchisees are reporting that their businesses are achieving an annual turnover of over £250,0001. Besides the financial rewards, franchised businesses

are also creating jobs for their local communities, with 621,0001 people employed in franchising.

A great feature of franchising is that franchisees often do not need previous experience in the sector they are joining, this is because the franchisor will provide comprehensive training and ongoing support to help the franchisee build and grow their business. The flexibility of franchising is allowing a variety of motivated individuals the opportunity to own their own business, including mothers who are returning to work. The plethora of franchise opportunities available cover a variety of sectors and models. As a result, franchisees are able to decide whether they would like a business that requires a larger time commitment in exchange

for greater financial rewards and opportunity for business growth, or whether they would like a more flexible business that fits around their family commitments whilst still providing a fulfilling career.

The biggest benefit of all is that the business model has been proven. This means that the franchisor has traded under their model to test the model and calculate their financial projections. As a result, the franchisor will have learned from mistakes made in their own business, this enables them to provide training and support to ensure their franchisees can avoid repeating these mistakes. Use of a proven business model is also looked upon favourably by banks when they are considering lending to a prospective franchisee as opposed to an individual starting a private company.

*The flexibility of franchising is allowing a variety of motivated individuals the opportunity to own their own business, including mothers who are returning to work.*

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**ANDY DARBY**

One such case is Andy Darby. A former Royal Engineer in the Forces, Andy launched his 'man and a van' business fifteen years ago. After 11 years in the army, Andy was concerned about the transition from military to owning his own business. Although it seemed daunting, by following the proven ChipsAway business model and taking advantage of the available training and support, Andy had a smooth transition. He was able to expand his business quickly and has now built up a multi-van operation and team of employees to serve his three territories.

"Whilst I had been very self-assured in the army, I knew that running a business was going to be a completely different challenge" Andy said. "I have always been passionate about cars and motorbikes, so ChipsAway seemed like a business that I would enjoy running, even if things got tough. ChipsAway offered everything that I wanted - a great product, excellent training and support along with the potential to grow and expand. It was also important to me to get out and start earning from the moment I finished training and with ChipsAway I was able to do that."

Andy now enjoys a great lifestyle, drives a top of the range sports car and estimates his net earnings are over three times more than his previous salary! "I'm really happy with the way my business has developed. ChipsAway are a huge organisation with the capability to really support their franchisees well." Andy enthuses. "I began by doing the initial research, meeting the people involved and taking home the information to mull over. Once I'd decided to commit, I undertook the training, which was excellent. At the end of it, I felt confident and supported to get out into the field and begin work." As part of their training, new franchisees spend an initial 4 weeks learning the repair process, they are also mentored on a one-to-one basis by experienced franchisees. The initial course is then followed up 3 months later by a further week of more in-depth dent repair techniques. Furthermore, there is also a sales and marketing module which provides a good grounding on selling and running your business.

Within a couple of months, Andy was already earning the same level



**STEVEN DANIEL**

Former Staff Sergeant Steven Daniel would agree with every word too. Steven celebrated 24 years in the Army before leaving the Forces in 2012. He was keen to be independent, and to continue



to make use of the skills he'd gained whilst in the forces.

"Franchising seemed ideal for me," Steven says. "Whilst in the forces, I needed self-motivation, planning and time management to juggle my workloads, and it was apparent franchising would too. By the time I'd finished training with ChipsAway, knowing I'd got the opportunity to use these skills, and seeing the support of the management team, I was confident that I'd made the right choice."

Steven's launch was a huge success, with work lined up for weeks ahead almost from the word go. "Ever since, I've always had a full diary and my reputation has spread by word of mouth," he says. "Recommendations now account for over 30% of all my new business leads." His quality of life has skyrocketed too. "I've got real flexibility, an excellent income and the freedom to choose my own working hours," he says. "Combined with the autonomy to take the business forward, and the support of such a huge national brand behind me - I'm thrilled. I loved being in the army, but I wouldn't change my life now for the world!"



**PAUL FABIAN**

Former Engineering Officer, Paul Fabian, spent thirteen years in the Forces before taking voluntary redundancy from the RAF. Like Andy, Paul started as a 'man and a van' franchise in 1999, and has since grown and grown the business.

"I could see the potential of the franchise from the outset," he says. "Even back then, being an owner-operator with one van, I could visualise my future path. It was very clear I'd develop things into a management franchise and make a lot of money - and that's exactly what I've done!"

Today, Paul has a thriving ChipsAway Car Care Centre (fixed base workshop), plus a fleet of mobile units and a team of six employees. Busier than ever, they see an average of sixteen cars a day. Paul agrees that the 'planning side of things' is vital and very similar to being in the Forces: "The realisation that spending ten minutes at the start of each day planning and briefing staff can save you hours of wasted time later on, is very much an old RAF habit!" he says.

His salary, however, is nothing like the RAF. "It's vastly different," he says. "I now earn at least six times more than I did in the RAF

- even allowing for indexation - and my business keeps going from strength to strength!

"ChipsAway is a great franchise," Paul confirms. "I love being my own boss. If I want to earn more, I can set my own targets and work to achieve them, rather than waiting for someone to promote me. Or, if I want to take eight or ten week's holiday in a year, I can, knowing the business carries on without me! I have no regrets about taking this route - there are amazing results waiting to be achieved if you work hard enough."

Want to find out more about a ChipsAway franchise? ChipsAway hold regular, free, find-out-more Open Days at our West Midlands based Head Quarters. Open Days are very informal and require no presentation or input from you - we simply allow you to make your own evaluation. You will get to see and try out one of our repairs first hand and have the chance to meet a number of franchisees - both new and experienced.

Please call **0800 731 6914** to book your place, or visit [www.chipsaway.co.uk/franchise](http://www.chipsaway.co.uk/franchise).

# From Forces to Franchising with ChipsAway

The UK's leading brand in SMART automotive repairs, ChipsAway, is actively recruiting new franchisees to satisfy growing demand.

After a life of camaraderie and routine, many ex-members return from the forces and struggle to settle back into civilian life. However, there is one career path where they seem to thrive. Franchising provides the perfect combination of support, guidance, freedom and flexibility. It's a proven business model and safe bet for individuals looking to be their own boss. ChipsAway has been established for over 20 years and are the originators of minor automotive paint repair (SMART repair) technology. In that time, we have built a fantastic reputation for providing high quality SMART car body work repairs such as: minor paintwork scratches, bumper scuffs, dents, and alloy wheel repairs. The franchise package not only includes unrivalled, comprehensive

practical training, but also business mentoring from an experienced franchisee, ongoing franchise development from a dedicated support team, and full marketing and advertising support including national TV campaigns. As a result of our extensive national marketing campaigns, regular national television advertising, and ever-increasing brand awareness, last year alone we were able to send our franchisees a record-breaking £75,000 worth of leads on average. The rewards for hard-working franchisees really are unlimited. The flexibility of the stable, tried and tested business model means that franchisees can expand as their ambition grows. So, if you're driven, ambitious and not afraid of hard work, a ChipsAway franchise could be perfect for you.

of income he had as a soldier! But that was just the beginning. Andy now admits to making 'serious money' as he heads up a multi-van operation spanning three territories, with a ChipsAway Car Care Centre (fixed-base workshop) and a team of trained technicians providing high-quality automotive paintwork repairs to a growing customer base. "I really enjoyed being a soldier," he says, "but I have no regrets whatsoever about my subsequent career choice. I'm more financially stable now than I have ever been! I certainly chose the best franchise and have been very happy with my decision to expand. Being my own boss is great, the rewards are there if you're prepared to work hard and the satisfaction of seeing your business become increasingly successful is absolutely fantastic!"



## Like cars? Like the idea of running your own business? You'll love this opportunity.

Join the ranks of successful franchisees with a ChipsAway SMART car repair franchise.

Be your own boss and take control of your life. ChipsAway offers unlimited earning potential, with full support including training, and national advertising, including TV adverts!



Turn over up to £75,000 per year with a ChipsAway Franchise



Get started from **£15,000 + VAT**  
CALL NOW for more information

**0800 731 6914**  
[www.chipsaway.co.uk](http://www.chipsaway.co.uk)

From Snap-on man to Snap-on manager

# moving up through the ranks

Much like many other determined ex-servicemen and women, Mark Houston found Snap-on after leaving the armed forces in 1993.

After several years running his own profitable Snap-on franchise, Mark, 44, was given the opportunity to take on a new role within the Snap-on management team. Here, Mark explains how he came to build his career with Snap-on after leaving the army – and how others, like him, can progress through the ranks.

## CAN YOU TELL ME A BIT ABOUT YOURSELF AND YOUR BACKGROUND IN THE ARMED FORCES?

I came from a military background – my father served in the army for 22 years. He was never stationed in one place for too long so we spent a lot of my childhood moving around the country and, because of that, my education suffered. My father had such passion for the forces that I decided to follow in his footsteps, leaving school at 16 to join the Royal Engineers. Being in the army suited me down to the ground. I'm a hard worker so I just kept my head down and got on with the training. I was also given support with my English and Maths studies, after struggling at school. It was invaluable to finally get proper help in subjects I would go on to use in my adult life.

## WHY DID YOU LEAVE THE ARMY?

Unfortunately, I suffered a pretty awful foot injury. The damage was so bad that I had no other option but to leave. For the first time in my life, I had no real sense of direction. I ended up taking the first job I could find; as a Dental Technician. It paid the bills but I hated it – I stayed long enough to obtain a National Diploma, before joining Snap-on.

## HOW DID YOU COME TO WORK WITH SNAP-ON?

I joined the Snap-on network in 2001, first as an employee of an existing franchisee, then later, I became a franchisee myself in Blackpool and Lancaster. Because I'd worked hard to develop the business I was employed in and then went on to build my own successful franchise too, I put myself on the map with the Snap-on head office team so when a management position opened up, they thought about me for the role. I'd been running my franchise for around five years when the opportunity came up to become a Field Manager, as they were then called, in the North East. It felt like a great chance so I went for it. Within a few short years, I'd built a team of 17 and we were crowned best in the region, two years running. I then moved back to the North West – this time as Business Manager, a role I had for five years.

## WHAT IS YOUR JOB ROLE WITH SNAP-ON?

In October of last year, I returned to the North East as Business Manager, which involves managing 67 territories. No two days are

the same, and I love it! My daily duties can include a variety of tasks; anything from developing business reviews, visiting franchisees on the road and meeting with my management team to monitoring sales and supporting the franchise team with recruitment.

## ARE THERE ANY SKILLS WHICH YOU PICKED UP WHILST IN THE ARMY THAT YOU STILL USE NOW?

The self-discipline you pick up in the military is invaluable. There's not a clock-in, clock-out system around here, whether you're a franchisee or work for the management team – it's about self-disciplined structure. The armed forces teach you to think on your feet and Snap-on puts that theory into practise!

## WHAT ARE YOUR PLANS FOR THE FUTURE?

I plan to stay with Snap-on for the long haul! As a business, they've been supportive of my career aspirations from day one; I joined with limited qualifications and no real sense of where I wanted to be but they have consistently offered me opportunities to progress.

Through Snap-on, I recently started studying for an MBA

(Master of Business Administration) qualification, something I would never have put myself forward for as young man. Achieving this will help me on my path towards a national sales role, which is where I hope to be in a few years.

## HOW DOES WORKING WITH SNAP-ON FIT AROUND YOUR PERSONAL LIFE?

I have to be honest, even in those early days as a franchisee, I'd work long hours and rarely took a break. As a Business Manager, my role is demanding and it takes a lot for me to slow down – but I wouldn't do it if I didn't love it.

Most importantly, working for Snap-on has given me a good lifestyle. It's meant that myself, my wife and my two sons have a comfortable life; we've even been fortunate enough to buy a second property. It's not all work and no play though! I'm an amateur boxing coach and I always make sure I find the time for that.

## HAVE YOU GOT ANY ADVICE FOR ANYONE LEAVING THE ARMED FORCES IN THEIR RESETTLEMENT?

Plan for your resettlement at the earliest point possible. I see so many young men and women leave the forces with little to no idea of what options are available to them. The best advice I can offer is keep your options open; explore careers in both the employed and self-employed sectors, and take courses in management and business. Going into management hadn't been something I'd even considered when I joined the Snap-on network all those years ago but working hard and constantly pushing myself opened a lot of doors for me; it's as simple as that.

Another Snap-on franchisee keen to make management his future is Ben Baker. Just like Mark, 31-year-old Ben had always wanted to follow in his father's footsteps. But for Ben, that meant as a self-employed business owner. For over 15 years, he watched as his dad, whilst working incredibly hard, was able to pick and choose his hours and control his own future – which now includes being semi-retired to a dream home in France. Influenced by his dad's success and encouraged to build a business of his own, Ben decided to become a franchisee with Snap-on. After just two years, his hard work and passion for his business have seen him excel! Within his first year as a franchisee, Ben's

phenomenal product sales saw him finish in the top 40 in the UK and in the top 100 worldwide.

## HOW DID YOU COME TO OWN A SNAP-ON FRANCHISE?

Before joining Snap-on, I'd always been in the mechanics trade, in one way or another. Straight out of school, I did an apprenticeship in a vehicle body repair shop then spent eight years as a panel beater. I enjoyed the work but I never felt particularly challenged and the pay wasn't fantastic – even when I took on a role as Deputy Manager in a body shop. Seeing how successful my dad was always made me want to do something for myself, I just didn't know what or how I could do it to be honest.

Through my years in the trade, I'd always been aware of Snap-on, I knew and loved the brand but as a customer and not as anything else. One day, I got speaking to the local Snap-on man about his business and he couldn't recommend Snap-on enough – so I decided to look into becoming a franchisee.

## WHAT ARE YOUR PLANS FOR THE FUTURE?

The benefits of being a Snap-on franchisee are endless. Provided you're prepared to work hard then you're in a position to earn good money and, potentially, you've got a role for life. But eventually, I'm hoping to go into management within Snap-on. I'm keen to explore other parts of the business and step into different roles for the company if I can. I've been in management before and, although I enjoy spending time on the road with customers, I miss the responsibility of developing a team. I see myself going far with Snap-on no matter what!

## HOW DOES WORKING WITH SNAP-ON FIT AROUND YOUR PERSONAL LIFE?

My family are my driving force and my wife, Victoria, is so supportive. Two years as a franchisee has given me the opportunity to build a little nest egg of savings,



which I wouldn't have been able to do before. Spending time with my girls is the aim of the game though. I work hard all week so that I can prioritise them as much as possible in my down time. As a franchisee, I fit my weekly routine around my family. Family always comes first and Snap-on allows me to prioritise them.

If, like Mark and Ben, you're ready for a new challenge and want to build a career with a trusted, global brand, text FRANCHISE to 07786 201 770 or visit [www.snaponfranchise.co.uk](http://www.snaponfranchise.co.uk) to find out more about the Snap-on franchise opportunity. ●



# Snap-on

## Be your own boss: with a Snap-on Tools franchise

Snap-on is the world's number one professional tool brand. With over 90 years' experience, we are the leading global manufacturer and distributor of tools for the professional technician.

As a franchisee, you will own and run your own iconic showroom on wheels! We have over 430 franchisees who come from all walks of life - many joined us after leaving the armed forces. We provide training in all aspects of the business and work with you for life to ensure your success.

With Snap-on, you're never just a man in a van!

- ▶ Full training and lifetime support
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On average, our franchisee's sales to their customers are in excess of £6k per week.



"I've been doing this for three years; I've got my own business making good money and supporting my family. The best thing for me is being my own boss: doing what I want, when I want and knowing we get the benefit of my hard work."  
Chris Ashton, Northallerton franchisee.

Text FRANCHISE to 07786 201 770 or visit [www.snaponfranchise.co.uk](http://www.snaponfranchise.co.uk) to find out more.



Mark at a Snap on conference

# Still Going Strong

gas-elec's first franchisee Dennis Healy is still going strong after 20 years!

One evening back in 1996, Dennis Healy was nursing a pint in his local and got chatting to a former director of gas-elec, the nation's premier gas and electrical inspection company. Dennis had recently been made redundant from Southern Electricity where he had worked for 19 years. Dennis approached gas-elec as he was interested in an opportunity with the company. Dennis was definitely gas-elec material. But, in order to join gas-elec the electrical engineer needed to add another string to his bow and qualify as a gas engineer. Having both qualifications would make him perfect for gas-elec, whose founding concept was one

engineer who could carry out a gas and electrical inspection in one visit, producing one report – saving landlords, tenants and homeowners time, inconvenience and money.

Back then, the idea of a combined safety inspection was nothing short of revolutionary – so revolutionary, in fact, after its first year in business, the company still didn't have a single competitor.

Dennis qualified as a gas engineer and became part of the pilot scheme for the company to be awarded BFA membership. He achieved this by working as a potential franchisee for one year. He liked it so much, at the end of the year he bought a franchise.

Sales and marketing is directed from a dedicated centralised office. Work is provided and the regional offices book and coordinate the jobs for the engineers.

Only the first job is usually a timed appointment, thereafter the jobs are scheduled to either morning or afternoon slots. When inspections have been completed, the engineer submits the details of the inspection onto gas-elec's bespoke central IT system, ready for the job to then be invoiced.

One of the biggest headaches for self-employed people is admin and book keeping, which is why gas-elec devised its bespoke bureau facility which, on franchisees' behalf, collects in monies, performs credit control and sets credits limits for clients. It then pays franchisees twice a month upon receipts.

The company came up with the idea some years ago after it realised that the amount of time regional offices were spending on admin and invoicing, was leading to a direct fall in sales. On average,

it saves gas-elec franchisees around 17 hours a month—that's support for our franchisees!

All this has enabled Dennis to comfortably look after his very large family – seven now grown-up children and a wife.

These days, most of Dennis's works is in and around Berkshire, the SL postcodes are his prime area of responsibility. Sometimes he gets several days' work at the same property which cuts down on driving.

A good proportion of gas-elec engineers earn more than £60,000 a year, and gas-elec has provided services to over 1,000,000 customers.

The majority of Dennis's workload comprises of gas and electrical inspections, boiler repairs and electrical remedial work for Letting agents and private landlords in the rapidly growing lettings industry.

For the first time in modern history, more people privately rent their home. By 2026 half of all householders in the UK will be living in private rented accommodation, which remains gas-elec's core market.

The company's workload is also determined by changing legislation. Dennis, for example, has added to his skills set how to carry out risk assessments for Legionnaires' disease. Landlords are now legally obliged to carry out these assessments in their tenanted properties. He can also supply and fit smoke and carbon monoxide alarms

The company can also offer its clients a bespoke service tailored to their needs. Our national clients also have the facility to monitor the status of their jobs using our bespoke IT system.

Now on his fourth franchise agreement, Dennis says "If he is blessed with continuing good health, he has every intention of renewing for the fifth time."

When asked if he had his time over, would he do it all over again. "Yes I would!" ●



## A day in the life of a franchisee

### DAVID MCVICKER GAS & ELECTRICAL SAFETY INSPECTION FRANCHISEE

My planning for each day, really begins the night before when I check the on-line bookings system to see what jobs the office have arranged for me. This means I know exactly how many appointments are scheduled, where and what time in advance, which is a great help. I can also

check the specifics of each job before I start my day, either on line or with a quick call to the office.

I tend to leave the house around seven in the morning. Sometimes I deal directly with tenants in rented properties, although often I work with lettings agents and landlords with regard to gaining access and the logistics of getting each job done. I also have customers who own their properties (i.e. no letting agents involved), which

means the range of clients I work with is quite varied. I have been a gas elec engineer for over fourteen years now and am happy to say that I have built up a strong, loyal client base who trust my advice and ability.

Sometimes I revisit a property each year to check gas meters, cookers or boilers and it is dealing with and getting to know the clients that makes the job enjoyable. Every day is different and I can honestly say I still find my work exciting.

I also prepare paperwork for any follow up repairs that might need to take place. I send these to my local office who then liaise with the relevant suppliers and issue quotes directly to the customer. I can honestly say that my level of paperwork and administration would be far greater without the support I receive from my local office, as well as the head office.

At the end of each day the first thing I do, after making a much needed cup of coffee, is to log onto my computer to input data collected from my visits. As long as everything I have inspected meets current safety legislation, then I can synch results to head office and certificates are issued instantly, and available for customers to download, a god send for busy landlords.

I then ring the office for a quick chat about how my day went and then it's almost time to see what's been booked for me for the next day and the process starts over again. I definitely made the right decision by investing in a gas-elec franchise – which ticked all the boxes for me.



## The future's bright - the future is... A gas-elec franchise!

- ☺ Run your own business, with support but without the hassle
- ☺ Gas-elec regional offices carry out all sales & marketing and provide the work for you, leaving you free to focus on your core skills
- ☺ If you are gas and/or electrically qualified then our franchise opportunity may be just what you are looking for
- ☺ Some of our national network of safety inspection franchisees are earning year 3 projections in year 1
- ☺ We offer a bespoke service and renewal reminders to our clients
- ☺ Gas-elec have opportunities throughout the UK
- ☺ Gas safety inspections are mandatory, giving our franchisees regular and repeat business
- ☺ Brought to you by a company that has been in business and franchising for 20 years



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**Security Cleared Jobs.com is a specialist Job Board that caters for vacancies throughout the UK that require a level of security clearance mainly DV, SC, CTC and NATO levels.**

The Job Board was founded in 2007 through frustration in finding candidates that required a level of security clearance in order to carry out certain roles for clients of ours at the time. The fact that the security clearance process in the UK understandably can take up to 9 months to have a person DV cleared leaves many recruiting clients with a timescale issue when looking to do so.

We have over the last 9 years built a highly skilled database of candidates that have been security cleared and understand the process. The site now hosts over 1,500 jobs daily and has a searchable database of over 80,000 candidates. The Job Board hosts a large number of specialist IT and Engineering vacancies historically but it is now changing and we are seeing a large increase in the need for candidates with previous policing experience from our clients.

Security Cleared Jobs.com has formed strong relationships with the resettlement units of the Armed Forces through the Career Transition Partnership. We are now recognised by service

leavers as the place to go when they are going through the resettlement process. Security Cleared Jobs.com provides them the opportunity to see which companies are looking to recruit.

We are keen to now engage with as many candidates with a policing background who are retiring or may just be leaving through the cuts or perhaps looking for a change of career. Like with many candidates who leave the armed services we find that many police leavers when looking for their next role find it a daunting process and maybe think that their skills and training are only of use when working for the police forces they were with.

We have 100's of jobs advertised on the site that are looking for the skills and training that you have achieved through your years of service and they are highly transferable to many companies in the private sector or to other police authorities on a permanent and or contract basis.

Job Roles that we are usually hiring for to name a few are: Investigators, Digital Forensics, Cyber Security, Interviewer, Intelligence Officers, Intelligence Analysts, Holmes Indexer,

Firearms Officers, Trainers, Fraud Investigators and many more. The skills that you have in the force and the fact that you will usually leave with an active level of security clearance that can be transferred opens up a number of opportunities that you may not be aware of through normal job searches.

We have a dedicated team of consultants at Security Cleared jobs.com that understand your needs when looking for your next career move and are here to help. If you have any questions on how the site works or the best way use our services please do not hesitate in contacting us.

[www.SecurityClearedJobs.com](http://www.SecurityClearedJobs.com)

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Security Cleared Jobs.com is a FREE job board for all candidates using its service.

1. Logon to the site and search for the latest roles that may suit your skills.
2. Upload a copy of you CV to the site and our database of 100s of recruiting companies and agencies can then contract you directly.
3. Set up Job Alerts on the site, simply add the job title, technical skills, Location and Salary that you are looking for and we will automatically send you any relevant vacancies on the site and will alert you as and when they are posted until you find your ideal role.



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# UCP

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## UCP KNOW EXACTLY WHAT YOU NEED TO GET THAT JOB.

1. Good training from seasoned operators and instructors (Best of British)
2. Relevant awards and certification (nothing is wasted)
3. Introduction to specific overseas security contractors and UK operational companies including our own UCP Operations division.

*UCP guide you all the way; from initial talks about the industry – helping and supporting you until you initiate employment. (we never give up)*

## WHY CHOOSE UCP AS YOUR TRAINING PROVIDER?

1. UCP are one of the very few training providers with top reviews/feedback on the ELCAS website and social media. Also, with being a CTP Member, UCP makes your choice a safe one when it comes to choosing your training provider. UCP are proud to serve the MoD in providing the very best training and post-employment support for British Soldiers.



2. UCP are one of the longest established British companies that specialise in Close Protection medium to high risk operations and training only.
3. UCP have eight main Instructors with backgrounds from; 2 Para, (RMP) Royal Military Police (former SO14), RMP CPU (SEG) UK Special Forces, British Royal Marine Commando, Former Mi5 agent, and a wealth of knowledge from our highly trained and seasoned Civilian Instructors.
4. Since 1991 UCP Security Services "Operations" have been protecting VIP clients, Celebrities and Government officials (UK and overseas) not to mention being tasked with providing pre-deployment training for teams on high-risk operations.



5. Since 2003 UCP Close and Personal Group have been training overseas Internal Security Forces from Asia, Middle East and Africa.
6. UCP UK Training provides the security industry with a database of highly trained operatives.
7. UCP Operations division also work with many other security contracting companies (UK and overseas)



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## RELEVANT INFORMATION TO BOOK A COURSE

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Call **01474 832032** (Academy direct)  
Call **08001951644** (Freephone and main London admin office)  
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ELCAS Approved training provider number: 5011  
Careers Transitions

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3. Combine the courses 1 and 2 and complete the full 28 day CPO course. ELCAS claimable: Yes. Training Provider number: 5011. Course delivered every month: 1st-27th.



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Our training will allow you to apply for your SIA front-line licence for VIP protection as well as working overseas as a private security contractor.

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  6. Firearms competency level 3
  7. Private Military Contractor (CQB, SERE)
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**Malpeet K9 Academy** specialises in the use of operational dog teams, the sale of dogs in various disciplines and handler training both for UK and overseas customers. We are members of, and approved trainers for the National Association of Security Dog Users (NASDU). All detection dogs are trained utilising 'real' drugs and 'live' explosives. Malpeet K9 Academy is currently one of only a few UK companies licensed to possess controlled substances for the use of training detection dogs. Malpeet K9 Academy is also an ELCAS approved training provider. We have helped many service personnel pursue a successful dog handling career. Working with various local and national charities such as the ABF Soldiers Charity, we provide the best training courses covering many aspects of working in private security as a dog handler. Our MD Simon Mallin has worked with clients around the world and is currently working on projects in Kenya that include Lewa Wildlife Conservancy's anti-poaching dog unit. Learners at Malpeet K9 Academy have a unique opportunity to learn from industry experts with international operational and training experience.

**Case Study**

Mike contacted us in February 2015 to enquire about a detection dog handler course, with a passion to work with dogs, he has chosen to become a dog handler as his second career after a very successful one in the armed forces. Mike was able to use his entitlement with the Enhanced Learning Credits to fund the 32 days Explosive Detection dog handlers course as we are one of a few dog handler training providers with ELCAS approved status. We introduced a small payment plan last year to help learners who self fund course fees spread the cost into monthly payments with no extra fee. Mike took the opportunity and funded the general purpose level 2 course himself. Upon completion of the general purpose dog handling course, Mike was introduced to his current employer by our MD Simon Mallin. We pride ourselves on our continued support for our graduates from the first day of training through to employment.



**COURSE FEATURES**

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- Explosive Detection Level 4










www.malpeetk9academy.com

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These are real testimonials from real people. We have included their e-mail addresses or websites with their permission so get in touch with them and ask them about their time with us. Do your research now and ensure that you select the right training provider. How many other training providers give you this information to help you make a decision? This is just a selection of the testimonials that we get, the hard copies are available for anyone to inspect should you wish to do so.

**Michael Kennedy, April 2016, CP, Surveillance, PI**  
 Argus has served up a whole new perspective on how I feel about Close Protection; it was a good course. As a team we managed to get all of the work completed to a good standard. The training team is approachable, have years of experience and are always there to give direction if required. Please

with my time with Argus Europe. kennyguns (at) hotmail.com

**Adam Nesfield, April 2016, CP, Surveillance, PI**  
 The course was excellent throughout, well worth doing. adamnes (at) gmail.com

**Nicholas Scott, April 2016, CP, Surveillance, FPOS(i)**  
 A very good course, excellent instruction, highly recommended.

**Julian Moses, December 2015, CP, Surveillance, FPOS(i)**  
 Excellent course, well run. Accommodation more than adequate. Came away feeling confident and looking to apply new skills. julmoses1974 (at) gmail.com

Natasha McCabe, December 2015, CP, Surveillance, FPOS(i)  
 As someone with no Police or Military service I was nervous to enter such a highly reputable TP,

however the minute I arrived help was readily available. Now that I am qualified I know that I can still turn to Argus for on-going support! natalia.ann05 (at) gmail.com

**Andrew Ford, April 2015, CP, Surveillance, FPOS(i)**  
 The course is a real eye opener to surveillance and close protection. If you are leaving the military and have ELCAS then this course is a no brainer. Great course, excellent, friendly instructors who help in any way that they can. andrewford2534@hotmail.co.uk

**Richard Clark, April 2015, CP, Surveillance, PI, FPOS(i)**  
 Whilst critically cynical of the need to undergo such a course I strongly believe that this course will direct the way I move forward in the security industry. The course focuses more on the very necessary CP + surveillance skills, the added value comes from the in-depth knowledge and

experience of those who instruct. richard.clark984@mail.com

**Iain Dawson, October 2014, CP, Surveillance, FPOS(i)**  
 This is the best course that I have done since leaving the Royal Marines. Training and instruction second to none. Friendly and approachable throughout the whole course. stirling23@hotmail.co.uk

**Ronnie Scott, October 2014, CP, Surveillance, PI**  
 After 24 years military service – this is the best course that I have done! ronnie.scott8@btinternet.com

**Mike Jeffrey, September 2014, CP, Surveillance, PI, FPOS(i)**  
 Soon to be ex-Royal Navy. If you are looking for to start a career in Private Investigations, Surveillance or Close Protection then take a look at these guys! Please feel free to e-mail me! michael.jeffrey@vmx.com



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# THE DETECTIVE PROJECT

The Detective Project offers fun, science-based events for children & adults alike to explore how crime is really investigated in the 21st Century.

The Detective Project was founded by Jenny Williams in 2010. Jenny spent 14 years as a Detective in the Metropolitan Police and Avon & Somerset Constabulary.

A gap was identified in the market for forensic science-based workshops. The award-winning workshops are based on real forensic investigation techniques, using 'hands-on' explorative activities. These challenges really spark an interest in science and beyond for the participants. The workshops can be formulated for children's parties, school activities, youth groups, corporate events and team-building exercises.

This really is a 'people' business. Your role as a franchisee will be communicating with children and adults, parents and teachers, individuals and businesses.

- Do you enjoy working with people of all ages?
- Are you lively, enthusiastic, flexible and driven?
- Are you self-motivated, professional and organised?
- Are you a good communicator and possess strong interpersonal skills?
- Do you want to be your own boss?
- Do you want to be in control of your income?



The Detective Project provides comprehensive support but it is down to you to promote your business in your area. You must be energetic, self-motivated and willing to invest the time, money & effort needed to build a successful business with The Detective Project.

#### What we offer our Franchisees

- Unlimited Head Office business-hours support
- Exclusive territories across the UK based on postcodes
- Home-based business with low overheads
- Regular support meetings focusing on business development
- Newsletter updates
- Centralised website
- Annual conference
- Comprehensive training
- National marketing & brand support

Once you have invested in The Detective Project franchise, you will receive a 'Business in a Box', which contains everything you need to launch your business. This includes full technical and business training, a professionally branded start-up pack and comprehensive head-office support. You will then be equipped with the knowledge and expertise needed to develop your business.

The Package: Franchises are currently £12,000 for a 5 year licence to run events exclusively in your territory.



## Ian Baird Case Study

The Boat Building Academy provides intensive, highly practical training in boat building and woodworking skills. Students come from every profession and from all over the world, ranging in age from 17 to 82. Some of them are career changers, like Ian Baird...

Ian was a Sergeant in the police force. He wanted to retire and gain the skills for a self-employed career. After taking a ducking in a Cornish rock pool at 18 months he developed a strong affinity with things that float. He had no practical skills but loved the sea. He thought about training for a number of trades but when he found the Boat Building Academy their 38 week course ticked all the boxes. Ian reasoned that if he could build a boat he could tackle pretty much anything. This would set him up for a future, self-employed, career with skills he could use in other fields. That he could also build a boat as part of his training was the icing on the cake. Ian says "I have a strong interest in history and so wanted to build a traditional fishing boat.

I knew, if I chose correctly, that I could use the boat as an advert for my skills. To say it worked is an understatement. There was so much interest in the boat that the BBC filmed the build twice, my boat spent six months on exhibition in the National Maritime Museum Cornwall and these experiences launched a tandem career as a freelance magazine journalist, writing about boat building. My first article was a detailed diary of the build for Water Craft, an international magazine about boats. I have since written a number of articles for Water Craft, the latest of which will be on my latest project, Ian himself says that he wasn't a woodworking 'natural'. In the early days of the course, getting a joint just right so that it fitted together sweetly took him some time. But halfway through the nine months, he suddenly realised that he was working in a workshop, confidently using tools and turning out good quality work. At the end of the course a completed 15' wooden fishing boat had his name on it. Launching the boat into Lyme Regis harbour

was a proud moment. For Ian, working and learning in an inspiring place with a bunch of similarly interested and diverse people was a joy that he says will stay with him forever. He is part of the Academy's graduate network and often visits to see what's happening on the workshop floor (usually around the time the big teapots in the kitchen are filled).

The Boat Building Academy's website has a page showing what people go on to do after the 38 week boat building and 12 week woodworking courses. Some go straight into boatyards or cabinet making workshops, others are renovating houses or classic cars. One is joining on the British Antarctic Survey team. There are other graduates who join a course as a sabbatical and return to their previous occupation, or retirees who aren't ready to permanently put their slippers on but want an enjoyable and useful hobby they can earn some money from.

What does Ian enjoy most about his new life? "The freedom to make choices and do work that I find truly absorbing. It was never

my intention that I would graduate from the BBA and be solely a boat builder, but the skills I learned at the Academy are vital to everything I have done. Boat building led on to writing professionally. I also worked for the local Further Education College for a year, setting up a boat building course for young people. My interest in nature and ecology has recently led me into woodland management. I also make things from the greenwood that I source, which is another way of doing something I enjoy while earning an income. I am a happy man".



## The Detective Project FRANCHISE OPPORTUNITY



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- Full training & support
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Or call Jenny on 0117 244 0053 [www.thedetectiveproject.co.uk](http://www.thedetectiveproject.co.uk)

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# Locking in to a Secure Future

Locksmiths provide a range of services relating to access and entry to secured objects and premises, changing, maintaining and fitting locking devices for public and private clients.

They may work from a store, on a travelling basis or for a company network, and may work to actually construct locks using metal work skills, although the majority of work is now completed by changing pre-made parts.

Joe Silver, a highly experienced locksmith and a director of Lockmasters Ltd in Hampshire believes that ex-service and police personnel are ideally suited to the trade. He said: "In the past when I ran a large franchise operation many of our people came from the forces. They have integrity, they

are reliable and happy to work hard and are not deterred by unsociable hours. Loyalty and honesty also play an important part and that is inherent in the make-up of most servicemen and women."

#### BEING A LOCKSMITH INVOLVES A RANGE OF ACTIVITIES. COMMON TASKS WOULD INCLUDE:

- Operating a service through a freelance or store-based business
- Answering telephone calls and giving quotes to customers
- Travelling with equipment to carry out work

- Using tools to complete jobs such as changing locks
- Researching and practising with different mechanisms
- Being on call to respond to emergency situations
- Marketing a service through different media channels and word of mouth
- Servicing door hardware such as hinges
- Keeping account of sales transactions.

#### SALARY

Some locksmiths are employed by larger companies on a set salary, starting at £12,000 to 14,000 and increasing with experience but most work on a freelance, self-employed basis and therefore earn variable remuneration, depending on the amount and type of business they are able to take on. Different jobs attract different fees, and in many cases locksmiths will give a quote for a specific job, based on the information they are given by a customer. In some cases, however, (if a job has lots of unknown variables for example) the locksmith may opt to charge an hourly rate. This can be anything from £30 to £80 and perhaps more, depending on transport costs, call-out times and other factors.

#### RESPONSIBILITIES

Locksmiths complete courses which allow them to gain access to most forms of secure doors and therefore have a responsibility to use their knowledge in their clients' best interest and not allow information or tools to fall into the wrong hands. In addition, gaining access to secure systems for clients can be destructive and skill is required to gain entry without causing undue damage (by picking rather than destroying a lock for example).

#### SKILLS

- Being a locksmith requires a range of skills, including:
- Manual dexterity and practical thinking
- A good understanding of lock and security mechanisms
- The ability to market and run an independent business
- Being able to drive in order to be able to reach clients
- An interest in locks and keys
- Good customer service skills
- The ability to use a range of specialist tools

#### WORKING CONDITIONS

Locksmiths generally work in safe conditions but may have to travel fairly extensively to complete different jobs. Hours of work may be fairly antisocial, as being on call is an important way to make money. In addition, some jobs may require potentially dangerous activity in gaining access to buildings, if someone is locked out of a house for example. Using manual tools such as screwdrivers and hammers will also be a likely part of the job.

#### EXPERIENCE

Experience of the trade is often extremely important, hence the fact that most locksmiths complete apprenticeships with

more experienced tradesmen to gain vital practical tips. Formal qualifications are more useful for gaining certification and finding out what it is necessary to learn, rather than how to actually complete different tasks. This is something that can only really be achieved through practice, gaining experience of different mechanisms and honing skills to a high level.

Joe Silver believes that the most successful operators are those who specialise. He continued: "There are locksmiths who specialise in safes, door entry, cars and other areas."

Joe has used his own experience and skills to develop

Lifelock, a small portable device that enables travellers to secure themselves in a hotel room so that the lock cannot be overridden by a master key. It is being used by defence and law enforcement agencies worldwide and many police forces recommend them for vulnerable people under threat of domestic violence for use in their homes.

"One of the problems of the business is that there is no real regulating body that controls qualifications and professional practice. Anyone who owns a hammer and a screwdriver can call himself a locksmith."

#### QUALIFICATIONS

Qualifications in the world of locksmithing are something of a grey area as there is no single national governing body for the trade, and indeed no single qualification which is essential in order to operate in the professional capacity.

A number of different guilds exist, offering courses at a variety of levels, and the level of credibility in each case depends largely on the reputation and track record of the organisation in question. A certificate of qualification in locksmithing can be gained from a training centre in a matter of weeks, but the practical knowledge and experience are harder to attain and ultimately more important to carrying out work, beyond the reassurance that a qualification or guild membership will provide a client.

As a result of this, the trade is fairly traditional and most trainee locksmiths complete a significant period in an apprenticeship to learn the practical skills and get the experience required to operate independently.

The Master Locksmiths' Association is addressing this situation. Comprising four sectors, The British Locksmith's Institute, the Membership Sector, Affiliate Members and the Guild of Key Cutters.

The Association offers a range of courses and continuous professional development. The establishment of a training centre at head office enabled a basic locksmith training course programme in 1992. This has proved very successful and is now renowned throughout the locksmithing industry as the only formal locksmithing accreditation.

Having a long history of providing training to locksmiths (either those who are starting off in the trade or those who want to further their knowledge in specific technical areas), the MLA has been awarded the prestigious City & Guilds "Approved Centre" status (No. 027758) enabling the association to offer a tailored City & Guilds award in Basic Locksmithing (No. 1841) which is based on its entry exam.

Full information with advice on how to start as a locksmith is available on [www.locksmiths.co.uk](http://www.locksmiths.co.uk).



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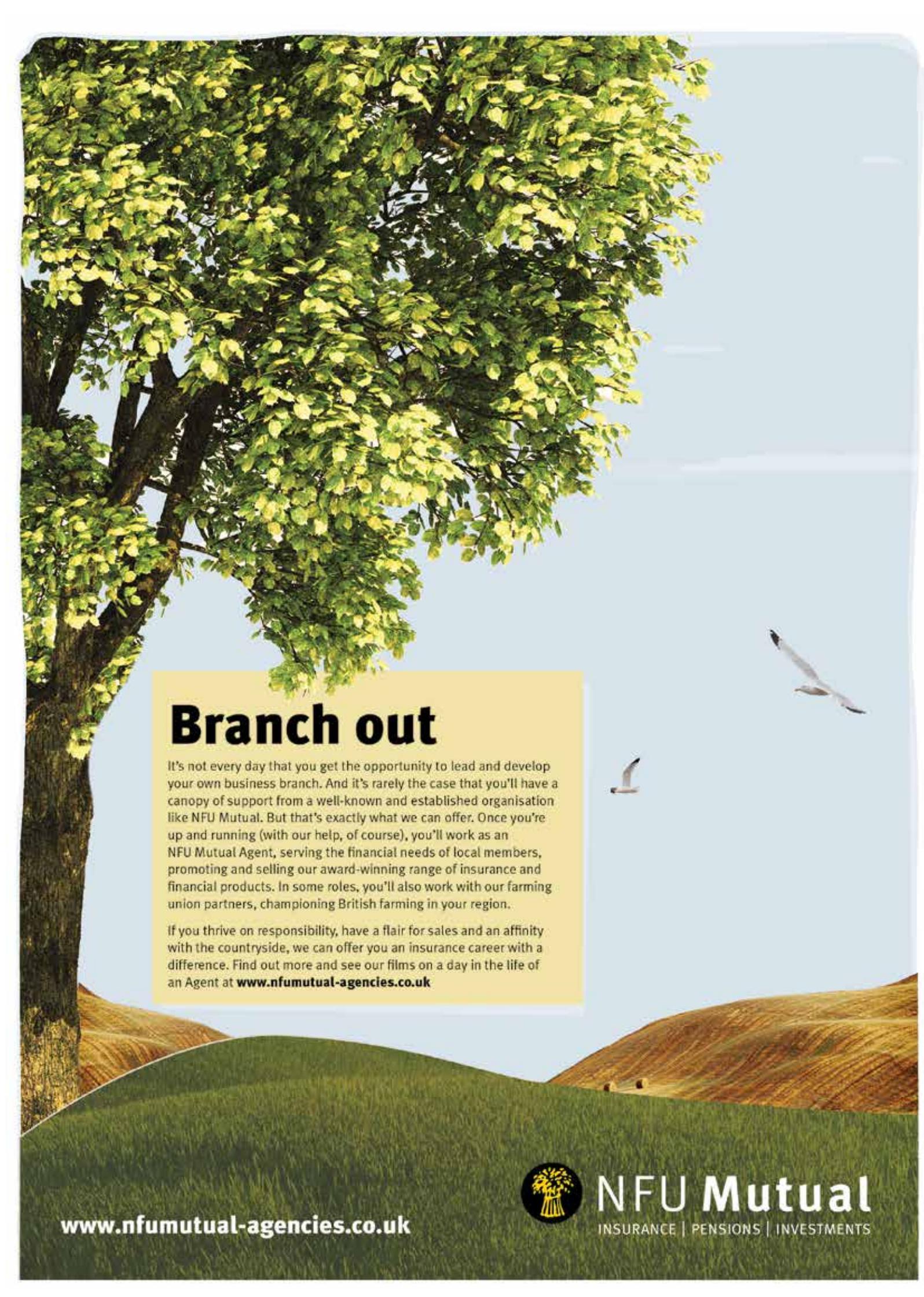
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