



JSP 534

The Tri-Service Resettlement and Employment Support Manual

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Glossary of Acronyms

AEC	Army Education Centre
AFPS	Armed Forces Pension Scheme
AGC	Adjutant General's Corps
AHd TLD	Assistant Head, Through Life Development (of TESRR)
AML	Additional Maternity Leave
APL	Approved Providers List (for ELCAS)
BPG	Business Process Guide(s)
DHRS	Defence Hotel Reservation Service
CBIC	Course Information and Booking Centre
CC	Career Consultant
CDP	Chief of Defence Personnel
CET	Central Employment Team
CF	Contract Funded
CRE	Core Recovery Event
CTP	Career Transition Partnership
CTP Future Horizons	Career Transition Partnership Future Horizons
CTW	Career Transition Workshop
CWA	Civilian Work Attachment
DBS	Defence Business Services
DER	Directed Early Retirement
DEdCap(A)	Director(ate) of Educational Capability (Army)
DGSP Pol	Director(ate) General Service Personnel Policy
DHE	Defence Housing Executive
DIO	Defence Infrastructure Organisation
DIN	Defence Instructions and Notices
DL	Distance Learning
DMT	Defence Management Training
DRC	Defence Recovery Capability
DRM	Defence Relationship Management
EA	Employment Advisor
ELC	Enhanced Learning Credits
ELCAS	Enhanced Learning Credit Administration Service
ERM	Employment Relationship Manager
ERO	Education and Resettlement Officer
ESL	Early Service Leaver(s)
ESP	Employment Support Programme
ETS	Educational and Training Services
FAR	Financial Aspects of Resettlement
FRP	Full Resettlement Programme
FTRS	Full Time Reserve Service
GRT	Graduated Resettlement Time
HMRC	Her Majesty's Revenue and Customs
HR	Human Resource(s)
IERO	Individual Education and Resettlement Officer
ILA	Individual Leave Allowance
IRP	Individual Resettlement Preparation (for resettlement)
IRP	Individual Recovery Plan (for recovery)
IRTC	Individual Resettlement Training Costs
IT	Information Technology
IVC	Information and Vacancy Co-ordinator

JPA	Joint Personnel Administration
JSHAO	Joint Service Housing Advice Office
JSP	Joint Service Publication
LoS	Length of Service
MD	Medical Discharge
MDB	Medical Discharge Board
MIS	Management Information System(s)
MPGS	Military Provost Guard Service
NCF	Non-Contract Funded
NHS	National Health Service
NI	Northern Ireland
NRIO	Naval Resettlement Information Officer
NRPS	Non Regular Permanent Staff
OA	Officers' Association
OGD	Other Government Department(s)
OR	Other Rank(s)
ORT	Overseas Resettlement Training
PDR	Post-Discharge Resettlement
PRP	Personal Resettlement Plan
PRU	Personnel Recovery Unit
PSL	Preferred Suppliers List
PSO	Personnel Selection Officer
RAB	Resettlement Advisory Brief
RAO	Regimental Administrative Office(r)
RCS	Recovery Career Services
REC	Resettlement and Education Co-ordinator
RFEA	Regular Forces' Employment Association
RG	Royal Gibraltar Regiment
RIS	Resettlement Information Staff
RML	Right Management Limited
ROHT	Regional Occupational Health Team
ROI	Republic of Ireland
RRO	Regional Resettlement Officer
RRC	Regional Resettlement Centre
RTC	Resettlement Training Centre
RWG	Resettlement Working Group
SDE	Service Director(s) of Education
SEC	Specialist Employment Consultant
SES	Spouse Employment Support (Trial)
SL	Service Leaver(s)
SLC	Standard Learning Credit
SSP	Specialist Support Programme
SP	Service Person/Personnel
SPACES	Single Persons Accommodation Centre for the Ex Services
SRA	Service Resettlement Adviser
sS	Single Service
TAB	Transition Assessment Board
T&S	Travel and Subsistence
TESRR	Training, Education, Skills, Recruiting and Resettlement, Division of CDP, MOD
TSRESM	Tri-Service Resettlement and Employment Support Manual
UAO	Unit Administration Office
UBO	Unit Briefing Officer

UIN	Unit Identification Number
UIO	Unit Interviewing Officer
URC	Unit Resettlement Clerk
URB	Unit Resettlement Brief
URI	Unit Resettlement Interview
URO	Unit Resettlement Officer
WIS	Wounded, Injured and Sick

Section 1 - Introduction

Tri-Service Resettlement Policy

0101. Tri-Service Resettlement Policy is underpinned by the following principles:

- a. To provide all Armed Forces personnel with access to timely and accurate resettlement information and advice.
- b. To provide Service leavers (SL¹) with access to resettlement provision based on best practice, which meets individual needs.
- c. To provide resettlement assistance on a graduated basis, both in terms of provision and time available, according to length of service.
- d. To provide contracted resettlement services, which include advice, workshops, training and job finding, which are flexible, responsive and effective so that they meet the individual needs of Service personnel, both in terms of accessibility and content. Where these meet the appropriate training outcomes, these should be considered as courses of first choice.
- e. To provide resettlement assistance to all SL.
- f. To make available appropriate resettlement allowances to assist SL.
- g. To ensure that resettlement training, as long as it meets the appropriate training outcomes, is undertaken local to SL home base or available Service accommodation in order to reduce expenditure on T&S budgets. Non-local or overseas training should only be agreed as an exception and to meet training outcomes not available locally in the UK.

0102. Tolerable Variation has only been applied where such variation is deemed essential to the maintenance of single Service operational effectiveness or where single Service recruitment or retention is a significant factor.

Purpose of the Tri-Service Resettlement and Employment Support Manual (TSRESM)

0103. The purpose of the TSRESM is to set out the procedures by which the policy for provision of resettlement and employment support is implemented across Defence and within the 3 Services. Where Tolerable Variation applies, the single Service variation is incorporated. Whilst the TSRESM is intended, primarily, for use by resettlement practitioners, it should be available to SL.

0104. Where necessary, users of the TSRESM should refer to the Training, Education, Skills, Recruiting and Resettlement (TESRR) Division of Chief of Defence Personnel (CDP) within the MOD, through the chain of command, for interpretation of policy.

¹ Throughout this manual the masculine pronoun is used for all Service personnel.

MOD Resettlement Organisation

0105. The primary role of the MOD resettlement organisation is to assist SL in making a successful transition from a military to a civilian life. The effective delivery of tri-Service resettlement support requires the close co-operation of all stakeholders. In addition to the SL, these stakeholders include the single Services' 1st and 2nd Line resettlement staffs, the Service Directors of Education (SDE)² and Assistant Head, Through Life Development (AHd TLD) who in conjunction with Right Management Limited (the official MOD resettlement contractor) comprise the Career Transition Partnership (CTP).

0106. The CTP. The CTP is a strategic partnership between the MOD and Right Management Limited to deliver the MOD funded resettlement programme to entitled personnel leaving the Armed Forces.

Resettlement Division of TESRR

0107. AHd TLD exercises stewardship of the Defence resettlement process on behalf of the owner, CDP. AHd TLD is responsible for:

- a. The development and delivery of tri-Service resettlement policy and procedures on behalf of CDP.
- b. The management and operation of the contract under the partnership arrangement within CTP, assuring performance and value for money, thereby offering entitled SL the best possible service in the most cost effective manner.

Retention

0108. Resettlement provides added value to the Services, particularly as a retention tool, and should be seen as representing the final stage of in-Service through-life learning and personal development. It is essential that the chain of command recognises it as an activity which is an integral part of the Service career, and that SL are granted sufficient time and funds, within a suitably early timeframe, in order to pursue resettlement fully in accordance with entitlement.

0109. Effective and high profile resettlement support, underpinned by the chain of command, should alleviate SL fears concerning post-discharge employment. Consequently, it should discourage early notice to leave the Armed Forces, which might otherwise be submitted, for instance, to gain additional qualifications or for fear of becoming "too old" to start a second career. Resettlement should be viewed as a retention and recruitment positive tool and everything possible done, at unit level, to publicise the resettlement services available and to enable individual SL to derive the maximum benefit from services to which they are entitled.

New Resettlement Contract

0110. New Contract. A new resettlement contract has been awarded and is implemented under the Career Transition Partnership (CTP) with effect from 1 Oct

² DACOS(T&E), DEdCap(A) and DACOS Corp Bus.

15. Notification of this new contract has been disseminated widely in the run up to implementation. The new contract provides a fully integrated service which means that CTP support is available for all, regardless of time served or reason for leaving. In addition, a number of technological improvements will be rolled out which will significantly enhance the resettlement process. The different programmes that CTP will offer as part of the new integrated resettlement provision will be:

- a. **Core Resettlement Programme (CRP)** – available to those who have served more than six years and all medical discharges (regardless of time served).
- b. **Employment Support Programme (ESP)** – available to those who have served between four and six years.
- c. **Career Transition Partnership Future Horizons (CTP Future Horizons)** – available to Early Service Leavers (ESL) i.e. those who leave before the four-year point or those who lose entitlement to other programmes because of a compulsory discharge.
- d. **Specialist Support Programme** – the Specialist Support Programme (SSP) is responsible for delivering the CTP (Assist) resettlement pathway to support wounded, injured and sick personnel to achieve a sustainable and fulfilling career, regardless of time served.

Full details are given later in this JSP.

0111. Employment Support Trials. The new contract also provides the following additional elements, the details of which are now being developed:

- a. **Spouse Employment Support Programme** - designed to offer employment support for eligible Service Spouses and Civil Partners, it will be run as a trial by Joint Forces Command and the Royal Air Force. Initial details can be found at Section 10 of this JSP (para 1001). Full details will be published via an update to this JSP in mid Oct 15.
- b. **Reservists Employment Support Programme** – a limited number of Reservists will be entitled to some job-finding support, regardless of whether they are in civilian employment or not. This programme is under development and is due to be introduced in 2016. Further details will be released in due course.

0112. Uninterrupted Service to Service Leavers. Significant planning has been undertaken during the transition period to the new contract to ensure that the implementation of the new contract on 1 Oct 15 from the Service leavers' (SL) perspective, will be seamless. There is no specific action an SL is required to take, their interface with the CTP will remain 'as is' and they will be fully informed by their CTP points of contact when changes are made as a result of the technological enhancements which will be phased in over time.

0113. CTP First. The CTP is the single source for all official Armed Forces resettlement services and MOD promotes a principle of 'CTP first'. CTP Programmes are funded through the MOD at no cost to the Service leaver. A variety of benefits are available through the CTP. Entitlement is based on length of service but includes: training grants, allowances, travel warrants, resettlement absence, transition workshops, one-to-one career guidance support, subsidised vocational training

support, housing advice, financial briefs and job finding support. For those entitled to vocational training, where there is a CTP course available, this **must** be used before accessing external training.

Section 2 - Resettlement Organisation, Responsibilities & Roles

Organisation of Resettlement

0201. Each Service provides resettlement information, advice and guidance through briefings and interviews. The Services also provide administrative support for SL. With the activation of the resettlement process on JPA, all SL entering resettlement will be administered through that system. Unit resettlement and Early Service Leaver (ESL) staff are to ensure that they have the necessary JPA role and responsibility assigned to their respective position and have familiarised themselves with the relevant Ops Bulletins and Business Process Guides (BPG) hosted on JPA.

0202. All SLs who become eligible to commence their resettlement (see Section 3) or who are discharged as ESL, will complete their resettlement administration using JPA. Only in exceptional circumstances will manual forms be acceptable for use (for example, with some ESLs). Where manual forms are used, Unit resettlement and ESL staff must ensure that data is uploaded to JPA as applicable by proxy at a later stage. In addition, where manual forms are used for a resettlement absence, the SL's absence area must always be updated on JPA with the absence detail by Unit HR.

0203. 1st Line. The provision of 1st Line resettlement support is the responsibility of the CO. It is a CoC responsibility to ensure that SL are loaded into the resettlement pathway. It is to the SL's benefit that they are loaded at the earliest opportunity into the resettlement pathway once their window of entitlement opens. For SL who are discharged from the trained strength with entitlement to CTP support, 1st Line resettlement responsibility will be limited to information and administrative support. First Line who perform this function will be referred to generically within this TSRESM as Resettlement Information Staff (RIS):

- a. **RN.** Education and Resettlement Officers (ERO) in all units and establishments.
- b. **Army.** Unit Resettlement Officers (URO) and Unit Resettlement Clerks (URC).
- c. **RAF.** Resettlement and Education Co-ordinators (REC) on stations.
- d. **ESL Staff.** sS units are to provide specific ESL staff as directed at para 0207 below.

0204. Early Service Leaver (ESL) Staff. Detailed guidance on ESL is provided in this JSP. Previously, ESL policy was contained in a separate JSP 575, but this has now been subsumed within this JSP 534 and JSP 575 has been withdrawn. Personnel selected to perform the ESL function within units will be referred to within this TSRESM as ESL Staff: COs are also responsible for ensuring support is provided within units for SL who are discharged from the trained or untrained strengths compulsorily and those who are discharged from the trained or untrained strength at their own request. Personnel who leave under these circumstances are referred to as ESL³; para 0314 provides a more precise definition. The Career Transition Partnership Future Horizons (CTP Future Horizons) has been developed

³ ESL are entitled to those activities in this TSRESM only where they are specifically referred to by title.

in response to the recognition and commitment from the MOD to continue to improve resettlement provision to the ESL cohort. ESLs **are entitled** to access the CTP Future Horizons, specialised and tailored resettlement support service for ESLs. It is mandatory for all ESLs to receive a resettlement brief on the official MOD-contracted provision available and to then decide whether to Opt-in, or to Opt-out of the provision. The initial ESL resettlement brief is given at unit level. In order to provide the brief and to ensure the mandatory Opt-in/Opt-out and administrative actions are completed, the Unit must identify suitably competent personnel who are able to fulfil these roles. The provision of initial 1st Line resettlement support is the responsibility of the CO. First Line who perform this function are as stated at para 0203. Detailed ESL policy and direction is contained later in this JSP.

0205. Unit ESL Roles and Responsibilities. COs are to ensure that appropriate Officers/WOs/ SNCOs are appointed as ESL staff. They are to be briefed by the relevant Service Resettlement Advisor (SRA) and to attend induction and periodic training events organised through the relevant single Service, Service Directors of Education (SDE). There are 2 roles to be filled: that of Unit Briefing Officer (UBO) and Unit ESL Coordinator (UEC). Depending on local circumstances, both roles may be carried out by the same person, but all actions must be conducted. Both should hold an extant, up to date copy of JSP 534 and be fully conversant with the regulations they contain.

0206. ESL 1st Line. The provision of initial 1st Line ESL resettlement support is the responsibility of the CO as described at para 0203. In addition, CO's must ensure that their Unit HR complete the 'reason for leaving' field on JPA during the ESL discharge process.

0207. ESL Specific Unit Roles. With specific regard to ESL resettlement support, Units must provide the following roles and appointments within their establishment:

a. **Unit Briefing Officer (UBO).** A minimum rank of SNCO or equivalent status civilian staff must be appointed as UBO. The UBO is to conduct a resettlement brief, either individually or to groups of ESLs, which covers the material as detailed at para 0357. They are then to ensure that Part 3 of MOD Form 1173A for each attending ESL is completed and signed as appropriate (see para 0350).

b. **Unit ESL Coordinator (UEC).** An Officer, selected Warrant Officer or equivalent status civilian staff, is to be appointed as the UEC⁴. UECs are responsible for ensuring that all ESLs in their unit have received the ESL briefing, that the appropriate Opt-in/Opt-out forms are completed and that the correct action is taken to ensure the form is sent to the correct CTP Future Horizons regional hub.

0208. 2nd Line. The principal task of 2nd Line is to provide **advice** and **guidance** on the resettlement package that will best suit the individual SL. For those entitled to CTP support (see paras 0301 to 0312), this will normally be a referral to a CTP consultant and/or enrolment on a CTW, both of which will require the SL to be registered for CTP services using MOD Form 1173. To reflect this primary function, 2nd Line will be referred to generically within this TSRESM as SRA:

⁴ . The UEC was previously titled the 'Unit Interviewing Officer (UIO)' but this old terminology is no longer to be used.

a. **RN.** Naval Resettlement Information Officers (NRIO) are located at Base Learning Development Centres, are accountable through Base Higher Authority and are under the functional authority of DACOS (T&A) in FLEET. For medical discharges the RN has a single 2nd Line point of contact referred to as NRIO (Medical) based in the Institute of Naval Medicine, Gosport.

b. **Army.** Individual Education and Resettlement Officers (IERO) and AGC(ETS) Officers are located at Army Education Centres (AEC) and Theatre Education Centres (TEC). AGC(ETS) Officers may deliver 2nd Line resettlement advice when deployed on operations and occasionally when IERO are unavailable. IERO and AGC(ETS) Officers are under the command of the OC ETS and operate under the Divisional Commander Educational and Training Services (ETS) to the functional authority of DEdCap(A).

c. **RAF.** Each RRO is allocated a group of RAF stations to visit on a regular programmed basis. They are accountable to the local chain of command and are under the functional authority of DACOS Trg Plans through the SO1 Resettlement (RAF).

0209. 3rd Line Resettlement. Tri-service support at 3rd line is provided by the CTP. Operating from a range of locations across the UK and one in Germany; 5 Regional Resettlement Centres⁵, 5 Resettlement Centres⁶, the Resettlement Training Centre (RTC) in Aldershot, employment hubs in the main training locations⁷ and Personnel Recovery Units. The CTP provides transition, training and employment support for all service leavers; covering those Service leavers accessing the Core Resettlement Programme (>6 years LoS or MD), Employment Support Programme (4 – 6 years LoS) as well as ESL (<4 years LoS, both Trained and Untrained) and WIS. The WIS support is also linked in with the Defence Recovery Capability⁸. All CTP support is available from 2 years prior to discharge⁹ until 2 years post discharge. CTP subcontract elements of delivery to organisations such as RFEA – The Forces Employment Charity and Royal British Legion Industries (RBLI), this ensures that a strong link exists between the CTP and wider third sector support. This third sector support is available to veterans for so long as they need it.

0210. Resettlement Working Group (RWG). The RWG is the key interface between TESRR staff, the single Services and Right Management Limited for the operational level development of resettlement policy, with subsequent staffing carried out through the SDE, and the pragmatic implementation of endorsed resettlement policy. It is through this forum that single Service and CTP issues are reflected in tri-Service policy.

0211. Director Level Forums. AHd TLD will meet with the SDE, as required, to discuss strategic level issues relating to the development of resettlement provision and give coherent direction to the RWG for the development of operational level resettlement policy and procedures. The main medium for discussion is a 4-monthly Quadrilateral Resettlement Strategy Forum, which is supplemented by bilateral meetings between the AHd TLD and respective SDE to consider issues specific to a single Service.

⁵ Rosyth, Catterick, Cottesmore, Tidworth and Aldershot

⁶ Aldergrove, Sennelager, Plymouth, Portsmouth and Northolt

⁷ Catterick, Pirbright and Plymouth

⁸ Tri-partite delivery between the MoD, Help for Heroes and The Royal British Legion

⁹ Access to CTP in the case of ESL and WIS is when loaded in by the respective sS chain of command

Responsibility for Resettlement

0212. Responsibilities for Resettlement. Resettlement administration must be undertaken by RIS and the SL utilising JPA and the electronic forms contained therein. Only by exception should paper/manual forms be used. Responsibilities for resettlement are as follows:

a. **1st Line.** Whilst 1st Line have a vital role in the delivery of resettlement they do not have any signatory role on any of the MOD Forms used to administer resettlement. As a consequence, 1st Line do not need write access to JPA to continue performing their role as defined in this JSP below. It is acknowledged that 1st Line may wish to refer to a SL's resettlement records when conducting their duties. To ensure that this is possible a read only role is available. In addition, SL are able to print all their resettlement information when required, or are at liberty to log into their account whilst in the presence of 1st Line. 1st Line are responsible for running regular JPA Termination Reports in order to appropriately identify SLs in their unit.

(1) **Individual.** Individuals are responsible for developing and pursuing their own resettlement goals, developing Personal Resettlement Plans (PRP) and organising resettlement activities. In this they will receive information, advice, guidance, support and some resettlement training from 1st, 2nd and 3rd Line as appropriate and in accordance with their entitlement.

(2) **Unit.** The responsibility, at unit level, for giving access to resettlement provision lies with the individual's CO. COs may authorise, within the parameters set in current single Service regulations and this TSRESM, absence from normal place of duty and Travel and Subsistence (T&S), to assist entitled SL to meet their individual resettlement goals.

b. **2nd Line.** SDE are responsible for the provision of 2nd Line support and the implementation and quality control of the delivery of tri-Service resettlement policy at the single Service level.

c. **3rd Line.** The CTP provides 3rd Line services via resettlement infrastructure situated throughout the UK and in Germany (see para 0209).

d. **JPA for Service Leavers.** Details for SL of the administration of resettlement on JPA are at Annex A.

Resettlement Information Staff (RIS)

0213. COs are to ensure that RIS are inducted by the appropriate SRA and attend training and briefings organised locally by the appropriate SRA or single Service. COs are to ensure that Unit RIS are formally inducted preferably prior to, or within two weeks of taking up their appointment, by the appropriate SRA.

0214. Duties and Responsibilities of the RIS. RIS should work closely with their SRA and are to provide the following services:

a. **Information Functions:**

- (1) Provide initial information on the basic entitlements of the SL to resettlement support.
- (2) Issue current resettlement guidance material to individuals, as advised by the SRA.
- (3) Ensure resettlement information within the unit is publicised and updated as required.
- (4) Ensure that SL are aware of the provision of financial information and housing advice, including **Financial Aspects of Resettlement (FAR)** and **Joint Service Housing Advice Office (JSHAO)** briefings (see paras 0395 and 0396), which are given periodically at RRCs, and are open to all Service personnel, **including personnel not in the resettlement phase**. Spouses are also welcome to attend the FAR and JSHAO briefings and this must be emphasised to the SL.

b. **Administration Functions:**

- (1) Maintain a nominal roll of all Service personnel within their unit who are within 2 years of completion of an engagement or who have given notice to terminate their engagement or who have been given notice of discharge under redundancy, and any Service personnel over the age of 50 or with over 30 years service who have commenced their resettlement early.
- (2) Initiate Application for Resettlement Services using MOD Form 1173 (see para 0376).
- (3) Ensure that, after giving a SL the initial information on resettlement entitlement, an interview is arranged for the SL with the appropriate SRA as soon as possible. This 2nd Line interview is mandatory for OR and officers and should normally take place within 3 months of entering the final 2 years of service or within 1 month of submitting notice to leave or as soon as possible thereafter.
- (4) Process all resettlement MOD Forms in a timely manner in accordance with the procedures in this TSRESM.
- (5) If the RIS is the MOD Form 1711 Controller, maintain a record of Graduated Resettlement Time (GRT), all resettlement activity, warrants and allowances for each SL on the Record of Resettlement Provision (MOD Form 1711), which is an accountable document (see para 0351).
- (6) Arrange further resettlement advice and interviews with SRA as required.
- (7) If the RIS is the MOD Form 1711 Controller, conduct a check of the Record of Resettlement Provision in the presence of the SL, no later than 6 months before discharge, to ensure that personal resettlement activity is in hand. (This can be performed by the SRA if appropriate).

- (8) Inform the appropriate SRA and CTP if a SL re-engages.
- (9) Provide guidance for SLs activating claims on JPA.

Early Service Leaver Staff

0215. COs are to ensure that they provide and ensure that their ESL Staff are briefed by the appropriate SRA and attend induction and periodic training events organised through the relevant SDE. Full details are provided later in this JSP.

Service Resettlement Advisers (SRA)

0216. SRA provide resettlement advice to ensure that the individual SL is fully aware of the resettlement support to which they are entitled and assist the SL in determining the type of resettlement package that is most appropriate. For those who are entitled, this will usually involve referral to the CTP, although the personal circumstances of the individual may require that other options are considered.

0217. Duties and Responsibilities of the SRA:

a. Advice and Liaison Functions:

- (1) Conduct an initial resettlement interview with all SL referred to 2nd Line by 1st Line staff. This is to include the Resettlement Advisory Brief (RAB), and will normally be conducted within 3 months of entering the final 2 years of service or within one month of giving notice to leave or as soon as possible thereafter. **This SRA interview is mandatory for all Service leavers.**
- (2) Offer a one to one resettlement interview not later than 6 months before discharge date if a SL has not previously been interviewed.
- (3) If the SRA is the MOD Form 1711 Controller, conduct a check of the Record of Resettlement Provision in the presence of the SL, no later than 6 months before discharge, to ensure that personal resettlement activity is in hand.
- (4) Encourage those planning to leave early to consider whether such a course of action really is in their best interests.
- (5) Provide resettlement advice at any time during an individual's career when requested.
- (6) Refer entitled SL to the CTP and maintain, where possible, a duty of care.
- (7) Act as a resettlement focus for Medical Discharges.
- (8) Ensure strong links are maintained with units within catchment area in particular for ESL support. Advise units of newly contracted CTP Future Horizons ESL provision and highlight the mandatory Opt-in/Opt-out requirement.

- (9) As necessary, refer to JSHAO and recommend to SL applying for public sector housing that they complete MOD Form 1166 or DHE Annex D, as appropriate.
- (10) Perform an active role in the mentoring, monitoring and training of the RIS within their geographical area of responsibility.
- (11) Maintain liaison with COs of all units within their geographical area of responsibility.
- (12) Maintain liaison with SDE staff.
- (13) Maintain close contact with RRC consultants, RTC trainers and representatives of the RFEA and the OA.
- (14) For those SL entitled to CTP services, but who elect not to use it, SRAs are not to provide an alternative 3rd Line resettlement service.

b. Administration and Auditing Functions:

- (1) Determine the individual SL's entitlement to resettlement support.
- (2) Authorise Applications for Resettlement Services (MOD Form 1173) and complete Part 3 of the Authority to Attend Resettlement Activities (MOD Form 363) on JPA or paper-based depending on whether the SL enters the resettlement system after the activation date.
- (3) Authorise Part 4 of MOD Form 1746, if External Resettlement Training is being undertaken by the SL. Note that if the Service leaver is using individual leave allowance or terminal leave for the activities stated at Part 2 of MOD Form 1746, then statements 1, 3, 4, 5, 6 & 7 only apply at Part 2, non-applicable statements should be scored out. For normal duty, all statements apply at Part 2. Where an external training company, which is not part of the normal CTP contract funded provision, is operating on MOD property, all parts of MOD Form 1746 need to be completed.
- (4) Approve the payment of an advance of Individual Resettlement Training Costs (IRTC) fees using MOD Form 1746 and authorise the refund of IRTC grant as appropriate, using MOD Form 1748.
- (5) Ensure that all resettlement records, documentation arising from interviews and applications for briefings and training (including Part 4 of MOD Form 363T) are maintained and copied to the SL's unit on JPA. In addition, where, by exception, manual forms are used for a resettlement absence (eg a GRT activity), the SL's absence area must always be updated on JPA with the absence detail by Unit HR.
- (6) Inform the appropriate RRC if a SL re-engages.

- (7) To be proactively involved in the identification and loading of those WIS who require it into CTP (Assist).
- (8) To ensure that any SP/WIS requiring CRE 2 are registered for resettlement prior to the CRE 2 application being made.
- (9) Request CTP satellite delivery of resettlement activities when there are sufficient numbers of SL in a single location to merit such delivery, and ensure the availability of the necessary “local” facilities.
- (10) Ensure that any complaints that have not been resolved locally are referred through the appropriate SDE to the AHd TLD at TESRR using MOD Form 2225 at Annex V (see paras 0403 to 0408).

0218. Tri-Service Role. SRAs can give advice and assistance to SL of any Service, using the standardised procedures contained within this TSRESM. SL may receive resettlement advice from the nearest SRA, irrespective of Service.

0219. RAB Priority. In order to ensure that appropriate capacity is maintained to meet the needs of the range of SLs requiring resettlement advice, the following priority should be applied to all SLs booking 2nd Line SRA RABs:

- a. **Priority 1 – Service Leavers (SL) with 6 months or less to serve.** This includes applicants for redundancy and Medical Discharges.
- b. **Priority 2 – SL with 6 – 12 months to serve.** This includes non-applicants for redundancy; normal SL that are being discharged from the trained strength either on completion of their engagement or having submitted their notice to terminate (NTT).
- c. **Priority 3 – SL with 12+ months to serve¹⁰.** This includes normal service leavers that have entered the final 2 years of their full career service; SP over the age of 50 or who have completed in excess of 30 years.

CTP Staff

0220. Liaison between RRC Managers, SRA, RIS and TESRR. Managers of RRCs are responsible for ensuring open communication and close liaison with SRAs, RIS and where appropriate, unit staffs including COs. The RRC Manager is to promote and promulgate the role of the RRC as a resource, which can be accessed to provide immediate and up to date information on all aspects of CTP resettlement services. TESRR staff will continue to meet with local Service resettlement and CTP staff at each RRC as appropriate.

0221. Career Consultants. The role of CTP Career Consultants is to provide support and guidance to SL in making their transition to civilian life in accordance with an agreed Personal Resettlement Plan (PRP). Essential skills include counselling experience; in-depth knowledge of employment sectors, the local job market and the associated resettlement training which will improve the SL’s employability in their chosen sector. Additionally, CTP Career Consultants will need

¹⁰ The SRA interview for this category of SL is required to provide a resettlement interview within 3 months of entering the final 2 years of full career service. This category of SL should be moved as far as possible to the right within this window in order to create capacity for Priority 1 and 2 SLs.

to possess up to date best practice techniques for job search and recognised specialist competences such as coaching, guiding, listening and enabling skills.

0222. Duties and Responsibilities of the Career Consultant:

- a. Support and guide SL to achieve a well informed decision about their future, including advice on CVs, resettlement training options (including MOD Form 363T action as appropriate), and job applications, and thus assist them in securing suitable employment.
- b. Provide one to one specialist advice to meet the needs of the SL, including ESL who are referred to them by ESL Staff or SRAs.
- c. Endeavour to maintain contact with SL pre-discharge and up to 2 years post-discharge.
- d. Liaise with single Service resettlement staff.
- e. Ensure SL are aware of the range of CTP services available, including in-house training via the RTC.
- f. Manage SL client files and ensure that central database entries are kept up to date.
- g. Maintain their own “currency” of information with regard to research techniques, sector information, employment trends and training/qualification issues. This includes maintaining a good understanding of courses offered either in-house or local to the RRC.
- h. Provide management information relating to SL progress as and when requested.
- i. Inform the appropriate SRA if a SL re-engages.
- j. Check SL vulnerability and refer back to SRA if appropriate action has not been taken.
- k. Give guidance to SL on availability of local training.
- l. On receipt of MOD Form 363T or the JPA data extract supplied to the CTP, Career Consultants are to check that the resettlement activity conforms to the SL’s PRP. Where it does not conform, the Career Consultant is to contact the SL’s SRA within 5 days of the date of the JPA extract and inform them that the activity is not approved.

0223. Client Support. All Service leavers are supported by Career Consultants as detailed in paras 0221 & 0222. In addition the following support is available;

- a. **ESL and at risk CRP and ESP SL.** All ESL and those CRP and ESP clients who are assessed of being at risk of not achieving the employment or vocational outcome that they seek can access the support of an Employment Advisor (EA). This support is based across the UK on a regional basis.

b. **MD SL loaded into CTP Assist**¹¹. Those MD SL who the sS chain of command assess as needing the additional support offered by the CTP Assist pathway are allocated to a Specialist Employment Consultant (SEC), who are embedded in the PRUs.

c. **Central Employment Team (CET)**. All SL have access to the Careers Advisors in the CET.

0224. Employer Engagement. The CTP engages with a wide range of employers and organisations promoting the talent and transferrable skills of all service leavers to the UK employment market. This engagement enables the CTP to deliver appropriate, high quality vacancies and vocational opportunities, from executive to apprentice, including vocational opportunities for WIS personnel. Employer engagement is jointly delivered by a Key Accounts Team and a team of regionally based Employer Relationship Managers (ERM), supported by the CET. Vacancies are promoted to all Service leavers via RightJob. This employer engagement is performed in close cooperation with other MOD employer engagement activity, through Defence Relationship Management (DRM).

0225. The CTP works with a number of organisations who play a key role in the provision of resettlement support to SLs. The RFEA and OA are also available to provide support to all ex-Service personnel throughout their working lives.

The Career Transition Partnership Website

0226. The CTP maintains a website at www.ctp.org.uk which gives a comprehensive guide to resettlement activities and how resettlement support may be accessed by SL. It includes location and contact details for TESRR, CTP HQ, RRCs, RTC, RFEA, OA and SRAs. The site also provides extensive information on wider elements of resettlement, including links to Internet recruitment and employment agencies and the employment market by region. SL seeking information should be directed to the CTP website wherever Internet facilities exist.

Documentation

0227. All SL who become eligible to commence their resettlement (see Section 3), or who are discharged as ESL, will complete their resettlement administration using JPA. Resettlement documentation must comply with the following:

a. This JSP will be revised on an 'as required' basis, although the MOD forms contained herein may become out dated. Up to date copies will always be found electronically and may be downloaded from the Defence Intranet or CTP website (www.ctp.org.uk) and must be used for the purpose of recording and authorising resettlement activities. Documentation must be retained for a minimum period of 6 years after completion, to comply with HM Revenue and Customs audit regulations. SDEs are to ensure that this documentation is retained, and retrievable, for the period stipulated above in accordance with the relevant security classifications and caveats.

b. All resettlement documentation must be completed to the highest standards possible, strictly in accordance with the procedures contained within this manual.

¹¹ This support was formerly delivered by the charitably funded Recovery Career Services

- c. SDEs are responsible for maintaining a formal quality control system for checking that documentation is maintained in accordance with the procedures in this manual.
- d. **Local versions of MOD Forms shall not be used. Locally amended, or generated, MOD Forms shall not be accepted.**
- e. SDEs maintain current MIS in accordance with single Service policy.
- f. **It is emphasised that resettlement administration utilising JPA and the electronic forms contained therein is to be the norm and only by exception should paper forms be used.**
- g. The SL should consult the appropriate JPA Business Process Guide (BPG) for guidance on using the JPA online resettlement forms. The BPGs are available via the JPA portal.

Section 3 - Access to Resettlement Support

Entitlement to Resettlement Support

0301. All serving personnel are entitled to access both RIS and SRA at any stage of their career. Initial resettlement information is provided by RIS and an interview or briefing by SRA is mandatory for all personnel within 3 months of entering the final 2 years of full career service, or within 1 month of giving notice or on notification of discharge or as soon as possible thereafter. Regular service personnel over the age of 50, or who have completed in excess of 30 years service are permitted to register for resettlement support prior to the 2 year point (see para 0401). Those medically discharged regardless of length of service are provided with resettlement support in recognition of their particular needs. Full details are contained at Section 6. ESL Staff are mandated to ensure that ESLs receive an ESL resettlement brief, complete appropriate documentation and ensure ESLs either Opt-in or Opt-out of the CTP Future Horizons provision. Units are responsible for ensuring that this ESL process is conducted and recorded.

0302. Categories and Definitions of Service Leavers. SL will fall into one of the following mutually exclusive categories and definitions:

- a. **Normal Discharge Service Leaver.** Normal discharge SL are those discharged from the trained strength either on completion of their engagement or having submitted their notice to leave or having been given notice of discharge under redundancy.
- b. **Medical Discharge Service Leaver.** Medical discharge SL are those who have been medically discharged.
- c. **Early Service Leavers (ESLs)** are defined as SL who are discharged:
 - (1) Compulsorily¹² from the trained strength or untrained strength and lose entitlement to resettlement provision in accordance with JSP 534 they would otherwise have because of the circumstances of their discharge,
 - (2) At their own request from the trained or untrained strength, having completed less than 4 year's service.

0303. For SL, longer service is rewarded with entitlement to increased resettlement time. The SRA will determine and inform SL of their entitlement to resettlement support. Qualifying time for entitlement to resettlement support (GRT, IRTC grant and GRT Travel Warrants) is calculated from enlistment date¹³.

0304. The 3 elements of resettlement support that are dependent on length of service are:

- a. GRT (see para 0318).

¹² Conditions under which personnel are categorised as Compulsorily Discharged from the trained strength may be found in Single Service regulations.

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

- b. Access to CTP services (see paras 0319 to 0356).
- c. IRTC grant (see para 0384).

0305. Entitlement to CTP Support. The table at para 0313 defines SL entitlement to CTP services and these services are shown in the flow chart at Annexes B and G.

- a. ESL must have completed less than 4 years service from the date of enlistment or have been compulsorily discharged (see para 0302c).
- b. SL must have completed 4 or more years service from date of enlistment to be entitled to access the Employment Support Programme (ESP) and 6 or more years service to be entitled to access the Core Resettlement Programme (CRP).
- c. **Medical Discharges.** Personnel leaving under Medical Discharge are entitled to register for the CRP irrespective of time served (see Section 6).
- d. Those SL entitled to the CRP (see paras 0319 to 0339) who waive their right to GRT, in order to leave the Services early with the approval of the relevant single Service manning authority, retain entitlement to the ESP (see paras 0340-0342) and may access the ESP post discharge, provided that they have registered for the ESP prior to discharge.

0306. GRT. The amount of resettlement time to which a SL is entitled is determined by length of service. Full details of GRT entitlement are given at para 0313.

0307. Re-engagement in Current Service or Transfer to Another Service. The following regulations apply to personnel who re-engage or transfer to another Service.

- a. **Re-engagement or Transfer to Another Service Without a Break in Service.** When a SL decides to continue to serve (either as a re-engagement or by transferring to another Service), having already used part of their entitled resettlement allowances, the following applies:
 - (1) Where the extension of service is less than 2 years, their remaining resettlement entitlement, GRT and IRTC grant, as recorded on their F1711, is to be carried forward.
 - (2) If they re-engage, or transfer to another Regular Service (without a break in service), and sign on to serve for an additional 2 years or longer, from their previous exit date, then full resettlement entitlements are bestowed upon them, as if they had not used any of their allowances previously and had been in continuous service. They will re-enter the resettlement phase 2 years before their new exit date, notwithstanding the requirement to have served an additional minimum of 15 months¹⁴ from their previous exit date in order to access resettlement entitlements, and begin the resettlement process anew with the entitlements for the new total Length of Service, with a briefing/interview from a SRA, CTP registration and their full GRT⁸,

¹⁴ The anew entitlement will not be able to be accessed by the SL until the completion of 15 months service beyond their previous exit date, assuming the SL is at that point within 2 years of their new exit date. For those who extend for just 2 years, this means that they can access their resettlement entitlement in their last 9 months of service.

IRTC grant and other resettlement entitlements as if they had used none of these earlier¹⁵. This process is not to be abused and those SP with successive re-engagements (ie 2 or more re-engagements) are to be considered under para 0307b. For those who serve less than an additional 2 years, para 0307a(1) applies.

(3) If a SL who re-engaged for a further 2 years or more subsequently elects to leave the Service without having completed 2 years service from their original exit date, their entitlements should revert to the residue of those unused, as recorded on their F1711, when they re-engaged.

b. **Successive Re-engagement.** In all cases of successive re-engagement, application for further resettlement support for a 3rd or more time must be reviewed by the SRA, and approved by sS SDEs. Approval is only likely to be given if considered to be appropriate on a case by case basis.

c. **Transfer to Another Service With a Break in Service.** Should a SL decide to transfer to another Service, with a break in service then, any unused resettlement allowances shall not be carried forward. SL transferring to another Service, with a break in service, who subsequently discharge will have their resettlement entitlement calculated from their later enlistment date.

0308. These re-engagement regulations do not apply to:

a. SLs who have exercised their option to begin their resettlement early **and** who have not been extended in service/re-engaged (see para 0401).

b. SLs who elect to leave the Service before their expected terminal exit date, used some of their resettlement entitlement and then subsequently reversed their decision to take early release (unless this was at the behest of the Service).

0309. Re-enlistment. Personnel who re-enlist are not permitted to count prior service in calculating entitlement¹⁶ to resettlement support regardless of whether, or not, they accessed any resettlement support at the end of their previous engagement.

0310. Full Time Reserve Service (FTRS) and Military Provost Guard Service (MPGS). FTRS and MPGS personnel must complete the same length of service as regular personnel to be entitled to resettlement support, for CRP only, at the applicable level. Previous regular service shall NOT be counted when determining resettlement entitlement. FTRS personnel who are not eligible for resettlement support, may request a resettlement interview with an SRA prior to completion of a period of FTRS, if they so wish. A Reservist who has completed aggregated, consecutive periods of FTRS Service, which total a minimum of six years, with no more than 4 calendar months between appointments, will be entitled for the same resettlement support package as Regular service personnel at the applicable level.

¹⁵ ELC entitlements remain available, but are **not** reset if they have been partially or fully used previously, prior to re-engagement or transfer.

¹⁶ Personnel who re-enlisted before 1 Sep 02 did so under previous regulations and may count split time towards entitlement, but only if they did not qualify the first time around. For these persons, reckonable service and not time served counts in calculating entitlement.

0311. Royal Gibraltar Regiment (RG). Permanent Staff of the RG are as part of their TACOS entitled to resettlement support and to register for and use the ELC scheme. The Reserve cadre of the RG are not entitled to resettlement or the ELC scheme.

0312. Non Regular Permanent Staff (NRPS). NRPS personnel are not entitled to resettlement support. However, they will be entitled to the same resettlement package as Regular service personnel if medically discharged from the service.

0313. Table of Entitlement. All Service leavers (including ESL) are entitled to receive the resettlement support detailed in the table below:

(a)	Years Service	Normal Discharge				Medical Discharge ⁽²⁾			
	(b)	CTP (c)	GRT ⁽¹⁾ (d)	IRTC (e)	Warrants (f)	CTP (g)	GRT ⁽¹⁾ (h)	IRTC (i)	Warrants (j)
1.	<1	CTP Future Horizons ⁽³⁾	0	No	0	CRP	10	Yes	4
2.	1+	CTP Future Horizons ⁽³⁾	0	No	0	CRP	30	Yes	6
3.	4+	ESP	0	No	0	CRP	30	Yes	6
4.	6+	CRP	20	Yes	4	CRP	30	Yes	6
5.	8+	CRP	25	Yes	5	CRP	30	Yes	6
6.	12+	CRP	30	Yes	6	CRP	30	Yes	6
7.	16+	CRP	35	Yes	7	CRP	35	Yes	7

Notes:

(1) Amount of GRT is in working days.

(2) This includes Reservists who are medically discharged due to injuries sustained during operational commitments.

(3) Career Transition Partnership- Future Horizons (CTP Future Horizons) – A CTP delivered provision for ESL.

0314. Early Service Leavers (ESLs). ESL resettlement support is provisioned through the CTP delivering through the bespoke CTP Future Horizons and offering ESLs 'behind the wire' interventions which includes a needs assessment with appropriate referral to tackle barriers to employment, and a post discharge tracking service to ensure ESLs gain a route into sustainable employment, education or further training. CTP Future Horizons support is available to ESLs, for up to 2 years post discharge.

0315. CTP Future Horizons. The CTP delivers support to ESL via CTP Future Horizons. The provision comprises of:

- A needs assessment.
- Access to an on-line self-analysis and career profiling resource.
- Engagement and access to an on-line career planner and bespoke jobs board.
- On-going support delivered by an EA or CET depending on the ESL needs.
- Early onward referral to other relevant organisations and agencies when

required.

0316. ESL VWS Registration. The CTP Future Horizons will also register those ESL who Opt-in, with the Veterans Welfare Service (VWS), for those ESL who are deemed to require appropriate VWS assistance and where the Unit has not referred them previously. VWS is an official MOD welfare organisation. Full details about the VWS and the referral responsibilities are contained at paras 0369-0373.

0317. ESL Mandatory Opt-In/Opt-Out. It is a **mandatory** requirement that ESLs either Opt-in or Opt-out of the CTP Future Horizons provision and Units are responsible for ensuring that this process is conducted and recorded. ESLs may choose to Opt-out of the provision. if they so wish, but it is important to note that by doing so, they will not receive any official MOD support whatsoever in their resettlement and any interventions required for their personal circumstances (unless the ESL has been referred to the VWS by their Unit, in which case the VWS will assist with welfare needs). ESLs may also approach the VWS directly themselves post discharge, should they wish to do so, and details are contained at paras 0378-0373.

Graduated Resettlement Time (GRT)

0318. GRT is flexible time which may be set aside for SL to use to complete resettlement activities and enables SL to combine any of the elements available for resettlement provision. Entitlement should be determined by the SRA and entered on MOD Form 1173. The MOD Form 1711 Controller¹⁷ is required to complete MOD Form 1711 in accordance with the following:

a. Activities which count against GRT and for which it is **mandatory** that a GRT absence request is submitted via JPA (see para 0376) are:

- (1) All CTP events **excluding** Career Transition Workshops (CTW) and CTP Business Start Up (BSU) workshops¹⁸ (see para 0318.b(3)).
- (2) Resettlement Training (Section 4).
- (3) Civilian Work Attachments (CWAs) (see paras 0328 to 0332 and 0430 to 0433).
- (4) Individual Resettlement Preparation (IRP) (see paras 0338 and 0339).
- (5) Attendance at Troops to Teachers (TtT) assessment/activity/interview.¹⁹

b. Activities which do **not** count against GRT and for which it is **mandatory** that a non-GRT absence request is submitted via JPA (see para 0376) are:

- (1) FAR and JSHAO briefings.

¹⁷ The MOD Form 1711 Controller may be the SRA, RIS or Unit Administration Staff depending upon Service.

¹⁸ SL may only attend as a non-GRT entitlement a CTW or a CTP BSU but not both; if a SL does undertake both then GRT must be used for the 2nd workshop.

¹⁹ TtT applicants must be in Service **and** in their resettlement phase **and** have sufficient GRT and warrants remaining in their allowance to facilitate attendance.

(2) Interviews with SRA and CTP consultants.

(3) CTW and CTP Business Start-Up Workshop²⁰.

c. Individuals who fail to conduct the necessary mandatory JPA absence procedures for resettlement activities may have disciplinary action taken against them.

Core Resettlement Programme (CRP)

0319. Core Resettlement Programme at a glance

>6 Years Service or MD

Career	'RightJob' Access
Time	Graduated Resettlement Time (up to 35 days) Can be used for Individual Resettlement Preparation
Financial support	IRTC Grant Travel Warrants (up to 7)
Advice	Personal Career Consultant allocated. Personal Resettlement Plan (PRP) devised.
Briefs	Mandatory SRA briefing Career Transition Workshop (3 days) or CTP Business Start Up Other Workshops <ul style="list-style-type: none">○ Retirement Options○ Future Employment Options○ Self Employment Awareness○ Business Start Up○ CV Writing○ Interview Skills Financial Aspects of Resettlement Brief (including Pensions). Civilian Housing Brief
Vocational Training	Access to over 50 Various Resettlement Training Centre Courses
Post Discharge Support	Post Discharge Consultant Support (up to 2 years) RFEA / OA support for life.

0320. Career Transition Workshops. The CTW is a vital element of the FRP and should normally be attended following the interview by the SRA and before any other resettlement activities (with the possible exception of FAR and JSHAO briefings). CTWs should be undertaken at the earliest opportunity once the SL is registered. The dates of CTWs and all other CTP events can be obtained from the RRCs, SRAs and the CTP website at www.ctp.org.uk. SL cannot access any CTP services unless they have attended the mandatory 2nd Line Resettlement Briefing and have registered with the CTP using MOD Form 1173.

0321. Other Workshops and Seminars. SL may access other supporting workshops and seminars (eg New Horizons in Retirement, Self-Employment Awareness and Business Start-Up, CV Writing, Interview Skills, CTW (Working in Germany)). Information on these follow-on workshops and seminars can be obtained from the CTP website at www.ctp.org.uk, or from the RRCs.

²⁰ Time additional to GRT to undertake either a CTW or a CTP BSU Workshop is granted as an entitlement. GRT is to be charged if the SL wishes to attend additional workshops.

0322. Personal Resettlement Plan (PRP). Each SL registered for the FRP is allocated a Career Consultant who will be available to work with them during the period leading up to discharge and for up to 2 years post-discharge. The Career Consultant will assist the SL to prepare a PRP detailing the SL's aims and the best route to achieve them, including events that they should attend. The PRP may identify a number of resettlement activities, which will require the use of MOD Forms 363 and 363T. A SL may prefer to see a consultant before deciding to attend a CTW in which case they should contact the RRC to arrange this.

0323. Resettlement Training – Guiding Principle. GRT, the IRTC grant and Resettlement Travel Warrants are provided by the MOD to assist SL to make a successful transition from a military life to a civilian life. The personal circumstances of the vast majority of SL are such that they are likely to need to take up paid employment post discharge. Consequently, any resettlement activity which uses GRT, the IRTC grant, and/or Resettlement Travel Warrants should be focussed on the attainment of skills and/or qualifications that are relevant to the SL's PRP, and aimed at improving the SL's employability. Additionally, GRT and Resettlement Warrants may be used for IRP purposes.

0324. GRT, IRTC grant and Resettlement Travel Warrants are not to be used to facilitate pre-discharge recreational activities.

0325. Resettlement Training. SL may use GRT to undertake resettlement training at an appropriate time after they have registered for resettlement services, which would normally be within the last 9 months of service. CTP-run courses are conducted at the RTC Aldershot and certain RRCs (see paras 0457 – 0461). External Training Providers may also be used (see paras 0462 to 0465). SL may also attend CTP run courses (CF) on a standby basis (see para 0460) for up to 2 years post discharge.

0326. Overseas Resettlement Training. The following policy applies to all applications from SL for resettlement training overseas from their home base. Resettlement training should, wherever possible, be undertaken either in-house given the value for money and quality assurance available on those courses or locally in recognition of the local training first policy. No resettlement activities, whether leave or non-leave based, may take place in operational theatres. Authorisation for Overseas Resettlement Training (ORT) can only be made by HQ SDE staff on a case by case basis and through the intelligent application of the following conditions²¹:

- a. The training outcome is not available under the local training first policy, either within the UK for those serving in UK or within their normal theatre of operations for those serving overseas.
- b. The training outcome relates to the qualification awarded, or the qualification a particular course of training leads to. Furthermore, where this training outcome additionally leads to the applicable UK industry, regulatory or governing body licensing, certification and/or membership requirements being met, this will become the overriding principle in determining ORT eligibility in concert with the local training first policy. In respect to ORT, when comparing the 'benefits' of an ORT application, the SDE must compare the ORT training outcome with the UK (or theatre)-based equivalent training

²¹ If the SL is intending to emigrate, SDE staff should take into consideration the recognition of the qualification in the SLs intended country of residence.

outcome (where such an equivalent exists). Where the ORT training outcome is equivalent to or less than a UK (or theatre)-based training outcome compared on a 'like for like' basis, then the overarching decision must be based upon the 'CTP First' policy (para 0462). Some examples follow:

(1) An ORT application states the training outcome is a Level 3 in XYZ. A UK (or theatre)-based training course offers an equivalent training outcome of a Level 3 in XYZ. In this case, the SDE would reject the ORT application on the basis that a UK equivalent course offers an identical training outcome based on the local training first policy.

(2) An ORT application states the training outcome is a Level 3 in ABC plus a non QCF 'qualification' of X. A UK (or theatre)-based training course offers an equivalent training outcome of a Level 3 in ABC. A very strong case must be made by the applicant to support why the non QCF qualification is absolutely essential (and is not being used as a sole reason to justify ORT). In this case, the SDE must consider the case, but unless the case made is exceptional it is likely that the SDE would reject the application on the basis of the local training first policy.

(3) A UK (or theatre)-based training course offers a training outcome of a Level 3 in ZXC which meets the licensing, certification and/or membership requirements of an applicable UK industry, regulatory or governing body, in order that an individual with such a qualification can then gain membership/licensing/certification from such a body. An ORT application states the training outcome is a Level 3 in ZXC and another non-QCF qualification in Y. In this case, the SDE would reject the ORT application on the basis that there is a UK equivalent course available with the same QCF training outcome and which meets the membership/licensing/certification requirements of the appropriate UK industry, regulatory or governing body (the additional non-QCF qualification offered by ORT is not a requirement for the UK body membership/licensing/certification).

c. The total costs of the training overseas to the MOD, including eligible subsistence allowances and travel costs, which will be claimed under current regulations, are less than those that would be incurred if undertaking the training in the UK i.e. the value for money consideration

d. SDE staff have reasonable assurance of the quality of the training and its recognition by UK employers.

0327. It is the SL's responsibility to submit a MOD Form 363T with their PRP, supporting written justification, including all costs, and a completed MOD Form 1746 to the relevant SDE POC detailed at Annex F via the appropriate SRA. The SL/SRA must submit any request for overseas training at least 8 weeks in advance of the intended departure date to enable SDE HQ staff to arrange the necessary political clearances for successful applications. The Guidance Notes for the Completion of MOD Form 363T are at Annex H.

0328. To ensure the necessary governance for approval of applications for ORT by the chain of command, SDE HQ staffs are to examine such applications to assure themselves that more cost effective courses of equivalent training outcome are not available locally: where necessary, they should consult the Regional Resettlement

Centre (RRC) Manager at the SL's local RRC and/or TESRR. Where SDE HQ staffs consider that a request for overseas resettlement training meets the criteria specified in para 0323 above, authorisation on the relevant document (MOD Form 363T) should only be given at an appropriate level of command (normally OF4). ORT authorisation is not to be delegated below OF3 level.

0329. ORT Application Priority over ELC. Where a SL intends to use their ELC entitlement in concert with ORT, it is the SL's responsibility to ensure that they apply for and obtain the ORT authority **first**. Only on the receipt of a successful ORT approval authority may the SL make their ELC application. Under no circumstances may a SL make an ELC application for a non-UK based provider for resettlement purposes without having first obtained the ORT authority. Failure to follow this procedure may result in the SL not being granted ORT approval with the outcome that they are unable to use their ELC.

0330. Exceptional Authority. Without referral to TESRR, SDEs may grant the following categories of personnel exceptional authority to undertake leave-based resettlement activities outside the UK, noting the requirements set out at para 0389. Applications are to be submitted, with supporting documentation²² through the chain of command:

- a. Foreign and Commonwealth personnel, including Gurkhas, who have not applied for, or who have been refused permission to remain in the UK after discharge, who are returning to their country of origin, and who are undertaking resettlement activities in that country²³
- b. UK personnel who are emigrating or who will be resident abroad after discharge and who are undertaking resettlement activities in the country of future residence or have a job offer in that country.

0331. Tolerable Variation. To ensure that the workload on SDE HQ staffs with regard to the approval of ORT and CWAs does not become excessive, SDEs may authorise the SRAs to vet such applications, and only recommend those that are considered justified to the SDE POC for final scrutiny before approval is either given or the request rejected. The only authorities for the approval of overseas resettlement activities (training, CWAs and IRP) are the appropriate SDE HQ staff at OF4/OF3 level, which includes the SDE POCs. SRAs do not have the authority to approve overseas resettlement activities.

0332. To assure policy compliance and provide oversight of the numbers of SL requesting overseas training, all MOD Forms 363T involving resettlement training overseas, including the SDE decision regarding authorisation, must be copied to SO2 Resettlement Programme Manager (SO2 Reset PM) at TESRR by the SDE POC.

0333. Civilian Work Attachment (CWA). A CWA is an attachment that does not include formal course instruction. The principal purpose of the CWA is to gain on-job training and sector specific work experience. The CWA can be undertaken at any time during the last 2 years of service, T&S can be claimed but CWAs do not attract IRTC funding (see paras 0450 to 0454).

²² Supporting documentation must include appropriate proof of overseas residence.

²³ Proof of overseas residence or acceptance of immigrant status by the new country of residence or copy of job offer.

0334. Overseas Civilian Work Attachments. The following policy is to be applied with regard to all applications from SL for CWA overseas from their home base. CWAs should, wherever possible, be undertaken in the UK, or if serving overseas local to the SL's base accommodation. Overseas CWAs should only be authorised if it is appropriate to the stated employment goal(s) in the individual's agreed PRP.

0335. It is the SL's responsibility to submit the MOD Form 363 with their PRP supporting written justification, including all costs, and a completed MOD Form 1746 to the relevant SDE POC detailed at Annex L via the appropriate SRA. The SL/SRA must submit any request for an overseas CWA at least 8 weeks in advance of the intended departure date to enable SDE HQ staff to arrange the necessary political clearances for successful applications.

0336. To ensure the necessary governance for approval of applications for overseas CWAs by the chain of command, SDE HQ staffs are to examine such applications to assure themselves that the CWA is appropriate to the stated employment goal(s) in the individual's agreed PRP. Where SDE HQ staffs consider that a request for an overseas CWA is justified, authorisation on the relevant document (MOD Form 363) should only be given at an appropriate level of command (normally OF4). Authorisation is not to be delegated below OF3 level (see para 0328).

0337. To assure policy compliance and provide oversight of the numbers of SL requesting overseas CWAs, all MOD Forms 363 involving a CWA overseas, including the SDE decision regarding authorisation, must be copied to SO2 Reset PM in TESRR by the SDE POC.

0338. Individual Resettlement Preparation (IRP). IRP is defined as GRT used for resettlement activities that do not fall into the other categories. As a guideline, IRP should be interpreted in the broadest sense for resettlement purposes and may include periods spent applying for jobs, attending interviews, employment and recruitment fairs and preparing CVs. IRP may also be used for activities related to post discharge rehousing requirements and relocating children in schools. No allowances can be claimed for IRP except GRT travel warrants, unless substantial distances or travelling time are incurred which would necessitate an overnight stay²⁴ (see para 0502). IRP may be undertaken at any stage during resettlement but should normally take place during the last 9 months of service. SL shall not undertake paid employment during IRP. SL wishing to undertake employment with their future employer whilst using any portion of their GRT must arrange to do so as a CWA (see paras 0389, 0390 and 0484 for the regulations regarding paid employment).

0339. Although IRP will normally be undertaken in the UK, SL intending to settle overseas may use their GRT to undertake IRP overseas. However, in such circumstances, no allowances can be claimed for IRP except GRT travel warrants within the UK, to and from the point of exit from, or entry to, the UK. Requests to undertake IRP overseas require the prior approval of the relevant SDE staff. Requests to undertake IRP overseas should be made using MOD Form 363 and be supported by the SL's written justification. Personnel serving overseas may

²⁴ "If an event for which IRP is being taken is a substantial distance or travelling time from the SL's unit, then, at the discretion of the SRA (and if supported by the SL's unit budget manager), overnight subsistence may be approved. This is liable to involve the SL using additional GRT to facilitate this."

undertake IRP local to their base accommodation and may use GRT travel warrants for local travel.

Employment Support Programme (ESP)

0340. Employment Support Programme at a glance

>4 <6 Years Service

Career	Job Finding Service 'RightJob' Access
Time	GRT - no entitlement
Financial support	IRTC - no entitlement GRT Travel warrants – no entitlement Housing Brief and FAR Brief travel warrants – one per event.
Advice	Mandatory SRA briefing. Consultant Interview
Briefs	Civilian Housing Brief Financial Aspects of Resettlement Brief (including Pensions). A number of Employment Fairs are also held and SL may attend.
Vocational Training	Access (on a Standby basis) to over 50 Various Resettlement Training Centre Courses
Post Discharge Support	Post Discharge Consultant Support (up to 2 years) RFEA / OA support for life.

0341. Following registration SL can access the elements of the CTP provision to which they are entitled including access to RightJob. All CTP registered ex-Service personnel may access the RFEA/OA throughout their working life

Employment Fairs

0342. The CTP runs a series of regional employment fairs and sector briefs. Details of these events are published on the CTP website (www.ctp.org.uk) and are available from the RRCs. Attendance on these events may count against GRT. However, as they are open to all Service personnel, they may be attended during leave or at the discretion of the individual's Commanding Officer. Attendance at Employment fairs will count against a SL's GRT if a GRT travel warrant is used and the SL's GRT has not been exhausted.

Career Transition Partnership Future Horizons (CTP Future Horizons) for ESL

0343. CTP Future Horizons at a glance

<4 Years Service

Career	Employment, training and education advice and guidance
Time	GRT - no entitlement
Financial support	IRTC - no entitlement GRT Travel warrants – no entitlement Housing Brief and FAR Brief travel warrants – one per event
Advice	Mandatory Unit briefing. CTP Future Horizons Interview
Briefs	Civilian Housing Brief Financial Aspects of Resettlement Brief (including Pensions).
Vocational Training	No entitlement
Post Discharge Support	Post Discharge CTP Future Horizons Support (up to 2 years) RFEA / OA support for life.

0344. The Career Transition Partnership Future Horizons (CTP Future Horizons) is a bespoke service which considerably enhances resettlement provision to the ESL cohort.

Unit ESL Roles and Responsibilities

0345. COs are to ensure that appropriate Officers/WOs/ SNCOs are appointed as ESL staff. They are to be briefed by the relevant Service Resettlement Advisor (SRA) and to attend induction and periodic training events organised through the relevant single Service, Service Directors of Education (SDE). There are 2 roles to be filled: that of Unit Briefing Officer (UBO) and Unit ESL Coordinator (UEC). Depending on local circumstances, both roles may be carried out by the same person, but all actions must be conducted. Both should hold an extant, up to date copy of JSP 534 and be fully conversant with the regulations it contains.

0346. 1st Line. The provision of initial 1st Line resettlement support is the responsibility of the unit CO (para 0203 refers).

0347. With specific regard to ESL resettlement support, Units must provide the following roles and appointments within their establishment:

- a. **Unit Briefing Officer (UBO).** A minimum rank of SNCO or equivalent status civilian staff must be appointed as UBO. The UBO is to conduct a resettlement brief, either individually or to groups of ESLs, which covers the material as detailed at para 0301. They are then to ensure that Part 3 of MOD Form 1173A for each attending ESL is completed and signed as appropriate (see para 0208).
- b. **Unit ESL Coordinator (UEC).** An Officer, selected Warrant Officer or equivalent status civilian staff, is to be appointed as the UEC. UECs are responsible for ensuring that all ESLs in their unit have received the ESL briefing, that the appropriate Opt-in/Opt-out forms are completed and that the correct action is taken to ensure the form is sent to the correct CTP

Future Horizons regional hub. The UEC was previously titled the 'Unit Interviewing Officer (UIO)' but this old terminology is no longer to be used.

Unit ESL Administration

0348. In addition to the Professional Resettlement Users²⁵ the Line Managers of all SL require a JPA account to receive Workflow regarding ESL.

0349. ESL staff are to ensure that they have the necessary JPA authorisation and have familiarised themselves with the relevant Ops Bulletins and Business Process Guides hosted on JPA.

0350. When a Service Person's record is revised to record them as an ESL in JPA, an immediate Workflow notification is generated and sent to the UBO, UEC and LM. The UBO and UEC are to complete their respective brief and actions. The JPA version of the MOD1173A form is to be completed as appropriate at Parts 1, 2, 3 and 6 **only**. The UBO will complete Part 3 after having delivered the new Career Transition Partnership (CTP) Future Horizons (FHP) ESL Resettlement brief. The UEC will complete Part 6. Parts 4 and 5 are now redundant and are not to be completed. The ESL's acknowledgement of the record and any consent regarding the Data Protection Act (DPA) is recorded in JPA and a copy of the entire 1173A printed and given to the ESL. Note that the JPA printed version will still refer to the now redundant Parts 5 and 6 and these are to be each scored through with a diagonal line before the printed form is given to the ESL. It should be further noted that the terminology used in Parts 3 and 6 of the 1173A has changed over previous versions (see Annex A). In the event that an ESL is not able to access their JPA account the UEC is to record the ESL's acknowledgement and DPA consent by Proxy. In such an eventuality, single Services are to maintain a copy of the signed paper 1173A given to the ESL as a quality record.

0351. All ESLs are to be administered using JPA. However, in the event of a failure of JPA, and for the CTP Future Horizons Opt-in and Opt-out forms, the paper-based forms will be used. JPA must be completed by proxy and before discharge where manual forms are used in lieu of the JPA workflow being generated.

²⁵ Service Resettlement Advisers (Naval Resettlement Information Officers (NRIO) in the RN, Individual Education and Resettlement Officers (IERO) in the Army and Regional Resettlement Advisors (RRA) in the RAF), Unit Briefing Officers, Unit ESL Coordinators and Service Directors of Education (SDE) staff.

CTP Future Horizons Regional Hubs

0352. To ensure all ESLs can access the CTP Future Horizons ESL support the following regional hubs have been established:

Hub	ESL Catchment Area	FHP Contact Points
Pirbright	ATC Pirbright and units based in and around the Aldershot, Winchester and Colchester area and all UK based RAF units (less RAF North East units)	Fax: 01483 798614 Mil Fax: 94211 8598 Tel: 01483 798614 Mob: 07975 944736 Jackie Pryce
Catterick	All UK based Army Units including AFC Harrogate (less Pirbright and its catchment area) and RAF North East Units	Fax 01748 834956 Tel: 01748 836436 Mob: 07756 546471 Richard Jones
Plymouth	All RN and RM units and all military units based outside of the UK	Until 8 Oct 15: Fax: 01752 553143 Tel: 01752 553143 Mob: 07794656862 Tracy Murphy From 9 Oct 15: Fax: 01752 557611 Mil Fax: 9375 67611 Tel: 01752 557635 Mil Tel: 9375 67635 Mob: 07794656862 Tracy Murphy

0353. Access to CTP Future Horizons Assessors and Employment Advisors.

The fundamental principle of ESL access to CTP Future Horizons assessors and Employment Advisors is that wherever practicable an ESL is to be seen at the hub 'locally' face to face. Thus, the ESL Catchment Areas detailed in the table at para 0361 are a guideline, but in cases where ESL are closer to a particular FHP hub/point of contact than the normal catchment area details, then they are to be seen by their more 'local' hub.

ESL Registration and Assessment Process

0354. Opt-in.. Where the ESL Opts-in, there are 2 types of registration and assessment processes, depending on the location of the unit and its proximity to a regional hub, as follows:

- a. Where it is possible for the ESL to be seen face to face in the regional hub, or where the CTP FHP staff arrange with individual units to visit the unit on a regular basis, a face to face assessment will take place. Units where this is applicable will make local arrangements with the CTP FHP staff in the relevant hub to facilitate this.
- b. Where it is impractical for the ESL to be able to be seen face to face by a CTP FHP assessor, registrations will be faxed by the unit UEC. The registration documents are the completed CTP FHP Opt-In Form and a completed front page of the 1173A.

0355. Opt-out. Where the ESL Opts-out, the UEC is to ensure that the completed CTP FHP Opt-out form is either handed to the CTP FHP assessor if on site, or is to be faxed to the appropriate regional hub. The front page of the 1173A is **NOT**

required to be faxed when the ESL Opts-out. The CTP FHP then centrally archives the Opt-out forms on behalf of the MOD.

ESL Duty Travel

0356. Where it is deemed necessary that an ESL requires a face to face interview with an CTP Future Horizon assessor (see the fundamental principle at para 0353) then one return travel warrant is authorised to enable this. A manual F363 must be used as the authority to support this. Travel warrants are also authorised where an ESL attends a Civilian Housing Brief and/or a Financial Aspects of Resettlement Briefing.

Services to be Provided to Early Service Leavers

Guidance for Unit Briefing Officer (UBO)

0357. The UBO is to be a suitably competent SNCO or equivalent status civilian staff appointed by the CO. Training for the UBO will be conducted by the appropriate SRA. The UBO is to arrange and conduct a mandatory Resettlement Brief with the ESL as soon as possible once their discharge process is underway. A set of PowerPoint slides is at Annex J to this JSP which must form the basis of the brief, together with briefing points and notes at Annex K. The extant version of the briefing is on the Defence Intranet at the following link (<http://defenceintranet.diif.r.mil.uk/Reference/DINsJSPs/Pages/JSP575.aspx>).

0358. On completion of the Resettlement Brief, the UBO is to complete and sign Part 3 of MOD Form 1173A on JPA, and ensure it is confirmed through signature by the ESL who is confirming receipt of the briefing.

Guidance for Unit ESL Coordinator (UEC)

0359. A suitably competent Officer, selected Warrant Officer or equivalent status civilian staff is to be appointed as the UEC. Training for the UEC will be conducted by the appropriate SRA. The UEC is responsible for ensuring that ESLs in their unit have received the ESL briefing, that the appropriate Opt in/Opt out forms are completed and that the correct action is taken to ensure the form is sent to the correct CTP FHP regional hub or to arrange a face to face interview for the ESL with the FHP assessor as applicable.

0360. After the UBO has completed the resettlement briefing and completed their JPA actions, the UEC is to ensure that the ESL completes either the CTP FHP Opt-in, or the CTP FHP Opt-out form (see Annexes F and G respectively). It is stressed that this is a mandatory process – the ESL **must** either Opt-in or Opt-out and complete the appropriate form – this is a **mandatory** requirement.

0361. The UEC must complete and sign Part 6 to MOD Form 1173A on JPA and ensure it is countersigned by the ESL. The ESL's acknowledgement of the record is recorded in JPA and a copy of the entire 1173A printed and given to the ESL. Parts 4 and 5 are now redundant and are not to be completed. Note that the JPA printed version will still refer to the now redundant Parts 4 and 5 and these are to be each scored through with a diagonal line before the printed form is given to the ESL. As stated at para 0208, if the ESL does not have JPA self-service privileges, this can be completed by proxy and a hard copy produced as a quality record.

0362. The JPA MOD Form 1173A, a paper version of which is at Annex A²⁶, should be completed both by the UBO giving the mandatory resettlement briefing and the UEC completing other administration, with appropriate sections countersigned by the ESL. The ESL's acknowledgement of the record is recorded in JPA and a copy of the entire 1173A printed, with the now redundant parts 4 and 5 being scored out by a diagonal line, and given to the ESL. Instructions for completing this form within units are at Annex B. Unit Administrative Offices should not stamp an ESL's release form until Parts 3 and 6 of MOD Form 1173A have been signed by the UBO and the UEC respectively. This must include the ESL's signature as required together with the appropriate **mandatory** CTP FHP Opt-in/Opt-out form having been completed and actioned.

0363. The UEC must fax the completed CTP FHP Opt-in or Opt-out (as applicable) form to the appropriate CTP FHP ESL Regional Hub (see para 0352 and Annexes H and I).

0364. The CTP FHP ESL Regional Hubs, catchments areas, contact details and points of contact are at para 0352 and Annex J

0365. The points of contact for SRAs are at Annex I.

0366. ESLs may also be provided with additional support materials and guides as required by the single Services²⁷.

ESL Staff Competencies

0367. As noted in para 0203, staff engaged in briefing / coordinating ESLs are to be briefed by the relevant SRA and to attend induction and periodic training events organised through the relevant single Service, SDE. The training content is not specified and is a single Service responsibility. However, as a minimum, ESL staff training should achieve the following competencies:

- Familiarisation with the relevant MOD forms on JPA.
- Familiarisation with the Unit level actions required to ensure ESLs are identified and receive timely support and briefings prior to discharge.
- Familiarity with the CTP Future Horizons ESL provision including:
 - ESL support service
 - Assessment
 - Tracking
 - Specialist Employment Consultant Support
 - Referral on to specialist partner organisations
- Familiarisation with the mandatory CTP- FHP Opt-in/Opt-out requirement, forms and procedures.
- Familiarity with the two types of CTP Future Horizons ESL registration processes depending on location and FHP arrangements.
- Familiarity with the ESL resettlement briefing.

²⁶ The JPA version will not have been amended to reflect the new terminology when this JSP 534 Issue 6 is published.

²⁷ The Army version of "Transition to Civilian Life - A Welfare Guide" is available from central sources.

sS Quality Control of ESL Process

0368. sS Responsibilities. sS SDEs are responsible for conducting formal quality control of the execution and administration of ESL activities within their respective Service to the point of delivery of the ESL to CTP Future Horizons.

Veterans Welfare Service (VWS)

0369. The VWS is part of MOD's Veterans UK support function within Defence Business Services and is the Government's in-house provider of support to Veterans. They are the first point of contact for all Veterans support. A referral should be made to VWS where it is deemed that those approaching the end of their Service, and especially so with the ESL cohort, may benefit from ongoing specialist advice, information and support from VWS, by virtue of their disabling conditions, perceived or actual needs of welfare support.

0370. The early identification and ongoing support for those ESLs/SLs identified as being likely to be discharged / about to transition from military service, who may have severe physical or psychological disablement **or** are considered as having an enduring welfare need with which they will require support post discharge should be referred. Referrals should therefore be made irrespective of reason for discharge, including medical, administrative, end of career or those transitioning from the military prematurely under any other circumstance.

0371. Whilst referrals must have consideration for the actual or perceived need of the ESL/SL, it is a requirement that those with severe / multiple injuries or conditions are referred to VWS as standing operating procedure. Referrals should be made by any responsible tri-Service military authority / personnel and must be made with the agreement of the ESL/SL prior to releasing any information to VWS.

0372. Responsibility for VWS Referral. Responsibility to identify ESL (and SLs) who are likely to require VWS support rests with Unit COs within their CoC and the appropriate referral should be made by the Unit to the VWS. The CTP FHP will also refer those ESLs who have 'opted-in' to the FHP provision, to the VWS, where it is deemed that an ESL requires such support and/or where a referral may not have been made by the ESL's Unit. The CTP FHP referral will run in tandem with and be informed by the "needs assessment" conducted by FHP as part of the ESL screening process.

0373. VWS Protocol and Referral Form. The VWS protocol and referral form can be found at this link:

<https://www.gov.uk/government/collections/veterans-welfare-service-protocols>

They are also at Annexes EE and FF respectively.

Application for Resettlement Activities

0374. SL entering the last 2 years of their current engagement and ESL will utilise JPA to facilitate all applications for resettlement activities, other than those governed by MOD Forms 1746 and 1748. The utility of MOD Forms 1173, 1173A, 1711, 363 and 363T have been replicated and are accessible through JPA self service menus. SL and ESL must use JPA to facilitate their resettlement activities and should refer to the appropriate Business Process Guides which are located on the right hand side of

all Self Service menu screens. It is emphasised that resettlement administration utilising JPA and the electronic forms contained therein is to be the norm and only by exception should paper forms be used. The appropriate GRT absence, or non-GRT absence request needs to be submitted via JPA, as applicable for resettlement activities (see para 0315). In addition, where, by exception, manual forms are used for a resettlement absence (eg a GRT activity), the SL's absence area must always be updated on JPA with the absence detail by Unit HR.

0375. ESL and CTP Future Horizons Forms. The applicable forms to use for ESL and CTP Future Horizons are described in para xxx to xxx under ESL Unit Administration.

0376. MOD Form 1173 (Application for Resettlement Services). In order to access resettlement provision all SL must complete MOD Form 1173. This form, which is an accountable document, is obtainable from units and an example is at Annex C with instructions for completion at Annex D. It comprises the following:

- a. Part 1 - Personal Details - checked by the RIS and endorsed by the Unit.
- b. Part 2 - Data Protection and Privacy - signed by the SL.
- c. Part 3 - Eligibility for the GRT and the CTP - completed by the SRA.
- d. Part 4 - Interview by a SRA - signed by the SL and the SRA.

0377. MOD Form 363 - Authority to Attend Resettlement Activities (Other Than Training). Resettlement activities requiring the completion of a MOD Form 363 include: FAR briefings, Civilian housing briefings, CWA, IRP, CTW and all other CTP events (excluding RTC training). The MOD Form 363T is to be used for Resettlement training. The MOD Form 363, when fully completed, provides the SL with the sole authority to attend resettlement activities requiring absence from the SL's place of duty, other than resettlement training activities. The MOD Form 363 is the pre-requisite for payment of any allowances claimed by the SL as a result of attending any resettlement activity, other than resettlement training activities. Detailed guidance notes for the completion of MOD Forms 363 are at Annex F. It is incumbent on the SRA when signing part 3 of this form to provide the SL with a copy of MOD Forms 1746 and 1748 for completion if a CWA is to be undertaken. It is then the SL's responsibility to ensure that a signed F1746 is provided prior to commencing the CWA.

0378. MOD Form 363T - Authority to Attend Resettlement Training Activities. The MOD Form 363T is only to be used for the authorisation of resettlement training activities. The MOD Form 363 is to be used for the authorisation of all other resettlement activities, including CTWs. The MOD Form 363T, when fully completed, provides the SL with the sole authority to attend resettlement training activities requiring absence from the SL's place of duty. The MOD Form 363T is the prerequisite for payment of any allowances claimed by the SL as a result of attending any resettlement training activity. Detailed guidance notes for the completion of MOD Forms 363T are at Annex H. If external training is to be undertaken, it is incumbent on the CTP consultant when signing part 2 of this form to remind the SL of the need to complete MOD Forms 1746 and 1748, and where possible, provide the SL with a copy of the forms.

0379. Refusal to Authorise Attendance on Resettlement Activities. In the event of the CO, or delegated officer, declining to authorise a resettlement activity, the relevant MOD Form 363 or 363T is to be retained, as supporting evidence, for any subsequent claim by the SL to extend his period of service in order to complete his GRT entitlement.

0380. Availability of MOD Forms 363 and 363T. Copies of MOD Forms 363 and 363T are at Annexes E and G respectively. Detailed guidance notes for the completion of MOD forms 363 and 363T are at Annexes H and J respectively. MOD Forms 363 and 363T, with the accompanying guidance notes for their completion, are also available in electronic format on the Defence Intranet and the CTP website (www.ctp.org.uk). Hard copies of MOD Forms 363 and 363T will no longer be available from DSDA Bicester. Units are to reproduce the forms locally where required from the up to date versions maintained on the Intranet and Internet, notwithstanding the requirement that paper resettlement forms should be the exception.

0381. JPA and GRT. The MOD Forms 363 and 363T remain the sole authority for Service personnel to attend resettlement activities notwithstanding any functionality in JPA that will enable SL to self-book GRT.

0382. MOD Form 1711 (Record of Resettlement Provision). MOD Form 1711 should be maintained by the designated MOD Form 1711 Controller, which may be the SRA, RIS or unit administration staff, as a record of resettlement activities. A copy of MOD Form 1711 is at Annex I.

0383. Application for CTP Assist. The application route and form for CTP Assist is at Annex CC. Paras 0608 and 0710 provide further detail.

Individual Resettlement Training Costs (IRTC) Grant

0384. All SL entitled to GRT (see para 0315) are also entitled to an IRTC grant to assist with the cost of resettlement training activities (see Section 4).

CTP Events away from RRC

0385. RRC staff may arrange for CTP events to take place away from RRC as follows:

a. **Consultant Interviews.** When there is a minimum of 6 entitled SL at a specific unit location which is not within reasonable travelling distance of an RRC, on-site consultations may be provided. The provision of appropriate facilities being made available to the visiting CTP consultant is the responsibility of unit staff. In exceptional circumstances appointments can be arranged, out of normal working hours.

b. **Career Transition Workshops.** Where there are at least 6 entitled SL who wish to attend a CTW, a request can be made to hold the event on-site at a unit location, providing adequate facilities are made available by the unit.

0386. Units are to pass requests for satellite provision of Consultant Interviews or CTWs to the respective SRA to forward to the appropriate RRC Manager once the availability of the necessary facilities are confirmed by the unit. Requests for the

provision of CTW and consultant visits overseas should be referred through sS resettlement chains of command to TESRR.

Deferment of Discharge to complete GRT Activities

0387. In exceptional circumstances, when SL have been unable to utilise all of their GRT entitlement, for Service, Medical or Compassionate/Welfare reasons, it may be possible to defer discharge²⁸. The amount of GRT for which a SL is entitled will be taken into account in calculating the deferred discharge date. Applications must be fully supported and endorsed in writing by the CO. The authority to defer such discharges/retirements lies with the sS manning authorities.

0388. Where deferment is either inappropriate or impracticable post-discharge resettlement may be applicable (see paras 0803 to 0805).

Use of Leave for Resettlement Activities

0389. Use of GRT and Leave. The MOD provides GRT as an entitlement for SLs to undertake resettlement, therein, if a SL wishes to undertake a resettlement activity formally, they will use the entitlement which has been provided (the GRT). Only if this GRT has been exhausted, will a resettlement activity be countenanced under Annual or Terminal leave (thus GRT is to be used up in its entirety first, then leave as necessary, in that order).

0390. GRT in Lieu of Leave. SL may apply, on the recommendation of a SRA and subject to the CO's approval, to undertake GRT in lieu of annual or terminal leave, as an exception, and up to the maximum GRT to which the SL is entitled, if there is no other opportunity for the SL to undertake resettlement activities. Under these criteria, the SL will be 'on duty' and may claim subsistence, if appropriate, and utilise GRT travel warrants. The application must be made in advance, using MOD Form 363 or MOD Form 363T as appropriate.

0391. Paid Employment. Service personnel may undertake paid civilian employment:

- a. During Terminal Leave subject to the provisos relating to employment in an operational theatre, dress & reputation requirements, and CO's permission as contained within single Service direction²⁹.
- b. During Annual Leave, with their CO's permission.
- c. During off duty periods, with their CO's permission.

0392. Paid Employment During Resettlement. Service personnel are not permitted to undertake paid civilian employment during their GRT (including IRP) as personnel using GRT are on duty. However, SL may undertake a CWA as this is unpaid employment. If, however, trade union organisations insist that firms should pay the SL, then such a payment should be made through the appropriate Service administrative office (normally at unit level for the SL's employing unit). The latter is

²⁸ Deferral of discharge is an entitlement if Service reasons preclude GRT being utilised.

²⁹ QRs for the Army 1975 AC 13206 – Amendment no 30 para 5.079D, BRd2-QRRN Article J8403 (Royal Navy) , QR (RAF) J910.

to credit sums received to public funds after refunding to the SL any dues paid to trade unions. The procedure to be used for receipt of monies paid is as follows:

- a. The UIN should be the SL's employing unit's UIN.
- b. The following RAC codes should be used:
 - (1) **RNB004 Receipt Pay Related.** If the SL has been paid directly and the amount is then required to be recovered from the SL's military salary.
 - (2) **RNB005 Salary Receipts.** Claims against 3rd Parties, where the employer is paying the MOD directly.

0393. Additional Activities During Leave. If all GRT has been used, annual or terminal leave may be used to complete resettlement activities provided that all activities for which payment is claimed are completed before the SL discharge date. Additionally:

- a. SL may attend CTP in-house courses (CF) on a payment/standby basis (see para 0411), provided they have registered with the CTP and there are places available.
- b. Any outstanding GRT travel warrants may be used but subsistence cannot be claimed.
- c. Resettlement activities undertaken during annual or terminal leave, when GRT has been exhausted, will not be counted as 'on duty' and appropriate personal injury and indemnity insurance should be arranged by the SL.

Personnel Not Entitled to GRT

0394. SL, other than ESL, who are not entitled to GRT are entitled to receive resettlement advice from a SRA and maintain rights, under present regulations, to Standard Learning Credits (SLC) (see paras 0426 to 0428) and Enhanced Learning Credits (ELC) (see para 0429). SL who are entitled to access the ESP and who have registered with the CTP may also apply to attend CTP in-house training (CF) on a standby basis, using annual or terminal leave, providing places are available. All SL³⁰ are also eligible to attend FAR and the JSHAO civilian housing briefings (see paras 0363 and 0364) and employment fairs (see para 0339).

Housing and Finance Briefings

0395. Housing and Finance Briefings. The JSHAO and FAR briefings are co-ordinated by Right Management Limited on behalf of the sSs. All SL, and their spouses or civil partners³¹, are eligible to attend these briefings, which do not count against GRT. SL may claim resettlement travel allowances to attend JSHAO and

³⁰ Including ESL only if there is sufficient time before discharge.

³¹ With effect from 5 Dec 05 individuals can register a civil partnership by giving formal notice of the intention to do so. The range of places where a civil partnership can be registered are broadly similar to those available for a civil marriage. Two people may register a civil partnership providing they are: of the same sex, over 18 (or able to provide evidence of consent if 16 or 17), not in an existing marriage or existing civil partnership and not related to each other within the prohibited degrees of relationship.

FAR briefings (see para 0507.b). SL within their final 9 months of service are to be given priority to attend these briefings. The JSHAO DII web address is [here](#). Alternatively, more information can be found by visiting the external JSHAO web links hosted on the www.gov.uk website [here](#) and [here](#). It should be further noted:

- a. That SP (and their spouses/civil partners) at **any** stage of their career (ie not just those in their resettlement window) can attend a JSHAO civilian housing brief.
- b. The earlier a housing briefing is attended will enable a SP to better plan their housing needs and make appropriate savings plans for when they eventually do leave the Services.

0396. Entitlement to Social/Council Housing. It cannot be overstated that SLs must give very important consideration to their housing needs and requirements post discharge, and as a result attendance at a JSHAO “Civilian Housing Brief” should be a high priority. Many SLs are under the mistaken belief that they are automatically entitled to social housing (a council house). **It is a fact that the vast majority of SLs are NOT entitled to social/council housing upon discharge and this is why attendance at a housing briefing is of vital importance.** SRAs and the CTP are to ensure that this message is reinforced to SLs during their touch points with them.

Timing of Resettlement Activities

0397. Normal Timings. Units are to ensure that SL are given early access to resettlement services, normally up to 2 years before discharge or within one month of submitting notice to terminate their engagement. Guidance on the timing for processing resettlement activities is at Annex J. All resettlement activity is normally to be completed prior to discharge. In exceptional circumstances such as medical discharge or for operational reasons, elements of resettlement activity may be taken post discharge (see paras 0610 and 0803). SL registered with the CTP for either the FRP or ESP will retain access to the CTP for 2 years post discharge, and to the RFEA/OA for job finding assistance throughout their working lifetime.

0398. Final Tour Isolated Posts and Overseas Posts. Those in their final tour, serving in isolated appointments overseas, such as Defence or Service Attachés and Advisers or their staff, or other appointments overseas where access to resettlement services is impracticable, and who therefore would have difficulty in accessing resettlement support within the normal timeframe, are recommended to start their resettlement preparation prior to deployment; this should include a CTW. Manning/Posting authorities will need to ensure that individuals have sufficient time between their return to the UK and discharge to complete any outstanding GRT, bearing in mind that resettlement is an entitlement. Residual Service requirements should also be considered which are outlined in the respective Operational Mounting Order.

0399. Residual Service Policy for Deployed Operations. Policy for residual service following a deployed operation is as follows:

- a. All personnel who will complete 6+ years Service are to have a minimum of 6 months residual service following return from operations. All personnel who will complete less than 6 years service (ie those who have no GRT entitlement) are to have a minimum of 4 months residual service following return from operations.

b. Where for operational reasons a unit has difficulty in meeting these entitlements it may be possible to defer discharge with the relevant manning authorities' agreement and the individual's consent in order to undertake resettlement.

c. On a case by case basis SDEs may exceptionally authorise completion of resettlement training, post discharge, where deferment of the discharge date is not practicable, for example, where unreasonable costs to the Service would otherwise be incurred. Whilst attracting the same allowances as if the individual concerned was still serving, the SL will be responsible for their own personal insurance cover and military salary will **not** be paid whilst undertaking PDR activities.

0400. Resettlement Activities prior to Operational Deployment for those personnel in their last tour of duty. Personnel who between the 2-3 years before their ROD point and who are selected to deploy on Operations may apply to start resettlement earlier than the normal 2 year point in order to:

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

before starting their pre-deployment training.

0401. Service personnel over 50 or with Long Service. Regular service personnel who have reached the age of 50 years or who have completed 30 years service will be allowed to commence the resettlement process early, ie, in advance of the normal start point of 2 years prior to discharge (colloquially known as the "50/30 rule"). Personnel in this category are entitled to the resettlement allowances (GRT, FRP and IRTC grant) defined in the table at para 0313, **once** only. SP should apply due regard to the timing of their CTW if they wish to access this early, as they will **not** be entitled to a second CTW closer to their discharge date. SP in this category who reach the original end date of the contract upon which they were originally engaged at the point they accessed their resettlement early, or at a point prior to their original discharge date, but who are then subsequently extended or re-engaged in service, are then entitled to the same benefits as set out at para 0307 which **must** be applied immediately the service extension or re-engagement documentation is signed by the SP. Retrospective authority is granted for existing SP who took early resettlement under the "50/30 rule" and have subsequently extended or re-engaged but have not yet had para 0307 applied. sS SDEs are to take the appropriate action to apply para 0307 in such retrospective cases. The "50/30 rule" can be accessed and applied once only during a SP's career on reaching a minimum of 30 years service or a minimum age of 50 years whichever occurs first. Once para 0307 has been applied, then any future entitlements must remain on para 0307 terms. This "50/30 rule" does **not** apply to FTRS or MPGS personnel.

0402. ESL Timings. In the case of ESL, there is often little time available between notification of discharge and the date of discharge. Procedures to implement ESL activities should be put in place as soon as possible so that activities can be completed prior to discharge. Unit Administration Offices should not complete the

discharge process if a valid MOD Form 1173A does not bear the appropriate signatures. In exceptional circumstances, COs should consider delay of discharge.

Resolution of Complaints

0403. Unit Level. Should a SL experience any problems or wish to complain about resettlement provision (including access to resettlement) at unit level, then the SL should invoke the normal complaints procedure, which operates within each of the Services using MOD Form 2225 (Annex K). COs or their superiors depending upon the level at which the complaint is being addressed, should consider at an early stage whether it is appropriate to inform and/or seek advice from the sS SDE. If the complaint addresses matters of policy rather than implementation of policy, then the SDE should in turn inform and/or seek advice from TESRR. Where SDE and/or TESRR are involved, it is important that the eventual outcome of the complaint is communicated to them and to all who have been concerned with the matter throughout the complaints process.

0404. Single Service 2nd Line. When a SL raises a complaint to the SRA, the SRA is to record the complaint using the form at Annex K. The SRA should attempt to resolve the complaint but, if unable to do so, is to forward the form up the resettlement chain of command. TESRR is to be involved if the complaint concerns a matter of policy. It is essential that all involved in the complaints process are kept informed of the eventual outcome.

0405. CTP. Should any complaint be raised about CTP provision, the local CTP resettlement facility Manager will endeavour to resolve the problem, in accordance with CTP Standing Operating Procedures and if appropriate in consultation with the SRA. Where the issue cannot be resolved locally, the Manager will inform CTP HQ who will notify TESRR. Where an SRA is involved he should keep the respective resettlement chain of command informed.

0406. External Training Providers. Complaints against an External Training Provider who is a Preferred Supplier should be raised by the SRA with the CTP Director of Training at RTC Aldershot, whilst at the same time forwarding the complaint through the respective resettlement chain of command. Complaints against non-Preferred Suppliers should be forwarded to TESRR through the single Service resettlement chain only.

0407. Failure to Attend An Event. Failure by a SL to attend a CTP event or interview previously authorised by his CO will result in an absentee report being raised by the relevant RRC. Two copies will be raised, one sent directly to the SL's CO and one to the relevant SRA. The SL's CTP Consultant will also make contact with the SL to reschedule the event as necessary.

0408. Improper Use of CTP Information Technology (IT). CTP IT resources shall not be used for any illegal or unauthorised purposes. If any contravention suspected or confirmed is reported to the Regional Manager (within CTP) or equivalent, they shall immediately advise the appropriate Senior Military Officer on the unit in which the RRC is located, and TESRR, as appropriate. **In the case of any such contravention by a client, TESRR reserves the right to suspend or withdraw that client from the resettlement programme and to authorise their removal from the premises forthwith.**

Access to Military Property by Commercial/Charitable 'Resettlement' Training/Advice/Employment Organisations

0409. Offers of Support. The MOD welcomes all offers of support for SP/SL leaving the Armed Forces. All supporting organisations should be encouraged to make these contributions through the integrating authority for resettlement provision which is the CTP (www.ctp.org.uk).

0410. Preferential Access to SLs. The MOD has an established contract, through the CTP, with mandated quality control standards, governance and accountability to deliver resettlement, employment support and training courses for SLs. This is delivered through a wide-reaching CTP footprint with direct access to SLs. Accordingly, it is inappropriate for resettlement organisations (which includes those offering resettlement advice, training and/or employment options) other than the CTP to promote their services within military premises, by being given preferential access to SP/SL. Unit COs are advised that preferential access to military sites by commercial / not for profit / charitable suppliers for resettlement purposes, except as part of a formal approved contract, cannot be granted and that any such organisations should not be invited into their barracks. Also see para 0412 for the "one-off" rule.

0411. Access to Garrison Facilities. Base/Garrison/Station Commanders may permit commercial / not for profit / charitable organisations for resettlement purposes to have the use of garrison facilities, eg Sports grounds/cinema/welfare, as long as all the following requirements are met:

- a. The event is not held in "behind the wire government owned facilities".
- b. SP are made fully aware that:
 - (1) The organisation(s) is/are not endorsed by MOD.
 - (2) Advice given to SP is outside the confines of MOD policy.
 - (3) There is no redress to MOD if SP/SLs enter into paid arrangements with or implement any advice given by the organisation(s).
 - (4) All the services of the CTP are provided free to the SL and that by entering into a paid arrangement with a non-CTP organisation they may be paying for something which is available free of charge via the CTP.

0412. The "one-off" Rule. Base/Garrison/Station Commanders and Unit COs may invite a local organisation to present on a particular resettlement matter on a "one-off non-recurring basis" behind the wire. It should be noted that multiple "one-off" visits by the same organisation, but to different Bases/Garrisons/Stations and/or Units, fails the "one-off" test and such multiple visits are not permitted. sS SDEs are required to monitor multiple visit attempts within their own jurisdictions. Any queries by Unit COs on the "one-off" rule should be addressed in the first instance through the CoC to the respective sS SDE.

Section 4 - Resettlement Training

Individual Resettlement Training Costs (IRTC) Grant

(Note – This section commences at para number 0450)

0450. An essential element of resettlement is access to training to enhance skills and gain qualifications that will improve employment opportunities. The IRTC grant exists to help towards the cost of resettlement training through the CTP or External Training Providers. All SL entitled to GRT are entitled to receive the full IRTC grant toward the cost of resettlement training. The IRTC grant cannot be used for CWAs (see para 0430), but may be used in concert with a Learning Credit; Standard (SLC) or Enhanced (ELC), for any course that is completed prior to the SL leaving the Service and subject to the relevant criteria of either scheme. IRTC may also be used where necessary to pay for examination fees. See JSP 898 Part 4 – Chapter 3 for ELC and Chapter 4 for SLC.

0451. The total grant which is non-taxable is subject to a maximum, which is currently £534. A full refund for fees paid up to this limit may be claimed, regardless of the length of the course being undertaken but the maximum amount claimable is reduced pro-rata for any CTP in-house Contract Funded training courses attended (see para 0459). The CTW and other CTP workshops and seminars are provided to entitled SL at no cost to their IRTC grant.

Claiming the IRTC Grant

0452. The IRTC grant may be claimed by SL who are entitled to resettlement under GRT regulations (see para 0315). MOD Form 1746, the Agreement for CWA/CTA and Advance of Fees Claim Form, an example of which is at Annex K should be completed in all cases before the SL undergoes activities for which IRTC may be claimed with the exception of courses at the RTC, an RRC or at the premises of an Associate Trainer. The procedure is as follows:

- a. Completion of MOD Form 363T, in accordance with the guidance notes at Annex H.
- b. Completion of MOD Form 1746, as follows:
 - (1) **Part 1 - Particulars of SL.** Completed by SL.
 - (2) **Part 2 - Certificate.** Completed by organisation offering training or work attachment.
 - (3) **Part 3 – Application for advance of IRTC.** Completed by SL.
 - (4) **Part 4 - Authorisation by SRA.** Completed by SRA prior to the commencement of training or a CWA.
- c. Completion of MOD Form 1748 Part 2, the Attendance Certificate for CWA / CTA, by the organisation (for Distance Learning see para 0405).

0453. The IRTC grant may be claimed at any time in the last 2 years of service, but normally in the last 9 months.

0454. Distance Learning. The IRTC grant may be used to pay for Distance Learning (DL) courses, or courses which extend beyond the GRT boundaries (for instance, where the SL uses his leave entitlement), provided that the course (or module) is completed and the claim for payment is made prior to discharge³². MOD Form 1746 requires completion by the DL organisation at Part 2 with statements 2, 3, 4, & 5 only (non-applicable statements should be scored out). Such claims must be recorded on MOD Form 1746 Part 3 (Application for an Advance of IRTC) and MOD Form 1748 Parts 3 and 4 (Application of Refund of IRTC) and held by the unit with the SL's MOD Form 1711. No GRT is to be deducted from a SL's entitlement for DL unless the SL undertakes the DL during normal duty hours, or it is part of a blended training solution, in which case GRT should only be deducted for the time the SL spends on the attendance element of the training course. Note that MOD Form 1748 certificate does **not** require completion by the DL organisation at Part 2, but the SL themselves must self-complete (self-certify) this part. The SL **must** supply original receipted fees statements and a results letter/exam certificate for the DL activity undertaken and being claimed for.

Advance and Refund of Fees

0455. Advance. An advance of up to 80% of the fees or 80% of the IRTC grant, whichever is the lesser, and an advance of subsistence allowances (see paras 0510 to 0513) and travel costs may be made subject to extant Allowances regulations and the following conditions:

- a. Completion of MOD Form 363T and MOD Form 1746 with Parts 1, 2, 3 and 4 completed and an invoice for the fees to be paid.
- b. Any advance shall be repaid in full in the event that the resettlement training is not completed and certified on MOD Form 1748 Part 2.

0456. Refund. Actual expenditure on course tuition fees, within the permitted maximum, will be reimbursed. Application for reimbursement is:

- a. To be authorised by SRA on MOD Form 1748 Parts 3 and 4, the Refund of Fees claim.
- b. To be supported by proof of attendance on MOD Form 1748 Part 2.
- c. To be recorded on MOD Form 1748 to be held with the SL's MOD Form 1711.

CTP Training Courses

0457. Resettlement Training Centre (RTC). The CTP provides a broad range of skills enhancement courses run at the RTC, at certain RRCs or on the premises of Associate Trainers. All such courses are treated as if provided at the RTC. These are provided both through a central MOD contract at a discount to the SL (Contract Funded (CF) courses), or through Non Contract Funded (NCF) provision (where the SL can use their IRTC grant). Only SL registered for the FRP have automatic access to the CTP in-house training courses. SL registered for the ESP may also be permitted to book CTP in-house (CF) training courses on a standby basis (See para

³² Except for those SL who are deferred to post discharge resettlement.

0411). Details of CTP in-house courses are published by the CTP and can be accessed via RRC, SRA, unit resettlement staff and the CTP website.

0458. Booking Procedure for RTC Courses. To be eligible to book any RTC Resettlement training courses the SL must be registered with the CTP using MOD Form 1173. MOD Form 1746 is **not** required for RTC courses. For specific RTC Resettlement training courses the following procedures are to be followed:

a. **Contracted Funded (CF) Courses.** SL may provisionally book places on RTC "Contract Funded" courses by telephone. SL may not provisionally book courses which go beyond their CF entitlement and/or which have overlapping dates. However, places on CF courses will only be secured when the Course Information and Booking Centre (CBIC) receives a completed (and signed) MOD Form 363T submitted via JPA. The MOD Form 363T must be received by the CBIC as soon as possible to ensure that a course place is allocated to the SL. **If the MOD Form 363T is not received within 28 days of the provisional booking the CBIC will re-allocate the course place.** If booking a course less than 28 days prior to the start date of the course, the completed MOD Form 363T must be received by the CBIC as soon as possible to confirm the booking and reserve a place on the course. It should be noted that reserve/waiting lists for courses will be prioritised by earliest termination date for all SLs.

b. **Non-Contract Funded (NCF) Courses.** SL may book places on RTC Non-Contract Funded courses by telephone. However, places on Non-Contract Funded courses will only be secured when the CBIC receives a completed (and signed) MOD Form 363T submitted via JPA, and payment of the necessary fees (by credit card or cheque). Faxed copies of MOD Forms 363T will be accepted by the CBIC.

0459. Payment for Contract Funded Courses. Contract Funded training courses are centrally funded by the MOD. A SL's available IRTC grant will be reduced by 5% for each day of such training undertaken to offset the cost of that training already borne by the MOD, up to a maximum of 20 working days.

0460. Standby Training. At times, scheduled in-house courses (CF funded) at the RTC or RRCs are under-subscribed and spare places may be offered to CTP registered SL on a standby basis. Standby training³³ is booked in the normal way but is only confirmed 10 days before the beginning of the course (immediately prior to the course for post discharge personnel). In the case of standby booking, the full course fees must be paid by the SL at the start of the course. **Failure to pay the standby fees by 0900 on the first day will result in instant dismissal of the SL from the course by the CTP.** SLs with unpaid standby fees from courses previously attended will be pursued through administrative action. The following SL are eligible for Standby Training vacancies:

a. SL registered for the FRP who have exhausted their IRTC grant but have GRT remaining. This applies to notional GRT in the case of SL undertaking Deferred Resettlement.

b. SL registered for the FRP who have exhausted their GRT entitlement and wish to undertake further courses using Leave.

³³ The daily charge for standby training is at a rate of £26.70 per day.

- c. SL registered for the ESP, who are not entitled to GRT and wish to attend using Leave.
- d. SL registered for the FRP or ESP and who are in the 2-year post discharge phase of their resettlement.

0461. Examination Fees. Examination and associated fees levied by awarding bodies must be paid prior to attending courses. SL may be able to reclaim 80% of these costs through Standard Learning Credits (SLC), up to the maximum as published in JSP 898 Part 4 – Chapter 4. (see paras 0426 to 0428). IRTC may also be used where necessary to pay for examination fees (at 100% reimbursement should sufficient IRTC balance be available).

External Training Courses

0462 CTP First. The CTP is the single source for all official Armed Forces resettlement services and MOD promotes a principle of 'CTP first'. CTP Programmes are funded through the MOD at no cost to the SL. For those SL entitled to vocational training, where there is a CTP course available (whether contract funded or non-contract funded), these **must** be used before accessing external training. External training must then only be accessed in accordance with the mandatory priority order at para 0464.

0463. Local Training. Resettlement training through External Training Providers should, wherever possible, be undertaken local to (ie within a 10 mile radius by road or 45 minutes travelling time (one way) by public transport, private vehicle or military transport (JSP 752 refers) the SL's unit SLA, other available SLA local to the Training Provider (with priority for the PSL in the first instance) within the travelling distances/times quoted here, or home accommodation. Resettlement training that will incur subsistence costs should only be authorised if there is no available CTP in-house training (either Contract-Funded (CF) or Non-Contract Funded (NCF) or Training Providers (with priority for the PSL in the first instance) that can deliver an equivalent training outcome local to the SL's home accommodation, SL's unit SLA or other available SLA local to the Training Provider within the travelling distances/times quoted here. The CTP Preferred Suppliers List (PSL) should be used, in the first instance, to identify appropriate Training Providers local to the SL as these are accredited sources of value for money courses from financially robust suppliers. For personnel serving overseas, subsistence costs should only be authorised if there is no CTP in-house training (CF or NCF) or Training Providers (with priority for the PSL in the first instance) that can deliver an equivalent training outcome local to their overseas base accommodation, UK home accommodation or available UK SLA local to the Training Provider within the travelling distances/times quoted here. This para should be read in conjunction with the mandated priority order of options at para 0414.

0464. Order of Priority of Resettlement Training Options. Following the rationale given at paras 0462 and 0463, the **mandated** order of priority of resettlement training options to be followed, and which must be strictly enforced through sS SDE governance procedures, is:

- a. **Priority 1.** CTP Contract-Funded (CF) courses.
- b. **Priority 2.** CTP Non-Contract-Funded (NCF) courses.

- c. **Priority 3.** Resettlement Preferred Supplier List (PSL) and/or ELCAS Approved Provider List (APL) courses.
- d. **Priority 4.** External training suppliers not on PSL.

Resettlement staff and SLs are to ensure that this priority order is followed (Priority 1 being the highest). Only when a particular training option is not offered at the higher priority, may the SL then seek to attend a training option on the next lower priority. CTP CF and NCF courses must always be accessed as a training option at first and second priority **regardless of the course location** (as these options have a high availability of Service single accommodation) and support the 'CTP First' direction.

0465. Personal/Professional Development Courses and 'Behind the Wire Access'. The MOD permits via other contracts and arrangements, the use of certain MOD sites by some commercial training providers to deliver certain personal/professional development courses. This is termed 'behind the wire access' to Service Personnel (SP). In order to prevent contract 'clash' it is important to note that the MOD resettlement contract permits only one contractor (Right Management Limited as part of the CTP) to have preferential access to SLs for resettlement purposes behind the wire on MOD sites. In order to ensure that there is no inadvertent clash on resettlement provision behind the wire, the following must be adhered to in determining whether a SL is attending a training course under resettlement or personal development regulations:

- a. If the SP is within their resettlement window (eg last 2 years) and they are claiming resettlement financial support (ELC via resettlement, SLC via resettlement and/or IRTC, and/or GRT travel warrants) then this is a resettlement course and the 'preferential access' to SLs policy has been breached. This means that such an individual could not undertake the training option with an 'on unit' provider as personal/professional development because it is classed as resettlement training..
- b. If the SP is not within their resettlement window, they are therefore ineligible to claim resettlement financial support, and so they may take this training option as personal/professional development.
- c. If the SP is within their resettlement window, and they are financing the personal/professional development training option totally from personal funds and are not claiming any resettlement financial support (ie no IRTC, resettlement SLC, resettlement ELC or resettlement travel warrants) and they are attending during annual leave (or on duty if local CO has authorised such duty attendance) and are not claiming GRT absence – then this is classed as personal/professional development and the SP may attend.

In sum, by applying the policy above, SLs must attend resettlement training courses delivered behind the wire on MOD owned sites, by the CTP only. The use of any 'behind the wire' training provider other than the CTP for resettlement training courses is not permitted.

0466. Non-Service Accommodation. If the resettlement activity is not available within a reasonable travelling distance from the SL's residence (as defined at para 0413) or available Service accommodation, the SL is responsible for booking non-Service accommodation through the appropriate channels as directed in JSP 752. Where non-Service accommodation requires to be booked, the SL will require to obtain an accommodation non-availability certificate from the nearest military

establishment to the resettlement training location if there is one within the prescribed travelling distances and times specified in para 0413 in relation to the location of the training provider. This certificate should be kept with the hard copy of the JPA expense claim made by the SL for audit purposes.

0467. Tied Accommodation. There may be circumstances where some courses may have a tied residential element due to location or where an arrangement has been agreed with MOD to reduce overall costs to the Department. Examples of these circumstances may include late night/weekend working or coursework revision. Tied accommodation **must** be clearly and separately priced on invoices (ie accn, food and training costs must all be separately detailed and itemised) and **must** be of a minimum standard, equivalent to an accepted 3 star B&B/hotel standard. Specifically, this accommodation must be of the following minimum standard:

- a. Of a purpose built nature (e.g. barrack SLA Z Type/Hall of Residence/hotel style).
- b. Single accommodation with en-suite ablution facilities (WC, washbasin and shower or shower/bath combined) with appropriate floor area to permit uncramped living conditions.
- c. Inclusive of a dedicated bed, desk, desk chair, desk lamp, bedside cabinet, bedside light, armchair, coffee table, fridge, wardrobe, chest of drawers, TV.
- d. Tea and coffee making facilities.
- e. Easy access to a restaurant for meals (ie same or adjacent building within 500m).

Training Providers must not offer tied accommodation, if these minimum standards cannot be met by them. Additionally Tied Accommodation below this minimum standard is not authorised to be used by SLs. Tied accommodation cannot be provided in a residential property or dwelling (see para 0418) (regardless of ownership status, whether privately, company, trust owned or otherwise), and regardless of whether the property has a House of Multiple Occupation (HMO) licence or not. For these purposes the definition of a residential property/dwelling is accepted as that provided by HMRC under their technical guidance note RPSM07109060 at www.hmrc.gov.uk (available via their website search tool) and any subsequent revisions to this note.

0468. Documentation and Authorisation Code. Where courses have a tied residential element, the MOD Form 363T is to be annotated accordingly and the authorisation code for entry into JPA is to be issued by the SRA. Unit HR admin staffs are to ensure that the administration of this process is in accordance with the extant regulations.

0469. Financial Regularity, Propriety and Value for Money. Training Providers are to ensure that any charges to a SL for food and accommodation are used for those purposes only; the MOD's preference is for SL to attend training local to their home base area or to an area where Service accommodation is available in the priority order detailed at para 0414 (also see para 0413). Where this is not the case, Training Providers may provide an acceptable standard of food and accommodation at a price that compares with local facilities (subject to training providers being able to fully justify why tied accommodation, rather than local hotel accommodation is

required – see para 0418), or advise SL's on the availability of such local facilities. The charges for food/accommodation and the course training costs must be separately identified and these costs must be such that the Department obtains value for money. Training providers must not use food/accommodation charges to "subsidise" training costs. Training providers may not arrange 'deals' with local hotels or B&Bs nor require the SL to book such third party accommodation through them as a training provider. Training providers are not permitted to insist upon a SL staying in their accommodation (eg the SL lives within the travelling and distance limits specified at para 0413, or the SL rejects the accommodation offered because it is deemed below standard (see para 0416) or makes their own arrangements to be accommodated elsewhere, or they wish to 'live out' privately). In such cases Training Providers must not then increase the cost of the training portion of their course to the SL (because their own accommodation is not being used) as this indicates that the food/accommodation cost is being used to 'subsidise' the training cost, and a SL will not be authorised to claim any increase in cost. For Training Providers who advertise, charge or implement differential pricing for the same training course (one training course price for those who take the tied accommodation route and a different training cost for those who do not take the accommodation option), then in the event of either occurrence, such training providers will no longer be authorised for any public monies to be claimed by SLs and neither will a SL be authorised to claim any increase in training costs. TESRR will also investigate instances where SLs are being charged a higher course training fee and/or other course elements and/or accommodation pricing than the nearest equivalent "non-military pricing" for the same or substantially similar course. Such cases described here will result in the training provider(s) concerned not being authorised for public monies to be spent by SLs with them and/or being suspended or removed from the PSL. For training providers who are also represented on the ELCAS Approved Providers List (APL), for resettlement training purposes, they will also be suspended or removed from the APL in such instances. TESRR will conduct Tri-Service notification of these eventualities. Abuses of the resettlement training system, IRTC, allowances and subsistence by training providers or SLs, will not be tolerated.

0470. Disputes. TESRR and the single Services have a remit to ensure that public monies are spent appropriately, that value for money is obtained and that any abuse of the system is prevented. Should there be any dispute over what constitutes a "dwelling" and/or whether inappropriate accommodation is being used, supplied or provided by a Training provider, or whether there is good reason to provide tied accommodation or not, or the value for money element to the Department is under scrutiny, or any matter in relation to abuses of the system stated within para 0418, then TESRR's decision will be final and unequivocal. The onus is on training providers, when challenged by TESRR, to justify and prove to TESRR that quality training is being provided, that a tied accommodation requirement exists and that where this is so, all the other requirements for accommodation and subsistence charges are met and applied as detailed in paras 0413-0418, together with justification that value for money is being obtained by the Department. The Department strives to ensure that SLs obtain quality training and value for money for their resettlement and as a caring employer, the Department therefore has to take appropriate action where and when identified, in order to reduce potential risks to the Department and the SL. Consequently, the Department, through TESRR, reserves the right to implement immediate withdrawal of authorisation for public monies to be spent with a specified training provider at any time.

0471. Training Providers. External training may be arranged through any training provider (see para 0413), subject to the order of priority detailed at para 0414. Advice is available through the RRCs and, in exceptional circumstances where for

legitimate operational Service reasons such advice cannot be obtained through the RRC in a timely manner, from a SRA. SRAs may in such cases be authorised to sign the MOD Form 363T at Part 2 if prior approval is obtained from the SDE POC on a 'case by case' basis.

0472. Preferred Suppliers. All RRCs hold a list of training providers on the CTP PSL, which is published on the CTP website at www.ctp.org.uk. In order to qualify for the PSL, the training organisation is obliged to complete documentation which requires evidence of financial reliability, appropriate insurance cover, past performance, future plans, training facilities, accreditation levels and quality standards. Preferred Supplier status is subject to continuous evaluation, on each course by the SL, by the CTP and by annual review.

0473. Payment. Costs of external training can be met through a combination of existing grants and personal contribution. T&S allowances may be claimed, in accordance with extant regulations, should no local training be available (see para 0413). Details are in Section 5 but also note paras 0401 to 0405. Service Leavers are to note that the contract for the supply of services, in all cases, is between the SL (not the MOD) and the trainer/training company/provider of services. They should note that costs should meet the standard test of 'reasonableness'. They should be particularly aware of training providers who may include accommodation and subsistence charges within the course fees but these must be shown separately (see para 0413) and should satisfy themselves that the accommodation and subsistence provided meets the appropriate standard (see para 0416). If dissatisfied they should challenge the training provider at the time. SLs are **not** authorised to stay in tied accommodation below the minimum standard specified at para 0416.

0474. Liability for Cost of External Training. The SL is liable for the costs of any external training or CWA. The MOD accepts no liability or responsibility for the payment of fees or any other costs howsoever arising in connection with external training or CWA.

0475. Single Service Payment Arrangements. IRTC grant expenditure is to be charged to the following UINs within each Service:

- a. **RN.** RAC NGA 003, using UIN N5308Z to indicate source of spend. This RAC is centrally funded.
- b. **Army.** RAC: PDA 002. Sub Code 01E1 1403, using the paying unit's UIN for tracking purposes only. This IAC/RAC is funded from a central budget.
- c. **RAF.** Through local unit funding.

0476. Geographical Caveats. In accordance with the "Local Training" directive at para 0413, training may be undertaken in the UK, but certain restrictions apply in Northern Ireland (see para 0438 - 0442). Training may also be undertaken overseas, subject to clearance (see para 0443).

Standard Learning Credits (SLC)

0477. Full regulations regarding the use of SLCs for Resettlement are set out in JSP 898 Part 1 Section 3.5.1. Training courses which form part of an individual's personal resettlement plan may attract partial refund of fees through the SLC scheme.

0478. The payment of SLC is carried out in accordance with single Service procedures.

0479. Use of SLC During Deferred (Post Discharge) Resettlement. SLC can be used once during Deferred Resettlement provided that the SL did not draw down the SLC in their last year of service. The use of the SLC during Deferred Resettlement is subject to the same regulations that would have applied if the SLC had been used pre-discharge.

Enhanced Learning Credits (ELC)

0480. Full regulations regarding ELC are set out in JSP 898 Part 1 Section 3.5.2 and are available on the ELC website (www.enhancedlearningcredits.co.uk).

Civilian Work Attachments (CWA)

0481. Personnel on a CWA, taken under their GRT, are "on duty". The purpose of a CWA is to provide the opportunity to undertake a placement and allows a SL to experience a job without being committed to it, by spending time observing or helping someone actually doing the job. CWAs do not attract IRTC funding but are an integral part of GRT. If taken at the end of service, it can allow a SL to commence unpaid work for an employer some weeks earlier than otherwise would be possible (see paras 0360, 0361 and 0433).

0482. Any entitled SL may undertake a CWA, providing it is considered by the relevant SRA or CTP consultant to be in the best interests of the SL and has been approved on a completed MOD Form 363; MOD Form 1746 must be completed in advance and signed by the SRA before the SL proceeds with the CWA – it is the SL's responsibility to comply with this process. No fee is payable by the SL for a CWA. MOD Form 1748 must be completed at the conclusion of a CWA and is a SL responsibility.

0483. A CWA may be undertaken anywhere in the United Kingdom. However, restrictions apply to civilian attachments undertaken in both Northern Ireland and the Republic of Ireland (see paras 0438 - 0442). CWA may also be taken overseas subject to the necessary clearance (see para 0434).

0484. No payment is to be accepted by the SL for work done during a CWA unless he is on Annual/Terminal Leave (when he is deemed not to be on duty). If, however, trade union organisations insist that firms should pay the SL, then such a payment should be made through the appropriate single Service administrative office. The latter is to credit sums received to public funds after refunding to SL any dues paid to trade unions (para 0361 refers).

Indemnity - Civilian Work Attachments and External Training

0485. Injury or Damage Caused by Service Personnel. The MOD will indemnify SL in respect of any claim for personal injury or damage to property brought by an individual for any injury or damage to property caused by a SL while he is on CWA or external training during GRT, provided that the MOD is legally liable as the SL's

employer for the injury or damage to property caused and provided that the SL does not settle or otherwise compromise the claim without the MOD's prior written consent. The SL must notify the MOD of the claim within 14 days. At any stage prior to or after legal proceedings are commenced, the MOD reserves the right to take over conduct of the claim and/or to appoint legal advisers of its choice to handle the claim. The MOD will give no such indemnity if the SL is attending CWA/training whilst on leave (ie not using GRT). If personnel are concerned about their personal liability, they should take out appropriate insurance.

0486. Injury or Damage Caused to Service Personnel. SL attending CWA or external training, as part of GRT, will be subject to Service regulations covering injury or damage to property whilst on duty. The MOD will compensate the SL in accordance with its legal obligations for any injury or damage to property sustained whilst attending a CWA or external training during GRT where it is legally liable for the injury or damage to property as the SL's employer. The MOD will give no such indemnity if the SL is attending CWA/training whilst on leave (ie not using GRT). If personnel are concerned about their personal liability, they should take out appropriate insurance.

Discipline

0487. The civilian staff of training and educational establishments and of private firms, where SL are undergoing training or CWA, cannot give lawful commands as superior officers within the meaning of the Armed Forces Act 06. However, SL are to comply with any reasonable instructions given to them by the civilian staff in the course of their training or CWA. Any breach of such instructions is to be dealt with as an act to the prejudice of good order and Service discipline.

Accommodation

0488. SL are to be provided with Service accommodation, under unit arrangement, if it is available in the area of the CWA or training (para 0413 refers). Otherwise, accommodation may be offered by the training provider under residential course ("tied accommodation") arrangements and must be authorised by the unit and JPA procedures followed, or must be booked through the Defence Hotel Reservation Service (DHRS). In all cases payment only up to the maximum allowed by extant rules will be made. All course and accommodation costs are to be recorded at Part 3 of the 363T. Any 363T without the costs identified is to be refused.

Northern Ireland and the Republic of Ireland

0489. SRAs are to advise SLs on the process to obtain an appropriate security brief for Northern Ireland (NI) or Republic of Ireland (ROI) based resettlement activities. The CTP in NI are to remind SLs when they book activities, about the security requirements and their responsibilities. It is the sole responsibility of the SL to action the requirement. When initially seeking to conduct a CTA, CWA or IRP, or any duty resettlement activity which will take place in NI or ROI, the SL is to contact G2 Branch, 38 (Irish) Bde; 9491 63255 or 38x-G2-SO2 (DII) an absolute minimum of 8 weeks before the planned activity date of travel to NI or ROI in order to get an assessment of the situation in NI or ROI before any move to the province/ROI and whether any changes to their planned activities would be required as a result. All personnel should visit the [NI Garrison Security Awareness Site](#) allowing individuals to have an awareness of the security situation in Northern Ireland.

0490. No later than 8 weeks prior to the CWA, it is the sole responsibility of the SL to again contact G2 Branch, 38 (Irish) Bde NI to get an up-to-date assessment of the area and to provide HQ NI with his SL personal details (NI or ROI address, activities, dates etc). These details will be placed on the G2 database for the duration. SLs should note that failure to adhere to these requirements is likely to lead to their authority to undertake their resettlement activity(ies) in NI or ROI being revoked.

0491. All military personnel are required to provide the details of any leave or duty travel to NI or ROI to the Central Risk Assessment Cell (CRAC) at HQ 38 (Irish) Bde **at least 24 hrs prior to travelling**. Individuals/units must complete all details fully on the leave/duty form linked below or authority for leave in Northern Ireland may not be granted. The form is then to be emailed to 38X-Int-CRAC-SNCO1 **and** 38X-Int-CRAC-SNCO2. At least one telephone number per person **MUST** be provided. Unit personnel **MUST** inform the CRAC cell of any changes to leave details after submission of this form on 9491 63601. Units are requested to use the leave/duty form linked below when sending bulk submissions. **ALL SERVICE PERSONNEL** must read the Northern Ireland Leave Brief at the link below and are to check restrictions of movement (ROM) and out of bounds (OOB) areas/establishments on this website ([NIGAS](#)) prior to travelling.

0492. Instructions for use of the NI/ROI leave/duty travel form are below:

- a. Open this Link: [Leave/Duty Appl Form](#) - Click file, save as and save a copy of the file to your personal folder.
- b. Open the saved file and add the required information – do not leave any blank fields in the form (the only exception being ‘additional telephones’).
- c. Email the file to 38X-Int-CRAC-SNCO1 **and** 38X-Int-CRAC-SNCO2.
- d. NI based personnel **ARE** to use this leave procedure to book travel anywhere in the ROI.
- e. UK mainland (and all other locations outside NI) based personnel are to use this procedure when visiting NI or the ROI.
- f. Personnel undertaking temporary duty in NI or the ROI are also to use this procedure.

0493. NI-based personnel are **NOT** required to submit a local leave form using this process. However, if they live out of barracks, they are to ensure that they are registered on the CRAC database using the Registration Form on this [website](#).

Overseas

0494. For SL wishing to undertake their resettlement training, CWA or IRP overseas, no travel is authorised without appropriate clearance from the respective SDE HQ staff (see paras 0323 to 0336). SDE HQ Staff must be given a minimum of 8 weeks advance notice for the appropriate clearances to be obtained. SRAs are to advise the SL and their units accordingly and obtain a fully completed MOD Form 363 or MOD Form 363T, as appropriate, completed MOD Form 1746, PRP and

robust written justification, which the SRA should forward to the SDE HQ Staff^{34 35}. SDE HQ Staff should be careful to ensure that the exact nature of the SL's duties is described in the application. Before approving such applications, SDE HQ Staff need to consider whether the immediate requirements of the activity, or the likelihood that secondary circumstances, beyond the immediate requirements of the activity (eg death, serious injury or court appearances) might affect an individual's ability to subsequently fulfil their Service commitments or might bring the Service into disrepute. Activities where confrontation may take place or the use of physical force is likely should be avoided. Where SDE HQ staffs consider that a request for overseas resettlement training, CWA or IRP is justified, authorisation on the relevant document (MOD Form 363 or MOD Form 363T) should only be given at an appropriate level of command (normally OF4). Authorisation is not to be delegated below OF3 level (see paras 0325 and 0332). ORT will only be authorised in accordance with the guidelines set out at para 0323.

0495. Additionally, security clearance is required for those countries where special security regulations apply. Security clearance must be sought by units, at least 8 weeks in advance, on behalf of the SL, through single Service security organisations. Units are to notify the British Defence Adviser/Attaché of the country in which the proposed resettlement training or CWA is to be held, giving dates, contact address and details of the individual concerned once political approval has been confirmed by SDE HQ Staff and security clearance has been confirmed by single Service Directorates of Security.

Procedures for the Charging of Deposits when booking a Right Management Limited Non-Contract-Funded Resettlement Training Course

0496. Right Management Limited Non-Contract Funded Course Deposits. Right Management Limited (RML) charge a deposit of £50.00 for each Non-Contract Funded resettlement training course at the time of booking. The procedures to be followed are:

- a. SL calls the Course Booking and Information Centre (CBIC) to book a non-Contract Funded resettlement training course.
- b. CBIC takes a provisional booking and a deposit of £50.00 per course.
- c. SL issued with receipt confirming £50.00 paid and stating the balance due.
- d. CBIC amend the SL's record on Bond-Adapt (database) to state 'Deposit Paid'.
- e. CBIC inform SL at time of booking that if they cancel the place the deposit will be:
 - (1) Transferred to another non-Contract Funded resettlement training course of their choosing.

³⁴ Additionally, individuals may require an educational visa, rather than a recreational visa, to undergo training overseas, dependent on location.

³⁵ RN/RM Medical Discharges require the prior approval of NRIO Medical before being forwarded to the SDE HQ Staff.

- (2) Only refunded if the cancellation is made 6 weeks prior to start date.
 - (3) Only refunded within the 6 week period if it is for operational, medical or compassionate reasons for which unit proof will be required.
- f. No booking will be taken without a deposit.
- g. If the SL calls to cancel the course place, CBIC will:
 - (1) Offer to transfer the SL to another resettlement course.
 - (2) Only provide a refund if a transfer is not possible and it is more than 6 weeks prior to the course start date.
 - (3) Offer no refund if the course start date is within 6 weeks and the Reason for cancellation is not operational, medical or compassionate.

Section 5 - Duty Allowances for Resettlement Activities

Introduction

0501. This Section is for guidance only. Individual entitlements to allowances are laid down in JSP 752 and other single Service regulations. The interpretations of these regulations and the decisions to approve/reject claims are a matter for unit Pay/Admin staff and the individual SL. This section provides advice for SRAs to pass to their SL, who should be advised that the granting/rejection of any subsequent claim for T&S associated with a resettlement activity, is in the end between them and the unit Pay/Admin staff.

Entitlement to Travel Warrants

0502. Travel warrants, or travel claims in lieu, may be authorised to support access to resettlement activities conducted under GRT, as outlined at para 0313. The entitlement is as follows:

GRT in working days	10	20	25	30	35
No. of return warrants	4	4	5	6	7

0503. If the SL is in receipt of Get You Home (GYH) Travel (see JSP 752 [Chapter 5 Section 5](#)) whilst on their GRT that allowance takes precedence and negates the use of warrants during the course of training or CWA. GRT warrants should still be used, as appropriate, at the start and finish of the training or CWA.

0504. Resettlement travel warrants are designed to get a SL from their residence to a resettlement event or activity, and back (ie a return journey). They are also designed to permit SL to return home at weekends when on longer resettlement training courses (2 weeks or more). Thus, one warrant relates to one return journey. Where the SL attends a number of resettlement events or activities in the same week or month (for example, a job interview, a job fair and a one day training activity) then each separate resettlement activity requires a separate GRT return journey to be used. The SL may not combine the multiple resettlement activities for travel purposes, into one return journey, unless these activities are all occurring in the same location, the SL is not returning to their RWA address each evening, and no further travel is required between the separate events.

0505. If the Service leaver is attending a resettlement activity which is within reasonable daily travelling distance from their residence at work address (RWA), as defined at para 0413 and accommodation at the course location is not mandatory, they should travel daily and claim Home to Duty Travel costs in accordance with JSP 752 Chapter 4 [Section 7](#). Where HDT is claimed, Service transport or hire car is utilised or a claim in lieu is submitted by the SL for travel to the location of the resettlement training, each claim will reduce the SL's entitlement of up to 7 GRT journeys by one GRT journey for every 5 days of continuous GRT activity the travel is claimed for. Where the continuous GRT activity period claimed is less than 5 days, this will still reduce the SL's entitlement by one GRT journey.

Use of Travel Warrants during Leave

0506. Where GRT has been spent and Leave is being utilised to complete resettlement courses, remaining GRT travel warrants may be used, providing the criteria in para 0361 is satisfied. This does not attract subsistence allowances and the SL is not counted as being “on duty”.

Additional Warrants for Non-GRT Activities

0507. Additional Warrant Provision. The following provisions for warrants apply for FAR and JSHAO briefings and visits to SRA and CTP consultants:

- a. Exceptionally, up to 3 additional travel warrants are available to SL in order to visit a CTP consultant. These are not part of the normal GRT allocation and are only to be authorised for SL who have difficulty accessing a CTP consultant (eg when serving in a remote location). The issue of these additional warrants will be at the discretion of SRA, and are only available to SL who are registered for the FRP, and should be used to visit the nearest RRC.
- b. Visits to attend FAR and JSHAO briefings can be claimed as entitlements with duty travel. In which case they will not count against GRT warrants.
- c. Visits to SRAs may also be claimed as duty travel and do not count against GRT warrants.
- d. Travel to attend a CTW or CTP BSU workshop may also be claimed as duty travel and does not count against GRT warrants (see para 0318).

There is **no** additional warrant provision where SLs are serving overseas and claiming duty travel to return to the UK for resettlement purposes. The correct accounting of such duty travel (which must be against the SL’s GRT entitlement) is stated at para 0515.

0508. Employment Support Programme. SL registered for the ESP and who do not qualify for GRT travel warrants are allocated one resettlement travel warrant for a registration interview with a CTP consultant either at an RRC or an RFEA or OA office.

0509. Early Service Leavers. ESL duty travel entitlement is at para 0356.

Entitlement to Subsistence

0510. Entitlement. All resettlement activities undertaken during GRT, with the exception of IRP (see para 0335), may attract subsistence payments where appropriate. Subsistence may be claimed over the full GRT period to which a SL is entitled. Units are responsible for authorising subsistence; if the resettlement activity is not available within a reasonable travelling distance from the SL’s residence (as defined at para 0413) or available Service accommodation, the SL is responsible for booking accommodation through the appropriate channels as directed in JSP 752. Notwithstanding the priority order of resettlement training options at para 0464 which is to be followed.

0511. Residential Resettlement Courses.

- a. **RTC.** If Service accommodation is used and all meals are supplied by the MOD, there is no entitlement to subsistence allowance and SL will pay food and accommodation charges as appropriate under normal regulations.
- b. **Residential CWA and External Training Courses.** Some courses may have a tied residential element due to location or where an arrangement has been agreed with MOD to reduce overall costs to the Department. Where courses have a tied residential element, the MOD Form 363T is to be annotated accordingly and the authorisation code for entry into JPA is to be issued by the SRA. Unit admin staffs are to ensure that the administration of this process is in accordance with the extant regulations.

0512. Weekend Accommodation. Twenty days of GRT can provide a maximum of 28 days absence on duty for the purpose of subsistence allowance, provided that the SL is absent from work for no more than 20 working days. This calculation may be extrapolated for all GRT levels. Thus, claims for expenses may, if necessary, be submitted for up to a maximum of 49 nights (35 days GRT). Actual receipted costs, in accordance with JSP 752, may be paid to a SL in order to retain accommodation over weekends. If weekend accommodation is not occupied, subsistence allowances may not be claimed unless the SL is able to produce prior written proof that weekend payment is required regardless of occupation, in which case subsistence less food may be claimed. Travel costs home may be claimed using outstanding GRT warrants.

Resettlement Activities Overseas

0513. SL authorised for overseas resettlement activity qualify for subsistence rates in accordance with extant regulations. A GRT travel warrant from normal place of duty within the theatre of operations within which they are serving to the point of departure for overseas, and return, may be authorised.

SL Based Overseas

0514. CTP in Germany. The CTP provides a full resettlement service in Germany based on RRC Sennelager³⁶. This does not preclude SL public expense travel to the UK for authorised resettlement activities (see para 0515).

0515. Resettlement Duty Travel and Allowances. With effect from 1 Apr 15, SL serving abroad are entitled to travel at public expense to the UK for resettlement events. The specifics relating to resettlement duty travel and the appropriate claims for allowances are as follows:

- a. **Public Expense Travel Journeys.** The number of public expense journeys available to a SL serving abroad for return to the UK for resettlement events is identical to and included within the SL's individual GRT return warrant entitlements (see para 0502). These public expense journeys to the UK and GRT warrants are one and the same entitlement. SL may use a public expense journey to the UK for both non-GRT and GRT authorised

³⁶ Note that the RRC originally based at Herford relocated to Sennelager in Aug 15.

resettlement activities, **but this will always be counted against the SL's GRT warrant entitlement.** SLs serving abroad may not claim additional public expense journeys to the UK in excess of their GRT warrant entitlement, for non-GRT events (see para 0507).

b. **UK Subsistence Allowance.** Where SL returning to the UK attend resettlement events, subsistence allowances are payable, subject to extant regulations.

c. **Service Personnel Assigned Overseas Travelling Back to the UK.** Eligible SL may travel at public expense from an overseas duty station to the UK to undertake authorised resettlement activities as specified elsewhere in this JSP. Eligible personnel are to use the official specified country flight booking procedures (if applicable, Air Trooping Flights) through unit movement/HR staffs and may claim the return terminal travel costs between the airports of departure/arrival and the location of the GRT activity/RWA. Each publicly funded return journey for authorised resettlement activities will reduce the SLs entitlement by one GRT journey. Where the SL is attending additional resettlement activities in a separate location to that of the original terminal travel location, then these additional return journeys will reduce the SL's entitlement by one GRT journey for each additional resettlement event undertaken (unless all resettlement activities are taking place at the terminal travel location and no further travel is required between the separate events).

d. **Travel from NWE to the UK.** Travel from NWE to the UK to undertake authorised resettlement activities is to be by the most cost-effective method of travel and must follow the same 'reduction of the SL's GRT journey entitlement' principles as stated at para 0515c above.

e. **SRA Advice.** SLs based overseas should discuss their public expense travel journeys with their Service Resettlement Advisor (SRA) as part of their resettlement process.

0516. Training and CWA Undertaken Overseas. All SL stationed overseas who are entitled may undertake resettlement training or CWA locally. The application procedure is the same as in the UK. SL are strongly advised to take out personal insurance for the duration of the training or CWA. The following allowances are available:

a. **Travel at Public Expense.** Travel at public expense is permitted for attachments within the theatre of operations³⁷ where the SL is based. Alternatively, costs to the appropriate border crossing or airhead may be claimed for travel to other countries. An applicant who is emigrating or who is entitled to repatriation at public expense may claim travel in accordance with extant regulations.

b. **Subsistence Allowance.** Service accommodation must be used whenever possible. When none is available, subsistence allowance may be claimed.

³⁷ This specifically excludes travel from overseas to the UK.

Refund of Resettlement Allowances

0517. SL wishing to apply for reimbursement of Resettlement Allowances, GRT, IRTC Grant, Travel Warrants and/or any personal contribution are to complete MOD Form 2245 (copy at Annex N). They are to ensure that it is completed fully identifying the allowances they wish to claim and supported by a sound business case at Part 3. This is to be presented to their Line Manager for approval who will support, part- support or not-support the application as appropriate, providing reasons that underpin their decision. SL are also to confirm they have cancelled any training activity for which reimbursement is being sought and that the Training Provider is unwilling to make any reimbursement direct.

0518. Upon Line Manager approval, the form is to be forwarded to the SRA who will either reject or endorse the refund/reimbursement of allowances. Any refund/reimbursement and adjustment of the MOD Form 1711, be it paper or electronic, is to be made under sS arrangements.

0519. Where the SL has requested refund of any personal contribution, the form is to be passed to the SL's CO for approval. Refund and reimbursement of Learning Credits is to be undertaken under existing sS arrangements. Once completed, the form should be held as a quality record.

Section 6 - Medical Discharge

Introduction

0601. All personnel subject to Medical Discharge (MD), both those who are Wounded, Injured and Sick (WIS) and those who are likely to be discharged from the Services on medical grounds, are able to access resettlement entitlements at an earlier stage than for other SLs.

0602. There is one resettlement policy process that applies to all personnel who are subject to MD.³⁸ There are different levels of support and timing of access is dependent on the need of the individual and sS procedures.

0603. In order for the policy and process described in this Section to be applied to those SP either undergoing MD, or being considered likely to be MD, such personnel will need to register with the CTP. The RAB is mandatory (see para 0207a(1)), but it is their personal choice to register with the CTP or not, and there is no requirement to do so. However, where an individual exercises the right not to register with the CTP, they will be unable to access the CTP employment support mechanisms and SSP support described in this Section. If the individual does not wish to register with the CTP, this fact must be recorded at Part 3 of MOD Form 1173 which is completed when a potential Medical Discharge (MD) attends the mandatory RAB (see para 0216a).

0604. The underlying assumption of this policy is that most personnel will resettlement within the UK where there is comprehensive National Health Service (NHS) cover. Those wishing to settle overseas³⁹ should acquaint themselves with the local health provision and be aware of their liability for any associated costs.

0605. MD SLs achieve the best outcomes by engaging with their resettlement provision at the earliest opportunity. The CoC is responsible for ensuring that individuals are loaded into resettlement at the earliest appropriate opportunity.

Provision

0606. The CTP. All SP being MD⁴⁰ are entitled to Core Resettlement Programme (CRP) support, including RightJob and access to a vocational opportunities Portal⁴¹. A majority of MD SLs will have their employment needs met by the CRP.

0607. Specialist Support Programme (SSP)⁴². The SSP consists of the following elements from a resettlement perspective:

- a. Discrete elements of the Defence Recovery Capability Core Recovery Events (CRE) as follows:

- (1) CRE 1 – Training and access to My Plan.

³⁸ This includes Army personnel who are subject to PAP 10 Restricted Employment in Current Unit (RECU) action.

³⁹ For further information see 2013DIN01-074, support for MD settling overseas

⁴⁰ This includes Army personnel who are being considered for PAP 10 RECU action

⁴¹ This Portal was formally called the RCS Portal

⁴² The respective single Service Recovery policies are: for the Navy - BR 3 Chapter 96; for the Army – AGAI Vol 3 Chap 99; and for the RAF – AP3392 Vol 2.

(2) CRE 2 – Delivery of Vocational Assessment (VA).

(3) CRE 3 – A bespoke CTW structured to meet the needs of those in the recovery pathway.

- b. A Vocational Assessment (VA), delivered as part of CRE 2 or as standalone.
- c. Allocation, via sS loading mechanisms to a Specialist Employment Consultant (SEC) who deliver employment support within the context of an individual's HARDFACTS recovery pathway. SL loaded into Specialist Employment Consultant are supported under the CTP Assist resettlement pathway.
- d. Access to a vocational opportunities Portal (the CTP Assist Portal).

0608. CTP Assist. This is the name of the resettlement pathway for those SL loaded into a Specialist Employment Consultant under the sS loading mechanism. The purpose of CTP Assist is to deliver an individualised, needs based service to those SP who face the greatest barriers to employment given their medical condition. It operates as part of the wider Defence Recovery Capability.

0609. Accessing SSP. SL must register with the CTP for resettlement provision to be able to access the Vocational Assessment, Specialist Employment Consultant support and access to the CTP Assist Portal. SL/WIS may not access the SSP unless they are registered with the CTP for resettlement. Any SL/WIS applications received for SSP but which are not registered for resettlement by the CTP and be returned unactioned to the originating unit.

0610. Access to the CTP Assist Portal for MD personnel. Any SL who is being MD is eligible to access the CTP Assist Portal. The Portal is focused on delivering vocational opportunities, less employment opportunities which is are held on RightJob, to enable WIS to determine what employment options best suit them as they embark on a civilian career. It is designed to be used in conjunction with RightJob and will not be of benefit to all MD SL, but is targeted at those with the most career changing injuries or illnesses. Access to the CTP Assist Portal is gained via an individual's CC or SEC depending on which resettlement pathway the MD SL is placed into (CTP or CTP Assist).

Entitlement

0611. All personnel who are medically discharged⁴³ are entitled to the Core Resettlement Programme (CRP) from the CTP^{44, 45}.

0612. Within the principle of early engagement, the point at which an individual ought to register for their resettlement entitlement is when the Unit Health Committee (or equivalent sS body) assesses that a person meets the following two criteria:

⁴³ This includes Army personnel being discharged on medical grounds under PAP 10.

⁴⁴ This includes FTRS and other mobilised Reservists who are medically discharged due to injuries sustained during operational commitments. Once mobilised for an operational commitment, this policy applies for on or off duty accidents, injuries and medical conditions whether pre, during or post Operational deployment, until the date of demobilisation, in the same way it would for a Regular Service Person.

⁴⁵ SP who have extended their Service, but are subsequently medically discharged prior to completing a further two years Service, are entitled to the FRP, regardless of whether some allowances had previously been used.

- a. Is likely to be MD and,
- b. Is ready to engage in their resettlement.

0613. In exceptional circumstances, a medical condition might preclude in-Service access to the resettlement support to which an individual is entitled. In such cases the Medical Board ⁴⁶(MB) may recommend that resettlement be deferred post discharge or transferred to the spouse or legally recognised civil partner⁴⁷ (see para 0611), or a Nominated Proxy (see para 0612). This deferred or transferred resettlement may be undertaken up to 2 years post discharge or longer at the discretion of the sS SDE⁴⁸ HQ. Further detail of this provision is at paras 0611 to 0618.

Post Discharge and Transferred Resettlement

0614. Post Discharge. Where a MB⁴⁹ has not granted deferred resettlement and a medical condition precludes in-Service access to any element of resettlement support to which the SL is entitled, access to these outstanding elements of resettlement provision, including the CTP support, use of the IRTC grant, SLC as appropriate and associated travel and subsistence, will be available and authorised by the SDE for up to 2 years post-discharge. The SL should request such a deferral through their SRA prior to discharge⁵⁰. SLs will not receive military salary and are responsible for their own personal injury/liability/ indemnity insurance when undertaking post discharge resettlement activities. Non-serving SLs are able to request an advance of allowances under PDR (JSP 752 refers).

0615. Transfer to Spouse or Eligible Partner. In exceptional cases, where, for long term medical reasons or a terminal illness prognosis, a SL is unable to take advantage of the resettlement service to which they are entitled, or as a result of death, this provision, including IRTC, SLC (see para 0426) as appropriate and associated travel and subsistence allowances will be made available to the spouse or eligible partner up to 2 years post discharge or longer at the discretion of the SDE HQ or Medical Discharge Board. ELC entitlements are also transferable in certain cases to an 'Eligible Partner' and JSP 898, Part 4, Chapter 3 should be consulted in this respect.

0616. Transfer of Entitlement to a Nominated Proxy (NP). Where a SL **regardless of PStat Cat**⁵¹ is unlikely to recover sufficiently to be able to utilise their entitlement then it (and applicable remaining ELC and SLC entitlements) may be transferred to a NP. This proxy can be any suitable person (ie it is not restricted to immediate family). This concession is made on the basis that the NP is likely to be a source of **ongoing** financial support for the SL or the training undertaken will contribute to the long term care of the individual being medically discharged, and any re-skilling, re-training or study by the NP will in turn help to support and sustain both

⁴⁶ Naval Service Medical Board of Survey (NSMBOS), Army Full Medical Board (FMB), RAF Medical Board (RAFMB).

⁴⁷ With effect from 5 Dec 05 individuals can register a civil partnership by giving formal notice of the intention to do so. The range of places where a civil partnership can be registered are broadly similar to those available for a civil marriage. Two people may register a civil partnership providing they are: of the same sex, over 18 (or able to provide evidence of consent if 16 or 17), not in an existing marriage or existing civil partnership and not related to each other within the prohibited degrees of relationship.

⁴⁸ In the Army the SDE authorises transfers, the Medical Board may authorise deferment.

⁴⁹ NSMBOS, FMB or RAFMB.

⁵⁰ For the Naval Service this is done through NRIO (Medical) at Institute of Naval Medicine.

⁵¹ This applies to **single** and married (including those with eligible partners) SLs.

the SL and their patient group⁵² in the longer term. The NP will be agreed between the principal Service welfare contact and the SL's chain of command ensuring that due diligence is undertaken to determine, establish and confirm that the person to whom the transfer is being made is the most appropriate. The SL's chain of command will inform the relevant SDE of the NP's details, via the SRA if appropriate. There is no transfer of entitlement to a NP in the event of the SL's death

0617. Transfer of Entitlement to Other Personnel. Other than the provision for transfer of a SL's resettlement entitlement to a spouse or civil partner (see para 0611), there is no entitlement for transfer of resettlement entitlement to any other individual, whether a relative, sibling, or otherwise unless there are compelling reasons of care provision involved where the NP will be determined (see para 0613).

0618. Resettlement Entitlement for Serving Spouses, Serving Civil Partners and Serving Eligible Partners. Serving spouses, serving civil partners and, in cases of Death in Service, serving eligible partners (see para 0810) of entitled SL are to be treated in the same way as non-serving spouses, civil partners and eligible partners regarding the transfer of Resettlement entitlements.

0619. Conditions. Post Discharge and Transferred Resettlement are subject to the following:

- a. Where possible, all SL are to receive their resettlement provision whilst in-Service; Post Discharge Resettlement is to be by exception.
- b. The amount of GRT a SL is entitled to will be taken into account in calculating the due discharge date, irrespective of whether the resettlement provision is being taken pre- or post-release.
- c. For resettlement purposes, the spouse, civil partner or 'Eligible Partner' (see para 0807) will have exactly the same status as the MD and be subject to the same administrative procedures. Indemnity Insurance Cover for Spouses, civil partners or eligible partners conducting resettlement training is limited to MOD public liability thus appropriate personal injury/liability insurance should be sought.

0620. Authorisation. Authorisation of Post Discharge and Transferred Resettlement on a 'case by case' basis is delegated to the respective sS SDE.

0621. Administration. Administrative procedures for Post-Discharge and Transferred Resettlement vary between the individual Services⁵³.

Resettlement Entitlement for Mobilised Reserves

0622. With regard to Reserves who are medically discharged as a result of injuries sustained during 'operational commitments' the following apply:

- a. A Reservist is deemed to be on 'operational commitments' with effect from the date of 'Mobilisation' to the date of 'De-mobilisation' inclusive (including annual leave and Post Operational Leave (POL), and regardless of where serving (ie UK or overseas).

⁵² Patient group refers to wider family members.

⁵³ See sS Annexes O, P and Q.

b. For mobilised Reserves, injured during 'operational commitments' the default GRT allowance shall be taken as 30 days, as the normal means of calculating entitlement for Regular Service personnel cannot be applied.

c. This applies for on and/or off duty accidents, injuries and medical conditions whether pre, during or post Operational deployment, until the date of demobilisation, in the same way it would for a Regular SP.

0623. Upon a mobilised Reservist's entitlement to Resettlement support being established all regulations in Section 6 are to be applied as appropriate.

0624. In the case of mobilised Reserves who die during 'operational commitments', as defined in para 0619, the Resettlement entitlement may be transferred to the widow/widower, civil partner or eligible partner (see paras 0807 to 0809).

Process

0625. The resettlement process for personnel undergoing MD is executed as part of the overall Tri-Service resettlement policy as articulated in this JSP. Anyone who is deemed by their CoC as likely to be medically discharged is entitled to earlier access to resettlement entitlements. The point at which they gain resettlement entitlements is determined by the respective sS Case Conferences (or equivalent) where a formal sign off by the Chairman of the Case Conference assesses the individual as likely to leave the Services and ready to engage with resettlement activities (see para 0609). The criteria for assessment include the individual's likelihood of discharge, their clinical pathway progress and their readiness to engage with their own recovery pathway. The decision of the Case Conference will be recorded in accordance with sS information requirements and used to determine the level of resettlement support.

0626. Once confirmed that an individual is deemed likely to be medically discharged or discharged on medical grounds, the SP may access the resettlement service, taking into account the individual's and the Service's needs. GRT activities should be completed before discharge and before commencement of any Invaliding and Terminal Leave, unless exceptional circumstances apply (also see para 0609). If circumstances necessitate, GRT may be taken up until the point of discharge subject to the same rules as non-Medical Discharge SLs (see paras 0357 to 0361), but this must be by exception and not considered to be the norm.

0627. Unless an individual's circumstances dictate otherwise, and they are able to undertake their chosen resettlement options and courses, then Invaliding Leave is calculated from the next working day following the last day of GRT activity. Terminal Leave (which is always the last 4 weeks of Service) is calculated after Invaliding Leave has been applied. In calculating a discharge date the administrative CoC and must take into account that an MD must be able to utilise their GRT entitlement prior to leaving the Service and if they cannot, their discharge date should be deferred (see para 0356). If there is a difference of opinion, the CoC decision is final. In this respect due credence needs to be given to the fact that an MD SL needs to be given an appropriate amount of time with which to be able to plan, execute and complete their resettlement options whilst in Service. It is prudent therefore, for additional time in Service to be considered in order for proper and appropriate planning and execution of resettlement activities to take place. In practice this would be

considerably more than the maximum GRT entitlement period for an MD. This approach therefore considers all the relevant information in respect of the individual MD SL's needs. Extensions to a Medical Discharge date need to be undertaken by the individual's administrative CoC in conjunction with the relevant Manning and Medical authorities.

0628. All SP who are to attend a Medical Board must undertake an initial RAB with an SRA.

a. The interview will cover:

- (1) A comprehensive explanation of the whole MD resettlement process, the CTP and the SSP. This must include an explanation that early access to the resettlement service does not influence or indicate the outcome of an NSMBOS /FMB/RAFMB.
- (2) That it is in the individual's best interest to think about his own resettlement planning prior to any MD decision being officially ratified, whilst bearing in mind he/she may be retained.
- (3) That the individual is now entitled to access resettlement activities in accordance with sS MD policy.
- (4) That the individual can gain earlier access to ELC, where it is identified that it is suitable to do in their Personal Resettlement Plan or Individual Recovery Plan as applicable.⁵⁴ The SRA (or PLA in the RAF) should explain the ELC eligibility rules for MD personnel, check whether the individual is registered with ELCAS and if not conduct the administration with the individual to register for the scheme according to current regulations (JSP 898, Part 4 – Chapter 3 refers).
- (5) That accessing resettlement prior to attendance at Medical Board will not influence any decision made in the medical CoC or at any Medical Board
- (6) That only those individuals who are registered with CTP will be able to access the CTP resettlement and employment support processes described, including SSP and the CTP (Assist) resettlement pathway.
- (7) Any individual who does not wish to register with the CTP and therefore opts out of engaging with CTP and the SSP provision should be recorded in line with para 0205 on MOD Form 1173 (see para 0604).

b. SP must be registered on JPA in accordance with sS policy and requirements. This will involve liaison with the individual's unit HR because they must change the JPA resettlement details screen and annotate the SP as a SL⁵⁵. This then generates the resettlement workflows for the individual and the SRA.

⁵⁴ The Individual Recovery Plan is owned by the individual who must provide a copy and bring it to the interview.

⁵⁵ As outlined in the JPA Business Process Guide-Early Access to Resettlement Entitlements

c. SP must be registered for resettlement support with the CTP before applying for CRE 2.

d. The SRA should provide an indication⁵⁶ of whether, in their professional opinion, the individual is likely to require significant additional support to access resettlement provision (this will help the decision as to whether the individual undergoes the regular CTP resettlement route or the CTP (Assist) route). The majority of MD personnel will resettle via the CTP resettlement pathway. CTP (Assist) is there to support those who face the greatest barriers to employment given their medical condition.

e. The CTP will engage with those individuals following the CTP resettlement pathway. The sS each have their own loading mechanism for accessing the CTP (Assist) resettlement pathway and being allocated the support of a Specialist Employment Consultant (SEC)

f. The individual subsequently accesses their resettlement activities using the route for which he has been selected; either the existing CTP or the CTP (Assist) resettlement pathways.

g. It is recognised that SP circumstances and needs can change within their recovery/resettlement journey. There is a mechanism to move between CTP and CTP (Assist) resettlement pathways.

0629. Where an individual who is engaged within either the CTP or the CTP (Assist) resettlement routes is deemed fit to return to duty, or who has been considered at a MB⁵⁷ and the decision taken that the individual will remain in Service, all resettlement entitlements previously granted will cease from the date of the decision to return to duty or the date of the MB⁵⁸ as applicable. The individual will be entitled to receive the appropriate resettlement entitlements subsequently when they leave the Service based on their discharge date and in line with existing resettlement policy. Any previous resettlement entitlement that has been used will not be taken into consideration when leaving under subsequent discharge.

0630. sS MD Procedures. Specific sS MD procedures are contained in Annexes Z (RN), AA (Army) and BB (RAF) respectively to this JSP.

⁵⁶ If this has not occurred already.

⁵⁷ NSMBOS, FMB or RAFMB

⁵⁸ NSMBOS, FMB or RAFMB

Section 7 - Guidance for Units on Career Transition Partnership (Assist) Provision (CTP (Assist)) and / or Recovery Activities

Function of Career Transition Partnership (Assist) (CTP (Assist))

0701. The CTP (Assist) resettlement pathway delivers an individualised, needs based service to those Service Personnel (SP) who face the greatest barriers to employment, as a consequence of their existing medical condition(s). This provision operates as part of the wider Defence Recovery Capability (DRC).

General

0702. Much of the content discussed in this section sits on the interface between recovery duty activities and resettlement duty activities. It is recognised that friction can be created between the prioritisation of recovery and resettlement activities, at various stages of an SP's recovery pathway. Whilst the medical needs of the SP must always take primacy, it is a Chain of Command (CoC) responsibility, in consultation with the SP, to prioritise activities and engagement in opportunities that will maximise SP's chances of a full recovery and successful transition to civilian life.

0703. This section details the comprehensive employment / resettlement support available to SP subject to Medical Discharge (MD) in order to maximise their chances of a full recovery. Personnel may face lengthy recovery pathways and have prolonged periods of time between episodes of care or pending administration decisions. During these periods, recovery activities, events and opportunities can play an important part in the recovery process.

0704. It is the responsibility of unit CO's to ensure that they assure all recovery activities as being suitable and safe, and that all necessary terms, conditions and insurances are in place prior to Wounded, Injured and Sick (WIS) SP attending recovery activities⁵⁹.

Eligibility

0705. Any individual being MD is eligible for CTP (Assist)⁶⁰. It is a CoC decision to determine whether an individual's resettlement needs are best met by accessing CTP (Assist) provision. It is to be remembered that the CTP (Assist) provision is a finite resource, and only those identified as having the greatest barriers to employment, as a consequence of their medical condition(s) should be considered for CTP (Assist).

0706. In keeping with the principle of early engagement⁶¹, and to avoid delay in an individual accessing their resettlement entitlement, units are to register individuals for resettlement when the Unit Health Committee (Army), Station Welfare Committee (RAF) or RN WIS CoC assesses that a SP is likely to discharge and is ready to

⁵⁹ Early engagement with the relevant stakeholders involved is essential to determine the suitability of the activity, event or opportunity. This will enable the CO to reach an informed decision, for safeguarding purposes, regarding the suitability of the WIS person to undertake an activity.

⁶⁰ Irrespective of MD administrative management pathway (WIS, PAP 10 or RECU).

⁶¹ See section 6, sub-para 0601 to 0605.

engage with their resettlement. In the event of an individual being deemed fit to return to duty, once resettlement entitlements have been accessed, that individual will receive the full resettlement entitlement upon subsequent discharge from service⁶².

Access to CTP (Assist)

0707. The decision to access CTP (Assist) for a SP within the recovery pathway is ultimately the decision of the CO⁶³ of the SP, at the point the individual meets the following criteria:

- a. Likely to MD and
- b. Ready to engage with their resettlement

The decision is made at the appropriate sS committee as follows:

Service	Non-PRU personnel	PRU personnel
Royal Navy and Royal Marines	SO1 CRM for all Naval SP not assigned to Hasler Naval Services recovery Centre (NSRC)	Hasler NSRC – OC Hasler, after MDT assessment
Army	Unit Health Committee	PRU at the 28 Day Case Conference
RAF	RAF PRU via sS HARDFACTS referral	PRU at the 28 Day Case Conference

0708. sS mechanisms will determine those SP with the greatest needs and potential barriers to a subsequent career. Those with the greatest need will be allocated to CTP (Assist). It is assessed that the majority of MD SL's will have their employment needs met via the mainstream CTP provision.

0709. Before accessing CTP (Assist) provision, individuals must attend a Resettlement Advisory Brief (RAB) interview with a Service Resettlement Advisor (SRA) / Resettlement Information Officer (RIO) at which they have the opportunity to opt-in and register with the CTP.

0710. CTP (Assist) Application Form. sSs are to ensure that all applications for CTP (Assist) are submitted using Annex CC 'Application for CTP (Assist) Provision'. This is a single form for Tri-Service referral.

0711. CO's⁶³ are responsible for all CTP (Assist) applications. CO's should seek advice from the SP's medical and resettlement CoC to ensure that all stakeholders, such as Regimental / Unit Medical Officers (RMO / UMO), Clinical Facilitators (CF) and SRA / RIO involved in the recovery / resettlement pathway are appraised of the application for CTP (Assist).

0712. All personnel being discharged for medical reasons are eligible to access the SSP Portal. The portal is a platform that enables MD SL to engage in vocational opportunities in support of their preferred employment outcome. It designed to be used in conjunction with the CTP RightJob. Individual MD SL will be allocated an

⁶² See section 6, sub-para 0626 for full details.

⁶³ Or appropriate sS CoC structure.

SSP Internet web-portal username and login by their CTP career consultant or Specialist Employment Consultant.

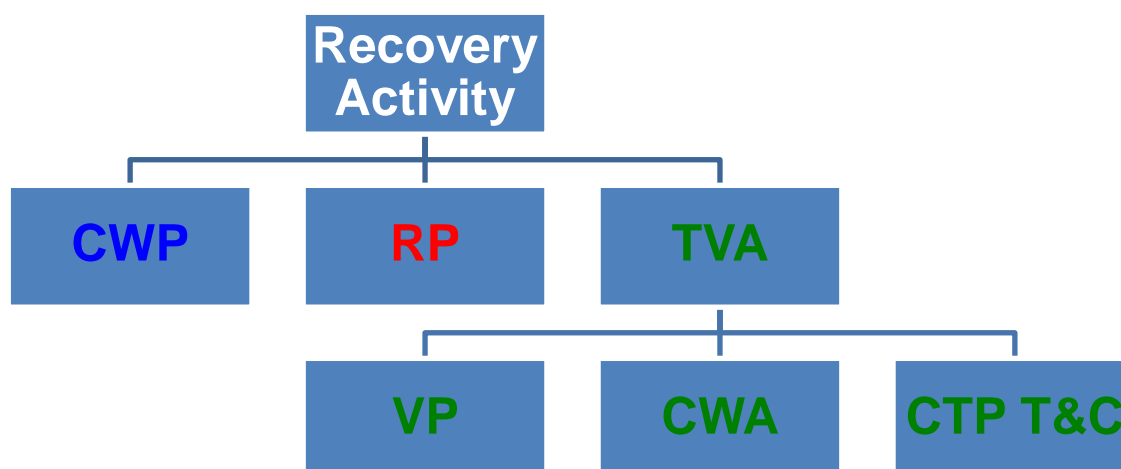
Definitions of Recovery Activities

0713. Recovery / resettlement activities are divided into three groups:

- a. Clinical Work Placements (CWP)
- b. Recovery Placements (RP)
- c. Targeted Vocational Activity (TVA). TVA's are further sub-divided into the following 3 groups:
 - (1) Vocational placements (VP)
 - (2) Civilian Work Attachment CWA)
 - (3) CTP Training / Courses (CTP T&C)

Recovery activities may be incorporated into elements of an individual's Graduated Return to Work (GRoW) programme, but this would be a decision taken on a case-by-case basis by the SP's CoC, in line with the requirements of an SP's Individual Recovery Plan (IRP).

0714. The recovery activity pathway with associated responsibilities is below:



Activity	Responsibility	Relevant forms
CWP	CO / CF	JSP 534 Annex DD
RP	CO	JSP 534 Annex DD
VP	CO	JSP 534 Annex DD
CWA	SRA / RIO	MOD Form 1746(Pre), 363 & 1748 (Post)
CTP T&C	SRA / RIO	MOD Form 1746 (Pre), 363T & 1748 (Post)

0715. A Clinical Work Placement (CWP) is defined as⁶⁴: 'A clinically supervised activity which assesses a SP's ability to undertake some form of work. CWP, through

⁶⁴ Further details of the CWP programme, as well as CoC actions required pre and post CWP can be found in AGAI 99, para 99.311.

an individualised and structured programme, facilitates a service person's transition back to work. These activities, agreed as appropriate by all stakeholders in (and including) the SP ongoing care, may be facilitated within a military or civilian work environment'. CWP are to be authorised by the CO of the SP undertaking CWP, after consultation with the individual SP's medical CoC to ensure that all of the SP's clinical needs are met, and all appropriate safeguards pertaining to the SP, prior to attending CWP are identified and put in place. A CWP can be part of the process in determining a vocational outcome.

0716. A Recovery Placement (RP) is defined as: 'Any non-vocationally focussed activity that supports a SP's IRP, across HARDFACTS⁶⁵ (less T, which is the focus of TVA's). RP are to be authorised by the CO of the SP undertaking RP; medical CoC advice may be sought but is not mandatory. Examples of RP activities include Rolling Recovery Programme (RRP) activities, as hosted by the Personnel Recovery Centres (PRC), sport and adventurous training (able bodied or adaptive) or any activity that facilitates an improvement in one or more elements of an SP's HARDFACTS. The justification for attendance of any activity, under the caveat of RP is a CoC function.

0717. A Targeted Vocational Activity (TVA) is defined as: 'Any activity that specifically focuses on achieving an employment or vocational outcome for SP. TVA's enhance and improve an SP's employment prospects, qualifications or current experience, or facilitate further experiences of civilian working environments'. The reasons for the further sub-division of TVA's are explained below.

0718. A Vocational Placement (VP) is defined as: 'Any vocationally focussed activity⁶⁶ that provides SP recovering from injury or illness, and likely to medically discharge with temporary work placements with industry partners in preparation for a transition to civilian life'. VP are to be authorised by the CO of the SP undertaking VP. Clinical input should be sought from the SP's medical CoC prior to the SP attending any VP opportunity, as well as consultation with the SP's Career Consultant (CC), Employment Consultant (EC) or Specialist Employment Consultant (SEC) as appropriate.

0719. A Civilian Work Attachment (CWA) is defined as: 'An attachment that does not include formal course instruction. The principle purpose of the CWA is to gain on-the-job training and sector specific work experience'. CWA are to be authorised by the SP's SRA / RIO and are undertaken as part of an SP's Graduated Resettlement Time (GRT) entitlement.

0720. CTP Training & Courses (CTP T&C) are defined as: 'Any training activity that enhances an SP's employment prospects, including Distance Learning (DL) opportunities. The CTP holds a list of preferred suppliers and runs courses across the UK.

Benefits of Targeted Vocational Activities

0721. Recovery activities are designed and / or selected according to each individual's needs, and must be integrated into the SP's IRP. Individuals should be encouraged to undertake recovery activities when they can provide SP with:

⁶⁵ HARDFACTS = Health; Accommodation; Relocation; Drugs, Alcohol & Stress; Finance & Benefits; Attitude, Thinking, Behaviour and Welfare; Children & Family; Training, Education & Employment; Supporting Agencies.

⁶⁶ A list of example activities can be found at para 0721.

- a. Opportunities to develop skills that may be of use following recovery
- b. Provide experience of civilian working environments for those SP likely to MD
- c. Provide a potential route to meaningful employment
- d. Training or education support for future career development
- e. Enable an individual to discount a potential future field of employment

0722. Examples of Vocational Placements include:

- a. **Volunteering.** Any activity that involves spending time, unpaid, doing something that aims to benefit the environment, wider society, groups or individuals.
- b. **Mentoring.** Being supported by the provision of employment advice, coaching and support.
- c. **Training and Education.** A period of study / practical experience, resulting in a recognisable qualification or skill on completion.
- d. **Career Support and Activities.** CV advice, networking opportunities, guidance on industry relevant qualifications and courses.
- e. **Job Shadowing.** Activity in which an individual spends time with a worker on the job, observing actual workplace tasks in order to explore a potential career interest.
- f. **Taster Visits.** Industry familiarisation visits.
- g. **Work Attachment.** A period spent in industry which is likely to include being given responsibility for a piece of work and making a contribution; being part of a team and picking up industry experience.
- h. **Apprenticeship / Internship.** Employment under an apprenticeship or Internship scheme, combining employment and regular study leading to a recognised qualification.
- i. **Employment.** Paid work or likely to lead to paid work, permanent or temporary, part-time or full-time.
- j. **Challenges and Motivational Activities.** Tasks or challenges building on the individual's abilities to generate a feeling of enthusiasm and achievement in support of future employment.
- k. **Other.** An activity which does not fall into any of the above categories but is deemed beneficial to the SP and suitable for inclusion in an IRP. Note that CTP Assist provides vocational placements only (and not sport or AT placements).

Responsibilities of the Individual Service Person

0723. During any and all authorised recovery activities, the individual SP continues to be on duty and subject to the Armed Forces Act. Moreover, the individual SP is responsible for ensuring that they understand what will be required of them during any recovery activity. This is especially pertinent if an SP is attending a recovery activity whilst on leave, including terminal leave. CoC personnel should ensure that SP are made aware of their responsibilities under para 0729, sub-paras a, b and c, if attending recovery activities whilst on leave⁶⁷.

0724. Individuals preparing for recovery activities are to ensure that they communicate any reservations or concerns they may have to their CoC, prior to attending CWP, VP or CWA. They must also take responsibility to raise concerns during a recovery activity, not only with their CoC, but with the civilian work place provider also, if applicable.

0725. Advisory documentation explaining various workplace procedures, such as reasonable adjustment and impact requests, can be found on the SSP web portal. These may be utilised by Personal Recovery Officers (PRO), SRA's / RIO's and Unit Welfare Officers (UWO) to assist SP in their preparation for recovery activities.

Use of Resettlement Entitlements

0726. Once a suitable recovery activity has been identified, taking into account medical advice and recommendations, and suitability has been agreed by the CC/SEC and the individual, the SRA / RIO will determine the allowances that are to be used: GRT and MOD financial entitlements (for example the IRTC grant or ELC scheme must be considered for utilisation first. In principle, only once these allowances are exhausted, should other sources of finance be considered. In exceptional circumstances, where an individual is unable to engage with resettlement due to medical reasons determined by the medical chain of command, an application may be made by the SRA to defer the individual's resettlement entitlement post-discharge and if authorised, other sources of non-public finance should be considered for recovery activities.

0727. The relevant authority must be obtained and recorded and appropriate application forms must be completed prior to the start of any activity that involves using MOD/CTP Resettlement entitlements or MOD training and education entitlements: these can be found in Joint Services Publication 534 (JSP 534) and JSP 898 Part 1 Sections 3.5.1, 3.5.2 and 3.5.3, as well as the ELCAS website [here](#). SRAs / RIOs can provide guidance as required.

Use of Non-GRT and Non-MOD Funding

0728. Once individuals have exhausted all their Resettlement entitlements, they must use JSP 534 Annex DD 'Application to Undertake a Recovery Activity', signed off by the CoC, to participate in further recovery-related activities that necessitates absence from the normal place of duty. The CoC is responsible for ensuring that this form is completed prior to any activity commencing. The form authorises the individual to be absent from his/her normal place of duty for the duration of the activity while still covered by MOD employer's liability insurance indemnity.

⁶⁷ Further detail regarding attending recovery activities whilst on leave can be found in Section 3, Paras 0357 – 0361.

MOD Employer's liability Insurance Indemnity

0729. The following indemnity applies when an individual is undertaking a recovery / resettlement activity:

a. **Injury or Damage Caused by Service Personnel.** The MOD will indemnify individuals in respect of any claim for personal injury or damage to property brought by an individual for any injury or damage to property caused by an individual whilst he / she is on an authorised recovery activities, provided that the MOD is legally liable as the individual's employer for the injury or damage to property caused, and provided that the individual does not settle or otherwise compromise the claim without the MOD's prior written consent. The individual must notify the MOD of the claim within 14 days. At any stage prior to or after legal proceedings are commenced, the MOD reserves the right to take over conduct of the claim and / or to appoint legal advisers of its choice to handle the claim. The MOD will give no such indemnity if the individual is attending a recovery duty activity, event or opportunity whilst on leave. If personnel are concerned about their personal liability, they should take out appropriate insurance.

b. **Injury or Damage Caused by Service Personnel.** Individuals attending a recovery activity, as part of GRT or other recovery activity will be subject to Service regulations covering injury or damage to property whilst on duty. The MOD will compensate the individual in accordance with its legal obligations for any injury or damage to property sustained whilst attending a recovery activity, during GRT or other recovery activity, where it is legally liable for the injury or damage to property as the individual's employer. The MOD will give no such indemnity if the individual is attending a recovery activity whilst on leave (i.e. not using GRT or recovery activity time). If personnel are concerned about their personal liability, they should take out appropriate insurance.

c. **Activity during Annual Leave and Terminal leave.** There are some instances where an individual wishes to use their Annual Leave and Terminal Leave to undertake a recovery activity, particularly a work placement which will lead to employment on discharge. The MOD will not indemnify the individual in respect of any claim for personal injury or damage to property brought by an individual for any injury or damage to property caused by an individual or caused to an individual whilst they are attending such an opportunity whilst on leave. If an individual is concerned about their personal liability, they should take out appropriate insurance.

Summary of Employer's Liability Insurance cover for Personnel Participating in Resettlement Activities

0730. Summary Table. The table below summarises the employer's liability insurance cover requirements and shows the Forms that are to be used to attend CTP Resettlement activities at 1(b) and 1(c) and recovery activities at 4(c):

	Description	CTP Resettlement Activity (Training or CWA)	Recovery Activity	Remarks
	(a)	(b)	(c)	(d)
1	Graduated Resettlement Time (GRT)	MOD Insurance applies (MOD F 363 / 363T and MOD F 1746)	MOD Insurance applies (MOD F 363 / 363T and MOD F 1746)	35 working days maximum
2	Terminal Leave (TL)	Own employers liability insurance required	Own employers liability insurance required	20 working days maximum
3	Individual Leave Allowance	Own employers liability insurance required	Own employers liability insurance required	
4	Duty	Not applicable	MOD insurance applies (JSP 534 Annex DD)	Opportunity must be included in SP's IRP

Administration

0731. Reimbursement or Payment for Participating in a Recovery Activity. No payment is to be accepted by an individual for work done during a recovery activity. During annual and terminal leave, SP may be paid for individual work as long as this has prior approval of the CO. If trade union organisations insist that firms should pay the individual, then such a payment should be made through the appropriate sS administrative office (normally at unit level for the individual's employing unit). The latter is to credit sums received to public funds after refunding to the individual any dues paid to trade unions. The procedure to be used for receipt of monies paid is given at para 0360. During annual and terminal leave, SP may be paid for individual work as long as this has the prior approval of the CO.

0732. Command and Control. Personnel remain subject to Service Law at all times and remain subject to all powers exercisable by the Service authorities. For disciplinary purposes, personnel will be under the command and control of their CO.

0733. Personnel Administration. Personnel continue to be administered in accordance with normal Service procedures. Sponsors should ensure that there is a suitable mechanism to access functions normally conducted on JPA.

0734. Pay and Allowances. Personnel on a recovery duty activity, event or opportunity continue to receive pay and allowances commensurate with their military rank and in accordance with regulations laid down in JSP 754 and JSP 752 respectively.

0735. Expenses. Any associated business costs directly incurred by the individual in fulfilling the activity e.g. office accommodation and facilities, business travel and subsistence are the responsibility of the Provider.

0736. Accommodation. Accommodation will be provided as required, in accordance with Joint Service regulations either at a nearby Service establishment or under Substitute Service Accommodation (SSA) rules. Where there is a requirement for adapted accommodation, this will be arranged and paid for by the TLB in accordance with JSP 464.

0737. Medical and Dental Treatment. Medical and dental treatment will be provided through normal Service arrangements. Sponsors must confirm with the appropriate clinician that appropriate cover is available during the activity. Partners must release the Service person to attend medical appointments or for in-patient treatment as appropriate, so the clinical care pathway is not delayed or deferred by attendance at a recovery duty activity, event or opportunity. Equally, the Service person has a duty to inform the Partners of any such appointments as soon as is practical.

0738. Dress. The subject of dress should be agreed and included in the pre-activity meeting. SP are generally not required to wear uniform during normal placement activities, because this may be inappropriate in some organisations or work environments.

0739. Media Engagement. Whilst SP are engaged in a recovery activity, they may be approached by the Partner organisation, or others, to engage with both internal and external media engagements. Personnel are reminded that all media engagements must be cleared in advance by the MOD. If in any doubt, the SP should refer any requests to participate in media activities to their PRO / UWO. SP administrative staff should seek guidance from SO1 Strategic Communications in Army HQ at the earliest opportunity.

0740. Annual Appraisal Report. Appraisal reports continue to be raised in accordance with Joint Service Appraisal Reports Procedures and governed by instructions issued by Personnel Branches. For longer activities, Sponsors may wish to discuss with the Personnel branches the option of the Partner raising an insert slip. Even when this is not the case, the Partner should provide a report to the Sponsor on how the individual has performed during the placement.

0741. Feedback. Individuals, partners and external funding providers must complete feedback on the recovery activity. This will be done via the CC or SEC for individuals and partners. The Certificate of Attendance at Part 2 of MOD Form 1748 or Section 5 of JSP 534 Annex DD must be completed following a recovery activity.

Section 8 - Exceptional Procedures

Redundancy

0801. Personnel made redundant will qualify for the Resettlement package for which they would have been entitled had they completed the commission/engagement on which they were serving when they were made redundant. Priority of access to SRAs for RABs is stated at para 0219.

Directed Early Retirement (DER)

0802. Senior Officers who have been selected for DER will be handled as individual cases by TESRR to ensure that the very limited numbers involved are given the correct priority on the course of their choice and that there are no delays in the resettlement process. sS SDEs are to make these cases known to TESRR at the earliest opportunity.

Post-Discharge Resettlement

0803. Under normal circumstances, with the exception of some SL who are Medically Discharged, resettlement training must be completed prior to discharge. For particular operational reasons, individuals may have their discharge date deferred (see para 0388).

0804. On a case-by-case basis, SDEs may exceptionally authorise completion of resettlement training, post-discharge where deferment of the discharge date is not practical, for example, where unreasonable costs to the Service would otherwise be incurred. Where so authorised, this is termed Post-Discharge Resettlement (PDR). Whilst attracting the same allowances as if the individual concerned was still serving, the SL will be responsible for their own insurance cover. Military salary is not paid whilst undertaking PDR activities and events.

0805. Requests for individuals to undergo resettlement activities post-discharge should be referred to the SDE on a 'case by case' basis, through the resettlement chain. If there is uncertainty in a particular case, TESRR should be consulted. This does not obviate COs' remit to grant SL access to resettlement activities unless prevented from doing so by critical operational reasons.

Maternity

0806. Female SL who are on Additional Maternity Leave (AML) but then decide not to return to duty, are entitled to resettlement activities in accordance with sS regulations. It should be noted that for a female SL on maternity leave and who is within their resettlement window (ie their last 2 years of Service, or having had their discharge application approved, for example), that a CTW may be booked and attended and they will be fully indemnified as being on formal duty. No formal JPA 'leave cancellation' action is required in respect of an individual's maternity leave and the SL's record will remain as showing maternity leave for such CTW attendance. The CTW should be booked using normal procedures and the JPA MOD Form 1711 record updated.

Transfer of Entitlement to Widow/Widower, Bereaved Civil Partner or Eligible Partner

0807. In the case of SP who die in service, the regulations in paras 0611 to 0618 may be extended to the widow/widower, bereaved civil partner or “eligible partner” (see para 0810 below), normally up to 2 years after death occurs. Under exceptional circumstances, entitlement may be extended beyond the 2 year point by the respective sS SDE. This extension of deferment may also be applied in the case of compassionate discharge, at the discretion of the discharge authority, endorsed by TESRR.

0808. Where a widow/widower, bereaved civil partner or eligible partner (see para 0810 below) does not wish to use the CTP Resettlement services, but wishes to undertake Resettlement training, the MOD Form 363T may be signed by the SRA with the prior approval of the respective sS SDE HQ Resettlement Staff.

0809. Transfer of Entitlement to Other Personnel. See para 0614.

Resettlement Entitlement for Eligible Partners

0810. In the case of “Death in Service” or personnel diagnosed with a terminal illness, Resettlement entitlement may be transferred to an “Eligible Partner” as defined in JSP 764, para 0418 for personnel on AFPS 2005⁶⁸ or DCI JS 3 2004⁶⁹ for personnel on AFPS 1975. The decision whether a partner is granted “Eligible Partner” status resides with DBS Mil Pers, and Resettlement staff shall only transfer Resettlement entitlement once “Eligible Partner” status has been recognised by DBS for pension purposes. Units are to initiate such transfer requests and pass to their SRA for staffing action.

Incapacitation or Death during Resettlement Provision

0811. Where a Service leaver has commenced resettlement and is registered with the CTP but becomes unable to continue with resettlement due to injury or death, the CTP should be informed. SDEs are responsible for ensuring appropriate procedures exist at sS level.

Circumstances not Otherwise Covered

0812. Anything not otherwise covered in this JSP in relation to resettlement should be referred to TESRR, through the resettlement CoC, for a ruling.

⁶⁸ They must demonstrate that at the time of the member's death:

(a) the person and the member were cohabiting as partners in a substantial, exclusive, committed relationship,
(b) the person and the member were not prevented from marrying or entering a civil partnership, **and**
(c) either the person was financially dependent on the member or they were financially interdependent.

⁶⁹ For the purpose of this instruction “Partner” means someone (same sex or otherwise) with whom an individual has an established and exclusive relationship of dependence or interdependence, and one that is intended to continue indefinitely.

Section 9 – The Armed Forces Covenant

What is the Armed Forces Covenant?

0901. The Armed Forces Covenant is an agreement between the Armed Forces Community (Regulars Reserves, veterans and their families), the Nation and the Government. The two key principles are:

- a. **Members of the Armed Forces Community should face no disadvantage compared to other citizens in the provision of public and commercial services;**
- b. **Special consideration is appropriate in some cases, especially for those who have given the most such as the injured or the bereaved.**

0902. The Armed Forces Covenant sets out the framework for how the Armed Forces Community can expect to be treated and serves as a guide to influence decision making in key areas of Service Personnel policy including: Terms and Conditions of Service; Healthcare; Education; Housing; Benefits; Commercial Services; Transition; Support After Service and Recognition.

0903. The **Armed Forces Act 2011** enshrined these principles in law placing an obligation on the Government, through the Defence Secretary, to report annually to Parliament on progress against Covenant achievements. The latest annual report can be viewed via: <https://www.gov.uk/government/publications/armed-forces-covenant-annual-report>

0904. The Covenant is supported by the **Community Covenant** and **Corporate Covenant**. The Community Covenant encourages local authorities to support the Armed Forces Community in their area, promote public understanding and awareness with the aim to embed and sustain activity and to ensure that members of the Armed Forces Community receive the support they need in their local communities. Every Local Authority at district level in Great Britain has signed a Community Covenant and they are expected to develop individual plans after signing. The Corporate Covenant is a publicised voluntary pledge from businesses and other organisations who wish to demonstrate their support for the Armed Forces Community. Interested businesses and other organisations are encouraged to offer support in ways most appropriate to their situation and capacity. A Corporate Covenant can be adopted by a business/organisation of any size, and from any industry, whether they are an employer of a member of the Armed Forces Community or simply wish to acknowledge publicly their support for the Armed Forces Community. Over 600 companies/organisations large and small have signed a Corporate Covenant; these include major names such as Tesco, Asda, Vodafone, Virgin Media, Everton FC and Liverpool FC. Recognising the Armed Forces Community unites the country and demonstrates the value of their contribution.

0905. You are encouraged to declare you are a Veteran when using the services of your local council, this will help to ensure you receive the support the council has signed up to deliver in recognition of your Service. It will also help them to make improvements to the services they provide as they gain a better understanding of the Armed Forces Community's requirements. For the same reason, you should tell companies or organisations that you are ex-Service/Reserve when you come into contact with them.

Examples of Support

0906. Examples of the support for veterans provided under the Covenant are:

- a. In healthcare, the Covenant aims to ensure that you receive priority treatment (subject to the clinical needs of others) for treatment relating to a condition resulting from your Service. In his 2014 Autumn statement, the Chancellor allocated £10M to support Veterans with service-related hearing issues.
- b. In education, we have provided help through the payment of tuition fees for those leaving the service to go onto higher/further education;
- c. In housing, the Department for Communities and Local Government (DCLG) have policies in place to ensure that you are not disadvantaged in terms of access to social housing.
- d. The Department of Work and Pensions (DWP) have Armed Forces Champions who identify Service leavers to ensure they are provided with the most appropriate help according to their circumstances and also to help them navigate through the benefit system as they make a claim and begin their jobsearch. Champions also work across Local Authority boundaries to make sure that people get the best possible service.
- e. The MOD has launched a Defence Discount Service, entitling all members of the Armed Forces Community to a range of discounts on goods and services both online and on the high street. You can apply for a Defence Privilege card through the Discount Service.
- f. The MOD has ensured that seriously injured veterans receive an Armed Forces Independence Payment and will receive at least as much under this arrangement as they are currently do from the highest rates of Disability Living Allowance or Personal Independence Payment.
- g. The MOD has allocated £40M to support 16 Accommodation Projects designed to help veterans across Great Britain by offering a range of specially adapted accommodation to adjust to civilian life after serving. The Royal British Legion Industries will be using £1.95m of this to build 20 homes at its village in Kent to help Service Personnel transitioning from the Forces to civilian life.
- h. You will have access to a network of support providers, including Service charities such as the Royal British Legion.
- i. About 9 months before discharge you should receive a copy of the Service Leavers Guide, which provides help and advice on a range of topics as you plan for your transition into civilian life.
- j. You should also receive an e-mail or letter from the Veterans Information Service 12 months following your discharge by way of introduction to the services they provide.
- k. You can apply (free of charge) to receive an Armed Forces Veterans Badge, in recognition of your achievements and contribution to society.

Useful Websites

0907. A list of useful links is provided below:

- a. Veterans UK who administer the Armed Forces Pension Schemes, compensation schemes and provide welfare support
<https://www.gov.uk/government/organisations/veterans-uk>
- b. To find out more about the Armed Forces Covenant:
<https://www.gov.uk/government/policies/armed-forces-covenant>
- c. A list of companies and organisations who have signed the Corporate Covenant: <https://www.gov.uk/government/policies/armed-forces-covenant>

Section 10 – Spouse Employment Support Trial

Introduction

1001. A new employment support trial for Service spouses is being introduced. The purpose of the trial is to help eligible spouses to optimise access to employment and to help them find better employment at a level that is commensurate with their skills, knowledge and experience and/or in accord with their aspirations and ability.

1002. Joint Forces Command (JFC) will conduct a trial in Cyprus for eligible Cyprus-based spouses and AIR Command will conduct a UK trial for eligible UK-based RAF spouses at selected units. These are the only MOD spouse-employment support trials being conducted and will inform future decision-making.

1003. The trials will be advertised in Oct 15 and will involve limited numbers. Formal applications can be submitted from 19 Oct 15 at selected locations.

1004. Initial points of contact for the trials are:

- a. JFC Cyprus Trial: JETS Academy ESA via the chief clerk
 - E-mail: BFC-JETS-55AECEPIChfClk@mod.uk
 - Tel: 003572596 3633
- b. AIR Command UK trial: Head of RAF HIVE
 - E-mail: rafcommunity@btconnect.com,
 - Tel: 0044 (0) 1494 493 229
 - Web: www.raf.mod.uk/community

1005. The terms 'spouse' and 'civil partner' are interchangeable when described here. For reasons of clarity, the term 'spouse' is used throughout, but 'civil partner' may also be used in its place.

1006. Full enabling policy will be published in an update to this JSP in mid Oct 15, prior to formal applications opening (see para 1003).

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JSP 534

ANNEXES

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JPA FOR SERVICE LEAVERS

SL:

Every 24hrs JPA checks for new personnel becoming eligible for resettlement.

For newly identified SL, automated Workflow notifications are sent to the SL, SRA and LM informing them that the SL is eligible and what actions are necessary to complete registration.

The eligible SL completes a mandatory resettlement briefing with the SRA who captures and records the details on JPA. Once the SL agrees with the SRA's record of the briefing and giving Data Protection Act consent, the SL is registered with the Career Transition Partnership (CTP).

The SL's resettlement entitlements are automatically computed and recorded on an enhanced electronic MOD Form 1711 along with a record of the briefing.

Using self service menus the SL submits an absence or non-absence based application to complete a resettlement activity, providing any necessary justification in the process. The application is recorded on their MOD Form 1711.

As with current rules regarding GRT, LM receive Workflow inviting them to either agree or reject the requests from personnel of the rank Leading Hand/Corporal and below. For all non-GRT based applications and GRT based applications from Petty Officers/Sergeants and above, LM receive an information Workflow recording the details of the application.

The details of applications are sent daily to the CTP for consideration by a Career Consultant (CC) and forwarded by Workflow to the SRA.

Routinely the SRA waits 5 working days before agreeing or rejecting the application. CC are at liberty to contact the SRA in this period should the proposed resettlement activity not be consistent with the SL personal resettlement plan.

The SRA, using Workflow and any advice from the CC, either rejects or approves 'in Theatre' applications.

For 'Out of Theatre' applications the SRA will use Workflow to forward the application to SDEs who retain executive authority.

All decisions and justifications regarding applications are recorded on the electronic MOD Form 1711 providing a detailed log of activity. This form also records the GRT, IRTC and Warrants used and remaining that is captured automatically from the application Workflow.

ESL:

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

The UBO and UEC complete their respective briefs and actions.

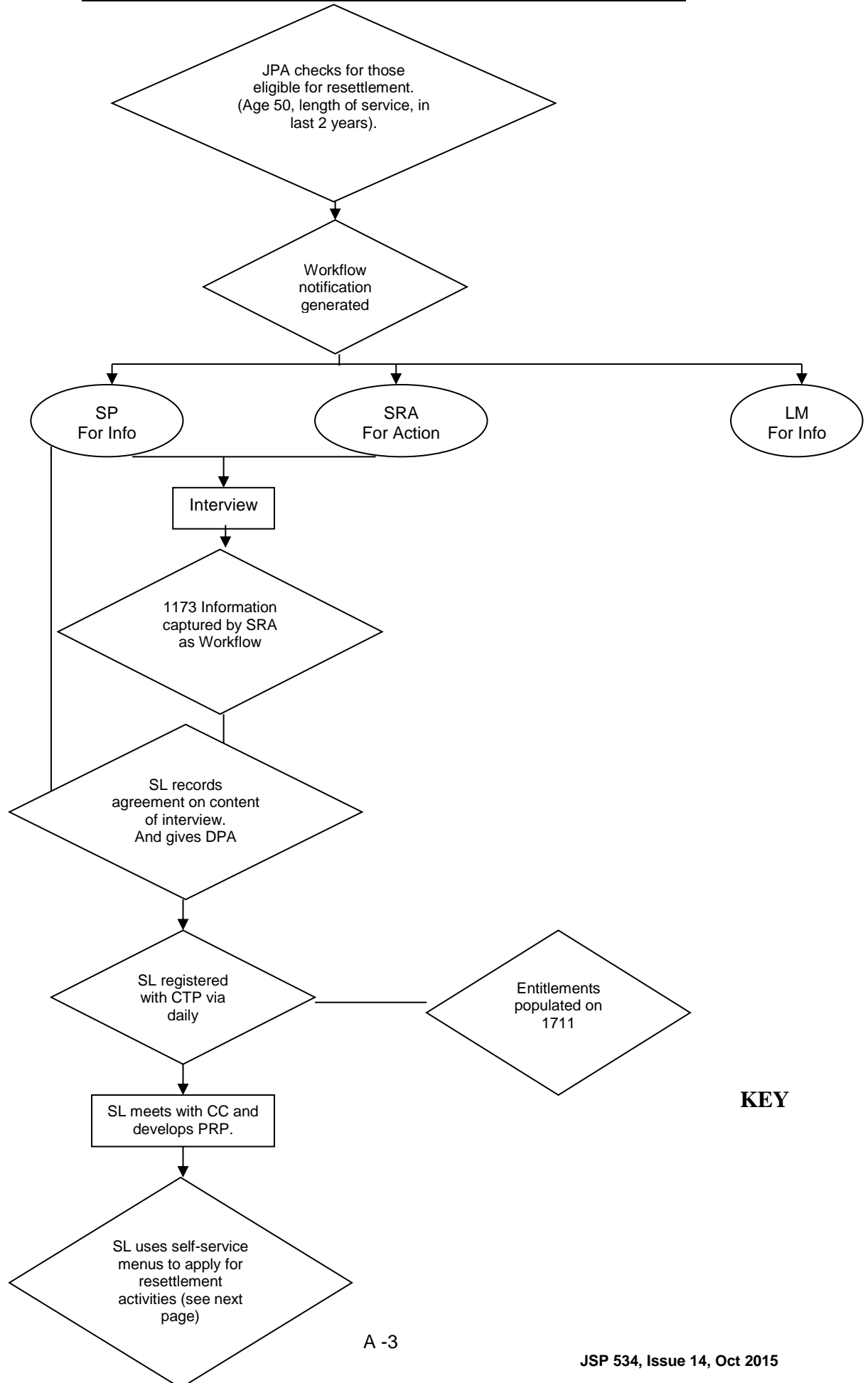
After each event the coordinator/briefer updates JPA accordingly to record the material covered and observations made and the information is forwarded to the next professional user in the chain using Workflow. The ESL's acknowledgement of the record and any

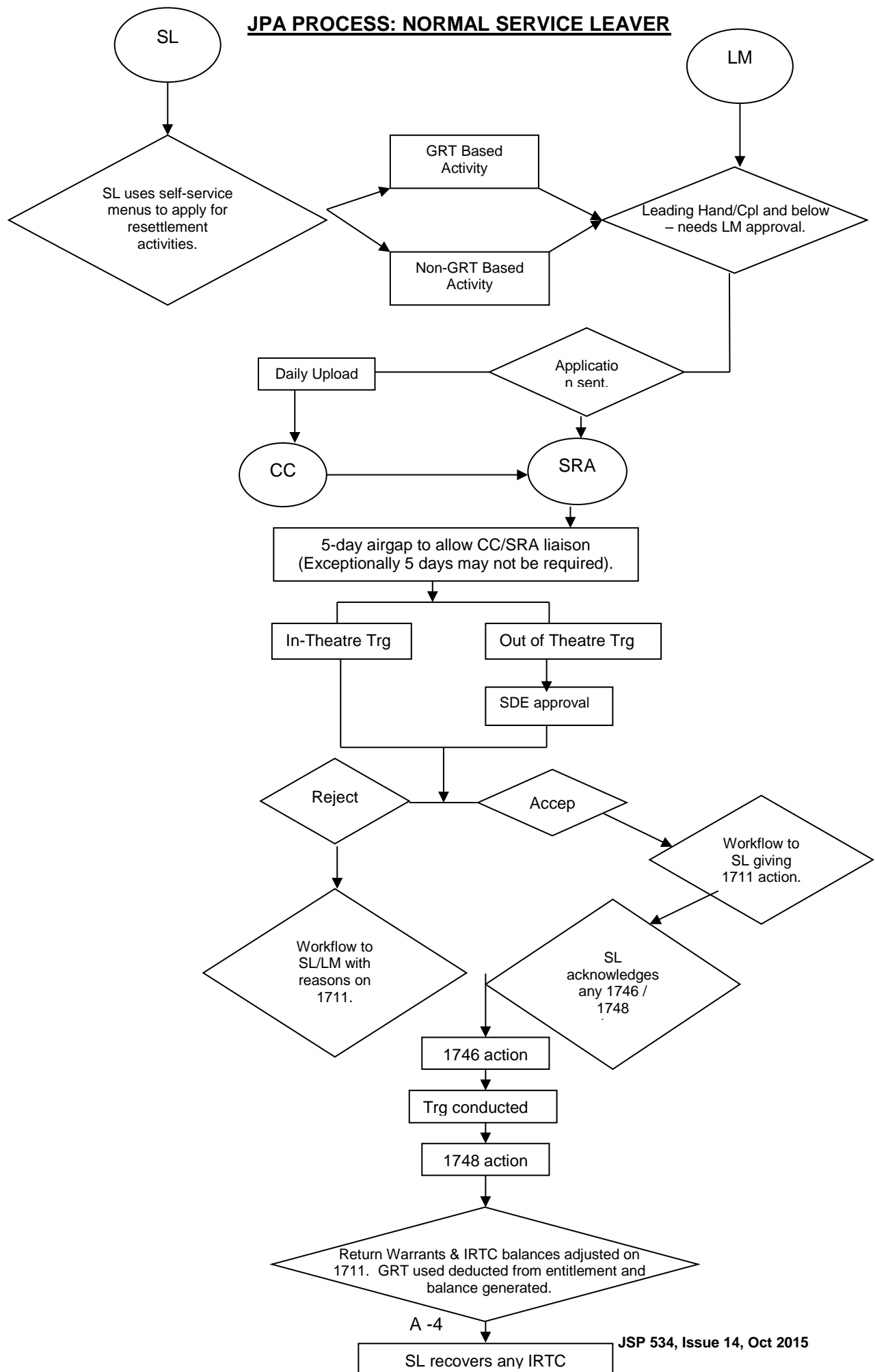
consent regarding the Data Protection Act (DPA) is recorded in JPA and a copy of the entire 1173A printed and given to the ESL.

The referral to the CTP Future Horizons service occurs outside the JPA environment.

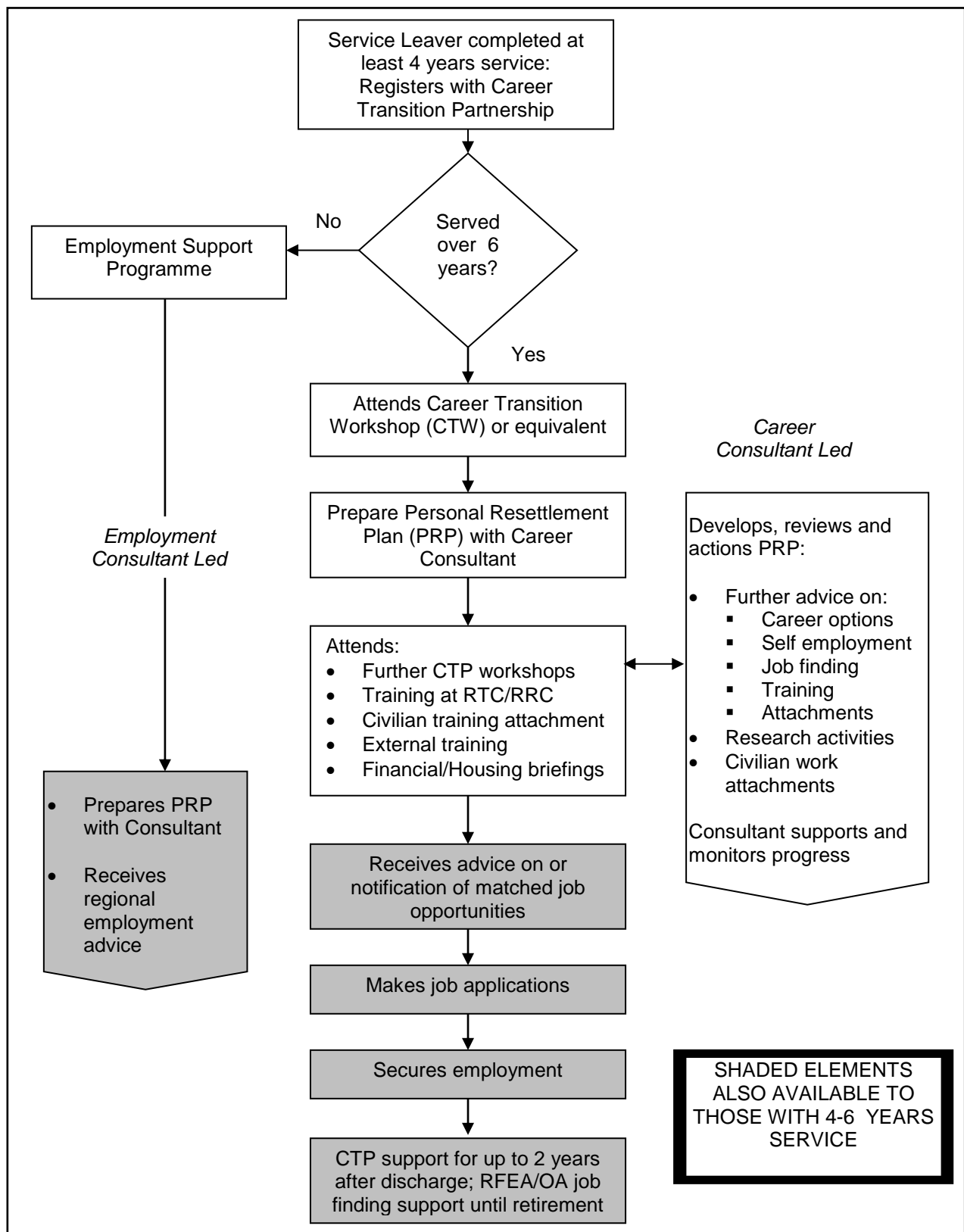
In the event that an ESL is not able to access their JPA account the UEC is able to provide the ESL 's acknowledgement and DPA consent by Proxy. In such an event single Services are to maintain a copy of the signed paper 1173A given to the ESL as a quality record.

JPA REGISTRATION PROCESS: NORMAL SERVICE LEAVER





CTP SERVICES



OFFICIAL SENSITIVE PERSONAL (when completed)

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OFFICIAL SENSITIVE PERSONAL (when completed)

EARLY SERVICE LEAVERS – RECORD OF RESETTLEMENT INTERVIEWS**Part 1 – PERSONAL DETAILS.**

Surname:		Forenames:		Rank:	Title: Mr/ Mrs/ Miss/Ms/Other	Date of Birth:
Service Number:	National Insurance Number:	Date of Enlistment:	Service: (delete as appropriate) RN / RM / Army / RAF		Discharged from: (Tick one) Trained Strength <input type="checkbox"/> Untrained Strength <input type="checkbox"/>	
Current Work Address:			Post-Discharge Contact Address: (If not yet known, give a “care of” address from where your mail will be forwarded.)			
Post Code:			Post Code:			
Tel:		Mobile No:		Tel:		Mobile No:
e-mail:			e-mail:			
Confirmation by the Unit Administration Office						
Signed:			Unit Stamp and Date:			
Name (Print):						
Rank/Grade:						
Appointment:						

Part 2 – DATA PROTECTION AND PRIVACY (Section 1 to be signed by all Service Leavers).

Part 2 Section 1. The data provided by you and by the MOD will be kept both as paper record and on a computer database, but either way will be kept confidential and with the highest standards of security. Any information processed will be by means of a computer database, or other means, under strictly regulated conditions in accordance with the provision of the Data Protection Act 1998. This form is used for accounting and general statistical purposes or other resettlement purposes and will be kept for 6 years after you leave the Armed Forces.

Any personal data provided by you or by the MOD will only be used for the following purposes (unless you consent to sign section 2):

- Maintaining, updating and enhancing your records as held in the resettlement database
- To provide the most effective and efficient resettlement advice for you
- This data will be shared with the contracted resettlement partner. If you do NOT wish your data to be shared with the contracted resettlement partner please score this sub para c out. This will result in a loss of resettlement provision provided by the contracted resettlement partner.

By signing below, you are consenting to the processing of your personal data for the purposes and by the means set out above.

Signed: (Service Leaver) Date:/...../.....

Part 2 Section 2. If you consent, data provided in this form will be used to compile overall statistical data on employment of Service personnel once they have left the Services using records held by the Department for Work and Pensions and records held by HM Revenue and Customs. The data will be passed in confidence to DWP, only for the purpose of producing these statistics. Your personal details will not be visible at any time during or after this process.

Signed: (Service Leaver) Date:/...../.....

OFFICIAL SENSITIVE PERSONAL (when completed).

Part 3 – RECORD OF MANDATORY RESETTLEMENT BRIEF – UNIT LEVEL

<p>The Service Leaver has been briefed on the Career Transition Partnership (CTP) Future Horizons (FHP) provision for Early Service Leavers in sufficient detail to be able to make an informed decision about whether they wish to use the service or not. They have also been briefed that it is a mandatory requirement to make their choice to either Opt-in, or to Opt-out of the CTP FHP ESL provision.</p>	
<p>Confirmation by the Unit Briefing Officer</p> <p>Signed:</p> <p>Name (Print):</p> <p>Rank/Grade:</p> <p>Appointment:</p> <p>Date:</p>	<p>Service Leaver</p> <p>I confirm that I have been briefed on the above.</p> <p>Signed: _____ Date: _____</p>

Part 4 – RECORD OF MANDATORY RESETTLEMENT INTERVIEW – UNIT LEVEL

This Part 4 is no longer required

<p>Confirmation by the Unit Interviewing Officer</p> <p>Signed:</p> <p>Name (Print):</p> <p>Rank/Grade:</p> <p>Appointment:</p> <p>Date:</p>		<p>Service Leaver</p> <p>Signed: _____ Date: _____</p>
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Part 5 – RECORD OF RESETTLEMENT INTERVIEW BY SRA (AS REQUIRED)

This Part 5 is no longer required

OFFICIAL SENSITIVE PERSONAL (when completed).

Additional Information:		
Confirmation by the SRA Service Leaver		
Signed:		
Name (Print):		
Date:	Signed:	Date:

Part 6 – CTP FUTURE HORIZONS PROGRAMME REFERRAL

To be signed by the Unit ELC Coordinator: The appropriate CTP FHP Opt-in/*Opt-out form has been completed and faxed to the applicable regional hub. * Delete as applicable Signed: Name (Print): Rank/Grade: Appointment: Date:	To be signed by the Early Service Leaver: The appropriate CTP FHP Opt-in/*Opt-out form has been completed by me. * Delete as applicable Signed: Date:
---	--

INSTRUCTIONS FOR COMPLETION OF MOD FORM 1173A AND THE CTP FHP OPT-IN / OPT-OUT FORM

JPA PROCESS

1. ESL staff are to ensure that they have the necessary JPA authorisation and have familiarised themselves with the relevant Ops Bulletins and Business Process Guides hosted on the JPA portal.
2. When a Service Person's record is revised to record them as an ESL in JPA, an immediate Workflow notification is generated and sent to the UBO, UEC (formerly termed the UIO)⁷⁰ and LM. The UBO and UEC complete their respective briefs and administrative actions.
3. The JPA version of the MOD1173A form is to be completed as appropriate. The UBO will complete Part 3, the UEC Part 6. Parts 4 and 5 are now redundant and are not to be completed. . The ESL's acknowledgement of the record is recorded in JPA and a copy of the entire 1173A printed, with the now redundant parts 4 and 5 being scored out by a diagonal line, and given to the ESL. It should be further noted that the terminology used in Parts 3 and 6 of the 1173A has changed over previous versions (see Annex A). In the event that an ESL is not able to access their JPA account the UEC is to record the ESL's acknowledgement and DPA consent by Proxy. In such an event single Services are to maintain a copy of the signed paper 1173A given to the ESL as a quality record.
4. All ESL are to be administered using JPA, however, in the event of a failure of JPA, the paper-based form will remain as a fall back option.
5. The paper-based CTP FHP Opt-in/Opt-out form is then to be completed – details as per para 6g, h & i below

PAPER BASED PROCESS

6. MOD Form 1173A should be completed within the unit as follows:
 - a. **Part 1** – Personal details:
 - (1) ESL completes personal details.
 - (2) Unit Administrative Office checks details and signs to that effect, including Unit stamp.
 - b. **Part 2** – ESL completes Part 2 and the Unit Administration Office forwards MOD Form 1173A to the UBO.
 - c. **Part 3** - Record of Mandatory Resettlement Brief – Unit Level:
 - (1) A resettlement brief is to take place.

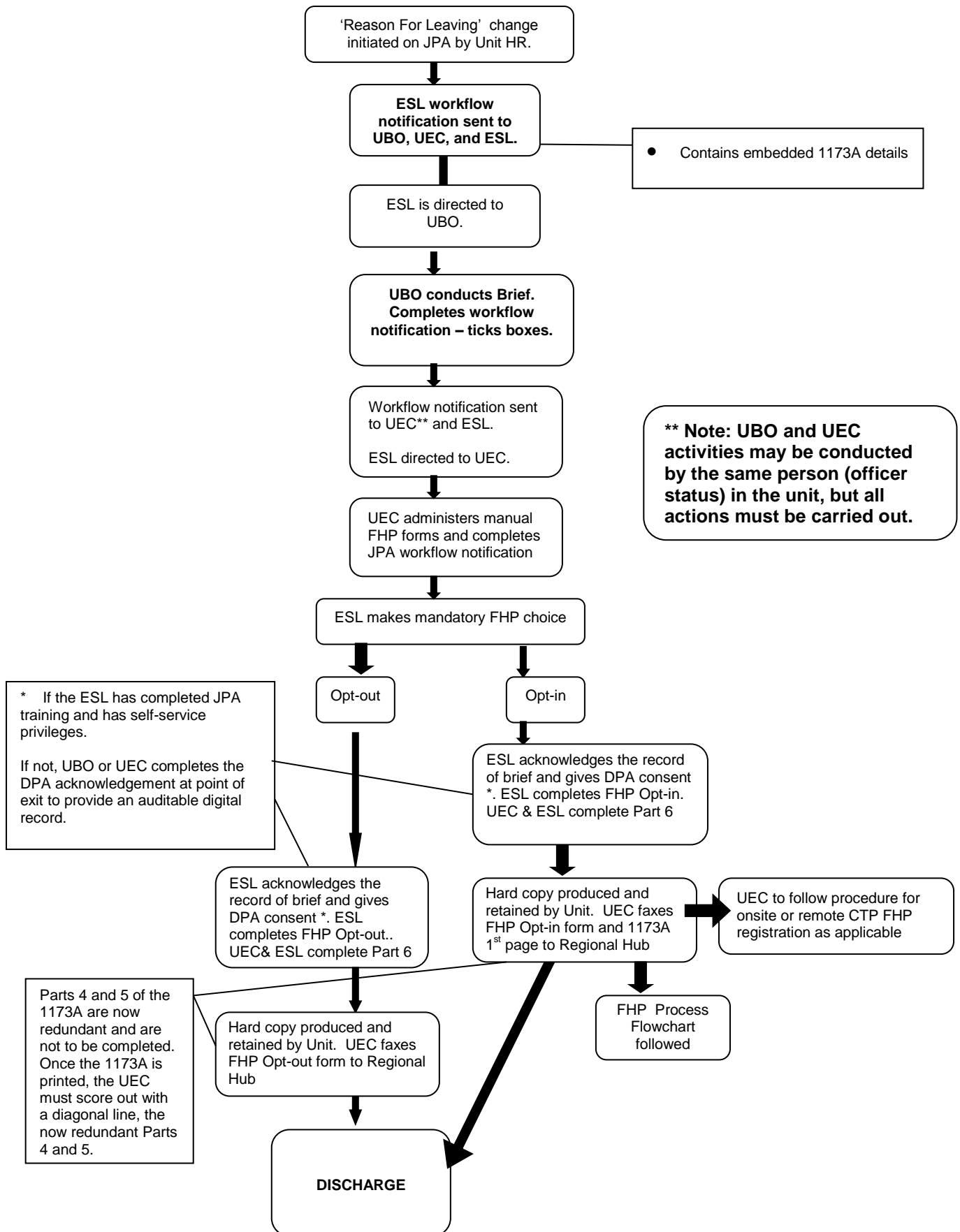
⁷⁰ The former terminology was Unit Interviewing Officer (UIO). This term is no longer to be used.

- (2) MOD Form 1173A is forwarded to the Unit Briefing Officer, who signs that a brief has taken place.
 - (3) The ESL countersigns that he has received a brief.
 - (4) MOD Form 1173A is forwarded to the UEC.
 - (5) Note the new terminology used in this part over previous versions.
- d. **Parts 4 and 5.** These parts of the form are no longer required and are to be scored through with a diagonal line.
- e. **Part 6.** Both the UEC and the ESL complete this part to confirm that the mandatory Opt-in / Opt-out choice has been made and actions taken. Note the new terminology used in this part over previous versions.
- f. **CTP Future Horizons ESL Opt-in / Opt-out form** – The UEC is responsible for ensuring the mandatory requirement that the ESL completes one of these forms depending on the ESL's choice.
- g. For **remote registration** - The UEC must then fax the completed form (either the Opt-in or the Opt-out form) to the appropriate FHP regional hub together with a copy of the MOD Form 1173A. The 1173A **only** accompanies the Opt-in form, it is **NOT** to accompany the Opt-out form.
- h. For **onsite registration** with a CTP Future Horizons Assessor - The UEC must then hand the completed form (either the Opt-in or the Opt-out form) to the onsite FHP Assessor together with a copy of the MOD Form 1173A. The 1173A **only** accompanies the Opt-in form, it is **NOT** to accompany the Opt-out form.

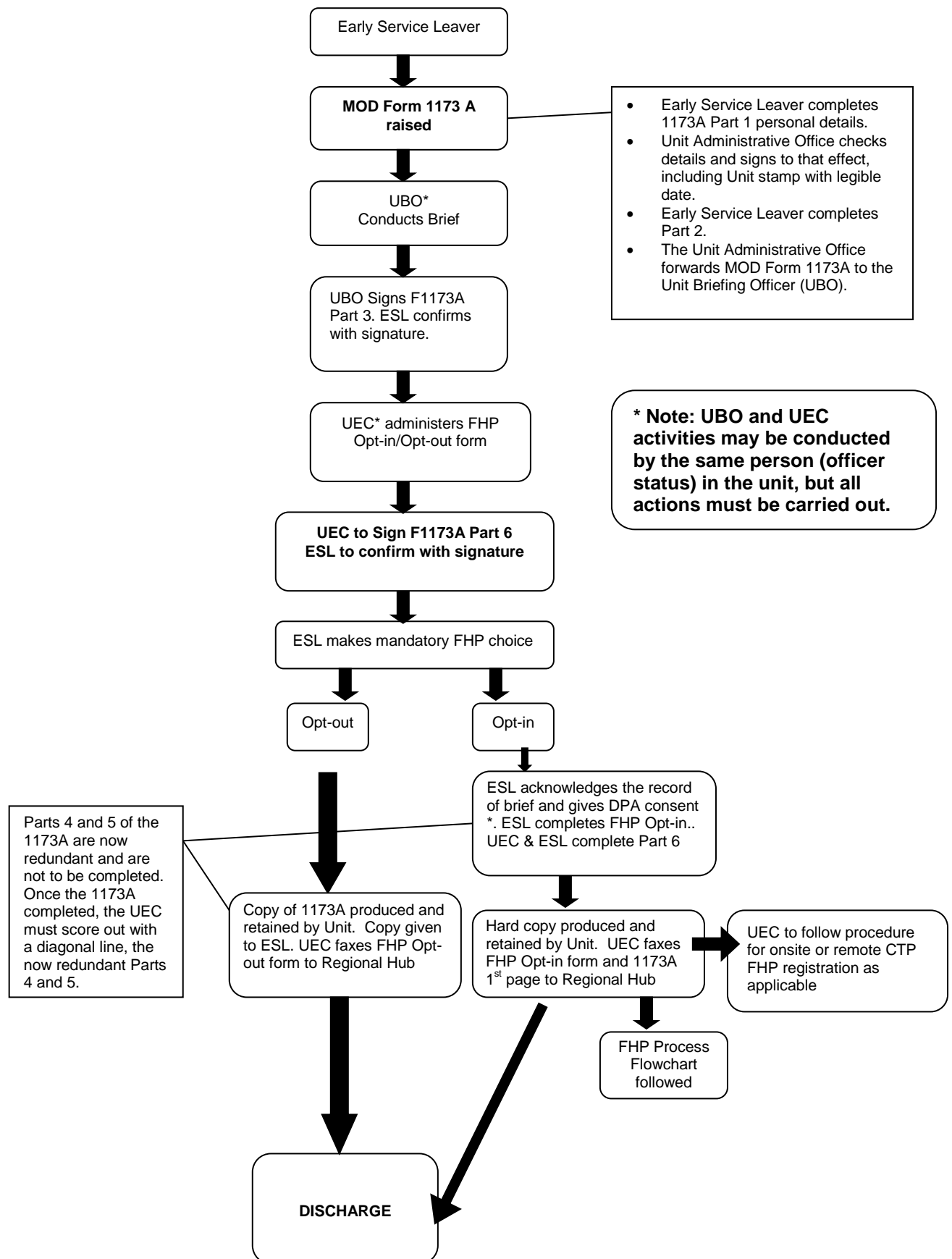
SECURE TRANSPORTATION OF COMPLETED FS 1173A AND FHP OPT-IN/OPT-OUT FORMS

7. Completed 1173A and CTP Future Horizons Opt-in / Opt-out forms are sensitive documents as they contain personal details of Service personnel. As such, they must be handled securely. Fs1173A from units are to be sent, appropriately packaged for the sensitivity of the contents, possibly through the single Service Command structures, as directed to SDEs by internal (MOD) mail and from SDEs to TESRR by internal mail.

JPA PROCESS: UNIT ACTIONS FLOWCHART



PAPER –BASED PROCESS: UNIT ACTIONS FLOWCHART



CTP FUTURE HORIZONS ESL PROCESS FLOWCHART

Early Service Leavers – CTP Future Horizons

To ensure all ESLs can access CTP Future Horizons support the following regional hubs have been established

HUB Catterick

ESL Cohort
All UK Army units incl AFC Harrogate

Contact Point
Rich Jones
Fax: 01748 834956
Tel: 01748 836436
Mob: 07756 546471

HUB Pirbright

ESL Cohort
ATC Pirbright and units based in and around the Aldershot, Winchester and Colchester area and all UK based RAF units

Contact Point
Jackie Pryce
Fax: 01483 475526
Tel: 01483 798614
Mob: 07975 944736

HUB Plymouth

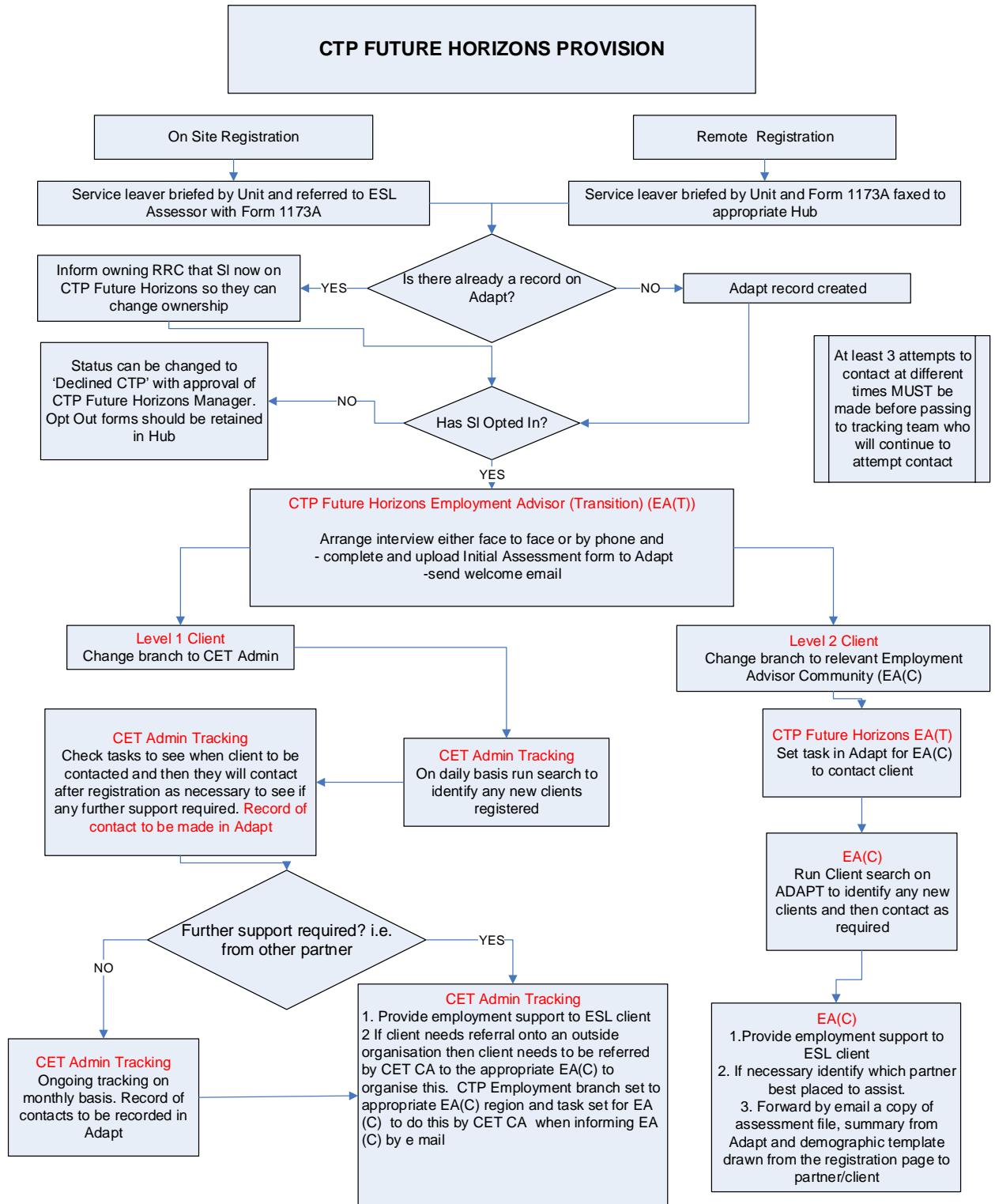
ESL Cohort
All RN and RM units and all military units based outside of the UK

Contact Point
Tracy Murphy
Fax: 01752 557611 (Mil 9375 67611)
Tel: 01752 557635 (Mil 9375 67635)
Mob: 07794 656862

RRC

If an 1173A is received at an RRC or enquiry as to provision of support for ESL please refer to appropriate Hub as above







Career Transition Partnership Future Horizons Opt In Agreement

The Career Transition Partnership-Future Horizons (CTP Future Horizons) exists to help Early Service Leavers (ESLs) successfully transition from military to civilian life. Whilst the main aim of the programme is to assist in finding the right civilian employment upon leaving, practical support is also available for other more immediate needs, for example, finding accommodation, support with debt issues or health concerns.

If you want to join CTP Future Horizons, please complete the following information in full.

Along with a copy of the front page of the 1173A, please fax this form to the applicable Regional Hub (tick ONE box only):

☐ Catterick (01748 834956) ☐ Pirbright (01483 475526) ☐ Plymouth (01752 557611)

Title: _____ Surname: _____ First Name: _____ Ethnicity: _____

DOB: _____ Service Number: _____ Rank / Rating: _____

NI Number: _____ Do you have a driving license? (Please circle): Yes / No / Provisional

Service Type (Please circle): Army / RN / RM / RAF / TA / FTRS

Enlistment Date: _____ Discharge Date & Category: _____

Discharged From (Please circle): Trained Strength / Untrained Strength

Current Unit Name: _____ Location: _____

Home Address: _____

_____ Post Code: _____

Telephone No: _____ Mobile: _____ Email: _____

1. I understand that the Career Transition Partnership-Future Horizons (CTP Future Horizons), or its partners, may use the information I have provided to register me on their database in order to access their services in the future.
2. I agree that CTP Future Horizons may pass my National Insurance Number, name, address, gender and date of birth to the Department for Work & Pensions (DWP), who are a partner in this programme. The DWP may use this information for research and statistical purposes including matching these details to my benefit and employment records to allow them to understand the impact this project has on my employment and benefit outcomes. DWP may also contact me for future research related to employment experiences but I am under no obligation to comply. My personal details will be kept completely confidential and secure and my dealings with DWP will not be affected in any way. My details will be destroyed 12 months after the FHP has ended and no personal information will be passed to anyone who is not a partner in the FHP.
3. I have the right at any time to ask to see the information held about me from any partner organisation involved in the programme, and the right to withdraw my consent for any partner to use this information. This can be obtained by contacting CTP Future Horizons on 0121 2360058.

Signature: _____

Date: _____

OFFICIAL SENSITIVE PERSONAL (when completed)



Career Transition Partnership Future Horizons **Opt Out**

As an Early Service Leaver you are entitled to receive resettlement support through the official Ministry of Defence (MOD) Career Transition Partnership Future Horizons (CTP Future Horizons) and your unit has briefed you on the provision available.

The CTP Future Horizons exists to help Early Service Leavers (ESLs) successfully transition from military to civilian life. Whilst the main aim of the programme is to assist in finding the right civilian employment upon leaving, practical support is also available for other more immediate needs, for example, finding accommodation, support with debt issues or health concerns. It is recommended that you sign up; you may withdraw from the programme at any point.

If you DO NOT want to join the CTP Future Horizons, please complete the following mandatory declaration in full.

A copy of this form will be retained with your Discharge Documentation. CTP Future Horizons will collate this Opt Out form for statistical purposes. This form is to be faxed to the applicable Regional Hub (tick ONE box only):

☐ Catterick (01748 834956) ☐ Pirbright (01483 475526) ☐ Plymouth (01752 557611)

Title: _____ Surname: _____ First Name: _____ Ethnicity: _____

DOB: _____ Service Number: _____ Rank / Rating: _____

NI Number: _____

Service Type (Please circle): Army / RN / RM / RAF / TA / FTRS

Enlistment Date: _____ Discharge Date & Category: _____

Discharged From (Please circle): Trained Strength / Untrained Strength

Current Unit Name: _____ Location: _____

Home Address: _____

_____ Post Code: _____

Telephone No: _____ Mobile: _____ Email: _____

- I have been fully briefed on the benefits of the Career Transition Partnership Future Horizons, and I have decided that I do not wish to register for the official MOD CTP Future Horizons for Early Service Leavers for the following reason(s) (write below):**

Signature: _____

Date: _____

CONTACT INFORMATION: CTP Future Horizons ESL REGIONAL HUBS

Hub	ESL Catchment Area	FHP Contact Points
Pirbright	ATC Pirbright and units based in and around the Aldershot, Winchester and Colchester area and all UK based RAF units (less RAF North East units)	Fax: 01483 798614 Mil Fax: 94211 8598 Tel: 01483 798614 Mob: 07975 944736 Jackie Pryce
Catterick	All UK based Army Units including AFC Harrogate (less Pirbright and its catchment area) and RAF North East Units	Fax 01748 834956 Tel: 01748 836436 Mob: 07756 546471 Richard Jones
Plymouth	All RN and RM units and all military units based outside of the UK	Until 8 Oct 15: Fax: 01752 553143 Tel: 01752 553143 Mob: 07794656862 Tracy Murphy From 9 Oct 15: Fax: 01752 557611 Mil Fax: 9375 67611 Tel: 01752 557635 Mil Tel: 9375 67635 Mob: 07794656862 Tracy Murphy

Access to CTP Future Horizons Assessors and Employment Advisors. The fundamental principle of ESL access to CTP Future Horizons assessors and Employment Advisors is that wherever practicable an ESL is to be seen at the hub 'locally' face to face. Thus, the ESL Catchment Areas detailed in the table at para 0361 are a guideline, but in cases where ESL are closer to a particular FHP hub/point of contact than the normal catchment area details, then they are to be seen by their more 'local' hub.

CONTACT INFORMATION: SERVICE RESETTLEMENT ADVISORS (SRAs)

ROYAL NAVY / ROYAL MARINES

NRIO Portsmouth Naval Resettlement Centre HMS NELSON Portsmouth PO1 3HH Portsmouth Mil (9380) 24127 Civ 02392 724127	NRIO Scotland Education Office HMS NEPTUNE Faslane G84 8HL Clyde HMNB Mil (93255) 3241 Civ 01436 677207	NRIO West HMS DRAKE Devonport Naval Base Devon PL2 2BG Devonport Mil (9375) 65300 Civ 01752 557668
ANRIO Scotland Scottish Resettlement Centre HMS CALEDONIA Rosyth KY11 2XT Rosyth Mil (9355) 63862 Civ 01383 425975	NRIO Medical* Institute of Naval Medicine Alverstoke Gosport PO12 2DL Portsmouth Mil (9380) 68060 Civ 02392 768060	NRIO Yeovilton** Resettlement Centre HMS HERON Yeovilton BA22 8HT Yeovilton RNAS Mil (93510) 5391 Civ 01935 455391
NRIO Culdrose Resettlement Office Education Centre RNAS Culdrose Helston Cornwall TR12 7RH Culdrose RNAS Mil (93781) 2147 Civ 01326 552147	Personnel Selection Officer's Department*** CTCRM Lympstone Exmouth Devon EX8 5AR Lympstone RM Mil (93785) 4236 Civ 01392 414236	

Medical Discharges **Fleet Air Arm *Royal Marines for ESLs only*

ARMY

<p>IERO York AEC 3 AEC Gp Imphal Barracks Fulford Road YORK YO10 4AU York Mil (94777) 5963 Civ 01904 665963</p>	<p>IERO Catterick AEC 3 AEC Gp Vimy Barracks Catterick Garrison N Yorks DL9 3PE Catterick Mil (94731) 2568/ 4243/ 2667 Civ 01748 872568/ 874243/ 872667</p>	<p>IERO Warminster AEC 6 AEC Battlesbury Barracks WARMINSTER Wilts BA12 9BT Warminster Mil (94381) 3428 Civ 01985 223428</p>
<p>IERO Chepstow AEC 7 AEC Beachley Barracks CHEPSTOW Monmouthshire NP6 7YG Chepstow Mil (94357) 5434/ 5363 Civ 01291 645434/ 645363</p>	<p>IERO Tidworth AEC 10 AEC Building 62 Jellalabad Barracks TIDWORTH Wilts SP9 7BN Tidworth Mil (94342) 2644/ 5715 Civ 01980 650644/ 656715</p>	<p>IERO Colchester AEC 18 AEC Gp Gleig House Merville Barracks COLCHESTER Essex CO2 7UT Colchester Mil (94660) 5991/ 5270 Civ 01206 815991/ 815270</p>
<p>IERO Wattisham AEC 18 AEC Gp Wattisham Airfield WATTISHAM Ipswich Suffolk IP7 7RA Wattisham Mil (94674) 8255 Civ: 01449 728255</p>	<p>IERO N Luffenham AEC 18 AEC Gp St George's Barracks North Luffenham OAKHAM Rutland LE15 8RL North Luffenham Mil (95361) 7798 Civ 01780 727798</p>	<p>IERO Bramcote AEC 20 AEC Gamecock Barracks NUNEATON Warks CV11 6QN Bramcote Mil (94423) 2371 Civ 01455 222371</p>
<p>IERO Edinburgh AEC 27 AEC Redford Cavalry Barracks Colinton Road EDINBURGH EH13 0PP Edinburgh Redford Bks Mil (94748) 5503/ 5661 Civ 0131 3105503/ 3105661</p>	<p>IERO Woolwich AEC ¹ 30 AEC Gp RA Barracks Repository Road LONDON SE18 4BB Woolwich Mil (94691) 3742/ 3744 Civ 0208 781 3742/781 3744</p>	<p>IERO Chatham AEC 30 AEC Gp Brompton Barracks CHATHAM Kent ME4 4UG Chatham Mil (94661) 2287 Civ 01634 82287</p>
<p>IERO Preston AEC 32 AEC Gp Fulwood Barracks PRESTON Lancs PR2 8AA Preston Mil (94554) 2357/2439 Civ 01772 260357/260439</p>	<p>IERO Lisburn AEC 32 AEC Gp Thiepval Barracks LISBURN BFPO 801 Lisburn Mil (9491) 63204/63424 Civ 028922 63204/ 63424</p>	<p>IERO Aldershot AEC 77 AEC Gp Wellington House St Omer Barracks ALDERSHOT Hants GU11 2DG Aldershot Mil (94222) 3329/ 3325 Civ 01252 348329/ 348325</p>

IERO Bicester AEC 77 AEC Gp Ambrosden BICESTER Oxon OX6 2LD Bicester Mil (94240) 2560 Civ 01869 256560	IERO Paderborn AEC 41 AEC Alanbrooke Barracks Paderborn Germany BFPO 22 Paderborn Mil (94879) 3481 Civ (0049) 5251 101 552	IERO Gütersloh AEC 51 AEC Gp Princess Royal Barracks Gütersloh Germany BFPO 47 Gütersloh Mil (94873) 2573 Civ (0049) 0524 184 2573
IERO Herford AEC 51 AEC Group Wentworth Barracks Herford Germany BFPO 15 Herford Mil (94882) 3183 Civ (0049) 2163 973 186	<i>Intentionally Blank</i>	<i>Intentionally Blank</i>

Note:

1. *IERO Woolwich AEC is IERO for Overseas Personnel (less Germany & Cyprus)*

ROYAL AIR FORCE

RRO Chilterns RAF High Wycombe High Wycombe Bucks HP14 4UE High Wycombe Mil (95221) 7801 Civ 01494 497801	RRO South West RAF Brize Norton Carterton Oxon OX18 3LX Carterton Mil (95461) 7273 Civ 01993 897273	RRO East Anglia RAF Marham Kings Lynn Norfolk PE33 9NP Marham Mil (95951) 7087 Civ 01760 447087
RRO East Midlands RAF Wittering Peterborough Cambs PE28 6HB Wittering Mil (95351) 7395 Civ 01780 783838 ext 7395	RRO Lincolnshire RAF Waddington Lincoln Lincolnshire LN5 9NB Waddington Mil (95771) 7736/7292 Civ 01522 727292	RRO Scotland RAF Lossiemouth Lossiemouth Morayshire IV31 6SD Lossiemouth Mil (95161) 7130 Civ 01343 817130
RRO North East RAF Leeming Northallerton North Yorkshire DL7 9NJ Northallerton Mil (95851) 7307 Civ 01677 457307	RRO South East RAF Northolt West End Road Ruislip HQ4 6NG Northolt Mil (95233) 6048/8371 Civ 0208 833 8371	RRO South RAF Brize Norton Carterton Oxon OX18 3LX Carterton Mil (95461) 7106 Civ 01993 897106
RRO North West RAF Shawbury Shrewsbury Shropshire SY4 4DZ Shawbury Mil (95531) 7179 Civ 01939 250351		

ESL Resettlement Brief (Mandatory)

A PowerPoint slide presentation is enclosed as part of this JSP. It is available on the JSP 534 Defence Intranet [page](#). This is a mandatory brief to be delivered to all ESL.



What is CTP Future Horizons?

- Provided by the MOD as an official resettlement service for ESL through the Career Transition Partnership
- Open to Early Service Leavers to help them find Employment, Education & Training Opportunities
- Also provides specialist help with other areas (for example housing, health, debt) according to your individual needs
- Programme to access continued support after you are discharged
- Work with an allocated Employment Advisor to access whatever support you require in the future
- As an Early Service Leaver you are Entitled to receive this support

Why should I bother ?

- Accessing training and education opportunities is not a simple task !
- Expert employment advisors have numerous links with organisations in your local area to help get you where you want to be in the future
- Central Employment Team are there to call upon whenever you need them
- IT'S FREE !!!!
- CTP Future Horizons will connect you into funding for courses and many other opportunities that are available, including apprenticeships & jobs



How Do I Sign up ?

- Fill out the Opt In registration form – resettlement staff will fax your registration to us
- CTP Future Horizons will contact you by phone within the first week you are home after discharge to discuss what your needs are and to allocate you a personal employment consultant
- CTP Future Horizons will keep in touch for as long as you need the service.
- Support is available through CTP Future Horizons for up to 2 years after your discharge date.
- Monthly phone calls & emails to keep in touch re your progress

CONTACT DETAILS

Richard Jones 01748 836436 or 01748 831274

Lead Programme Advisor Catterick

rjones@ctp.org.uk

Tracy Murphy 01752 557635 or 07794656862

Lead Programme Advisor Plymouth

tmurphy@ctp.org.uk

Jackie Pryce 01483 798614 or 07975944736

Lead Programme Advisor Pirbright

jpryce@ctp.org.uk

Visit the FHP Web Page at: www.ctp.org.uk/futurehorizons

Briefing Notes to Support the ESL Resettlement Brief



The following bullet points are offered to explain the ESL resettlement provision, how the CTP Future Horizons is set up and the levels of support it offers ESLs.

Slide 2:

- The CTP Future Horizons is a formal part of and delivered by the official MOD CTP resettlement contract.
- The main aim of the programme is to assist and support Early Service Leavers (ESLs) with the transition from the Royal Navy, Royal Marines, Army and Royal Air Force back into civilian life and importantly help ESLs find and remain in appropriate employment / education or training courses, once they leave.
- Practical support is also available if individuals have more immediate needs around accommodation, debt, welfare issues, health concerns or other issues that they feel they need help with.
- Every ESL is allocated to a Employment Advisor depending in which part of the country they are returning to, who will help with Job Searching activities, CV development, interview preparations and be able to link individuals into the organisations that are there to offer further support to them.

Slide 3:

- **ALL ESLs** are encouraged to opt in and be registered by unit staff as per the MoD Directive (JSP 534). 99% of ESLs briefed about the programme have opted-in so with the encouragement of unit briefing staff as there is no rational reason not to, even if an ESL feels that they have a job waiting. This is important to stress as support is on-going and can be accessed at any time up to 2 years after discharge as individuals' circumstances can easily change, which they often do.
- The Central Employment Team are there to contact at any time to request further support if circumstances change and routinely contact ESLs, on top of the input from the Employment Advisor, to see how they are progressing
- Unit staff are requested to enthuse the ESL about the programme and help them recognise that the support is free, they are entitled to it and have nothing to lose by registering (opting-in) on the programme

Slide 4:

- This slide shows a small selection of the partners who form part of the CTP Future Horizons consortium.
- The programme brings together a large number of partners from the charitable, commercial and welfare to work sectors to support ESLs and has achieved excellent employment outcomes
- Due to the consortium approach CTP Future Horizons is able to “connect” ESLs into the relevant support they need not just signpost them to somewhere where they may receive some input.
- CTP Future Horizons automatically registers ESLs with the Royal British Legion ‘Civvy Street’ initiative so they can receive timely support from them, if required, in the future. CTP Future Horizons also registers ESLs with the official MOD Veterans Welfare Service (VWS), where it is appropriate to do so for that individual. The VWS is a facility that any Veteran can call on **at any time** after they have left the Services.

Slide 5:

- As per the MoD Directive (JSP 534), there are 2 ways individuals can receive an assessment of needs: either face to face when possible to get to a Regional Hub location before they are discharged, or remotely by telephone once discharged.
- It is important therefore that unit staff ensure the opt-in form and the front copy of the 1173A are completed as accurately as is possible with telephone numbers and e-mail addresses filled out otherwise remote registrations are difficult to undertake and causes delays
- Once individuals are registered and require a remote assessment they will be contacted by an assessor from the Regional Hub to take them through exactly the same process that an ESL receiving a face to face assessment would go through. Identifying needs, barriers, aspirations etc is a key part of this process alongside explaining exactly the levels and type of support available to the ESL, alongside introducing and linking them up with their relevant Employment Advisor and ensuring they have the correct contact details to engage with the different components of the programme

Slide 6

- These are the contact details of the lead assessors in the 3 Regional Hubs. Depending on where the unit is based, determines which Regional Hub you would register ESLs with, as per the MoD Directive (JSP 534).
- As per the MoD directive (JSP 534), unit briefing / discharging staff are required to send by fax, a copy of the completed ESL Opt-in Form and the first page of the completed 1173A.
- Without these documents being received, CTP Future Horizons is unable to work with the ESL as per their contractual requirements with the MOD.

If anyone has any queries or requires further clarification about any element of the programme please contact Darren Bickerstaffe CTP Future Horizons Manager on 07428705770 or dbickerstaffe@ctp.org.uk or visit our web page at www.ctp.org.uk/futurehorizons

OFFICIAL SENSITIVE PERSONAL
(when completed)

ANNEX N TO JSP 534 (10/15)

MOD Form 1173

APPLICATION FOR RESETTLEMENT SERVICES

(This is an accountable document and is to be completed **once only** per individual Service Leaver. Complete in **BLOCK CAPITALS** and in accordance with JSP534 (TSRESM))

Part 1 – PERSONAL DETAILS.

Attended CTW/1-to-1 on

RRC use only

Surname:		Forenames:		Title:	Date of Birth:
Rank:	Service Number:	National Insurance Number		Service: RN <input type="checkbox"/> RM <input type="checkbox"/> Army <input type="checkbox"/> RAF <input type="checkbox"/>	Branch or Regt/Corps:
Enlistment Date (A):	Discharge Date (Last day of Service) (B):	Time Served (A to B):	Driving Licence type:	Discharged from: Trained Strength <input type="checkbox"/> Untrained Strength <input type="checkbox"/>	Medical Discharge: Y <input type="checkbox"/> N <input type="checkbox"/> Provisionally <input type="checkbox"/>
Current Work Address:			Post-Discharge Contact Address: (If not yet known, give a "care of" address from where your mail will be forwarded.)		
Post Code:			Post Code:		
Tel:	Fax:	Tel:		Mobile No:	
e-mail:			e-mail:		
Civilian and Service Educational Qualifications:			Service Trade and Specialist Experience:		
<p>Confirmation by the Unit (Not to be signed by the individual): I certify that the Service details given above are correct.</p>					
<p>Signed:</p> <p>Name (Print):</p> <p>Rank/Grade:</p> <p>Appointment:</p>				<p>Unit Stamp:</p>	

Part 2 – DATA PROTECTION AND PRIVACY (Section 1 to be signed by all Service Leavers).

Part 2 Section 1. The data provided by you and by the MOD will be kept both as paper record and on a computer database, but either way will be kept confidential and with the highest standards of security. Any information processed will be by means of a computer database, or other means, under strictly regulated conditions in accordance with the provision of the Data Protection Act 1998. This form is used for accounting and general statistical purposes or other resettlement purposes and will be kept for 6 years after you leave the Armed Forces.

Any personal data provided by you or by the MOD will only be used for the following purposes (unless you consent to sign section 2):

- Maintaining, updating and enhancing your records as held in the resettlement database
- To provide the most effective and efficient resettlement advice for you
- This data will be shared with the contracted resettlement partner. If you do NOT wish your data to be shared with the contracted resettlement partner please score this sub para c out. This will result in a loss of resettlement provision provided by the contracted resettlement partner.

By signing below, you are consenting to the processing of your personal data for the purposes and by the means set out above.

Signed: (Service Leaver) Date:/...../.....

Part 2 Section 2. If you consent, data provided in this form will be used to compile overall statistical data on employment of Service personnel once they have left the Services using records held by the Department for Work and Pensions and records held by HM Revenue and Customs. The data will be passed in confidence to DWP, only for the purpose of producing these statistics. Your personal details will not be visible at any time during or after this process.

Signed: (Service Leaver) Date:/...../.....

Now pass to the Service Resettlement Adviser (SRA) for completion of Parts 3 – 5.

OFFICIAL SENSITIVE PERSONAL (when completed)

Part 3 – ENTITLEMENT TO GRADUATED RESETTLEMENT TIME (GRT) AND THE CAREER TRANSITION PARTNERSHIP (CTP) (as applicable).

SL Name:	SL Service Number:
<p>The individual is entitled to working days of GRT.</p> <p><u>OR</u>: The individual is not entitled to GRT.</p> <p>Based on the information contained in Part 1, I certify the applicant is entitled to all or part of the CTP's services and that these have been discussed. The individual wishes to register for the following:</p> <div style="display: flex; justify-content: space-between; align-items: flex-start;"> <div style="width: 60%;"> <p>CTP Full Resettlement Programme (FRP) at RRC <input type="checkbox"/></p> <p>CTP Employment Support Programme (ESP) Service at RRC..... <input type="checkbox"/></p> <p>The individual does not wish to register with the CTP*..... <input type="checkbox"/></p> <p style="text-align: center;">or</p> <p>wishes to register for ESP although entitled to FRP*. <input type="checkbox"/></p> <p>* Please give reason (MOD Form 1173 to be sent to TESRR):</p> </div> <div style="width: 35%; border: 1px solid black; padding: 10px; text-align: center;"> <p>SRA Stamp</p> </div> </div>	
<div style="display: flex; justify-content: space-between;"> Signed: Name (Print): Rank/Grade: </div>	

Part 4 – INTERVIEW BY SRA.

Choice of area to resettle in:	Choice of civilian occupation:						
Subjects to be included during the briefing (as applicable) – tick if discussed:							
Retention		Entitlement to Graduated Resettlement Time (GRT)		Career Transition Partnership (CTP) Resettlement Services (FRP and ESP)		Attendance on a Career Transition Workshop (CTW)	
Access to Financial Aspects of Resettlement & Civilian Housing Briefings		Individual Resettlement Preparation (IRP)		Civilian Work Attachments (CWA) (including MOD Form 1746)		Internal & External Resettlement Training (including MOD Form 1746 for external training)	
Allowances/Funding for Resettlement Activities/ MOD Forms 363 and 363T		Self Employment		Post Discharge Support including RFEA OA and other ex-Service Charities		Disabilities Advice and Medical Discharge Procedures (where appropriate)	
Job Search		Self Marketing		CV		Interviews	
Job Centre Facilities and Unemployment Benefits		AFCS / War Pension Scheme as appropriate		Professional Bodies and Trade Unions		Further Education	
Additional Information for RRC (eg dates away on operations, exercise, leave etc/any specific requirements, preferred dates for CTW) and additional subjects included in the interview :							
Continuation Sheet Used: YES / NO							
Service Leaver: I confirm that the above is an accurate summary of the interview with the SRA.				SRA: I confirm that a copy of the completed form will be given to the individual.			
Signature:				Signature:			
Date: / /				Date: / /			

OFFICIAL SENSITIVE PERSONAL (when completed)

SL Name:	SL Service Number:
CONTINUATION SHEET: Additional Subjects Included in the Interview	
Service Leaver: I confirm that the above is an accurate summary of the interview with the SRA.	SRA: I confirm that a copy of the completed form will be given to the individual.
Signature:	Signature:
Date: / /	Date: / /

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Instructions for Completion of MOD Form 1173

1. **Part 1 - Personal Details (RIS) - for all SL:**
 - a. SL completes personal details.
 - b. RIS checks Service details and signs to that effect (including Unit stamp).
 - c. RIS forwards MOD Form 1173 to SRA.
 - d. For personnel who may be discharged medically, the provisional discharge date should be inserted in the 'Medical Discharge' box and the discharge date left blank.⁷¹
2. **Parts 2 - 4 (Completed, as appropriate by the SRA for all SL):**
 - a. SL signs Data Protection and Privacy at Part 2 (Part 2 Section 2 is optional).
 - b. SRA determines entitlement to GRT and CTP resettlement services from 'Time Served' in Part 1.
 - c. SRA briefs SL in accordance with Part 4 instructions, as appropriate to SL's entitlement and stated intentions.
 - d. SL and SRA sign in the respective signature blocks at the end of Part 4.
3. **SL Registering for CTP Resettlement Services (FRP or ESP):** If the SL is entitled to, and wishes to register for, CTP resettlement services, the SRA is to forward the completed MOD Form 1173 to the CTP for use by the appropriate RRC, and forward a copy of the completed MOD Form 1173 to the SL's unit for retention with their MOD Form 1711, and is to give a copy of the completed MOD Form 1173 to the SL.
4. **Entitled SL Electing not to Register for CTP Resettlement Services** If an entitled SL does not wish to register for CTP resettlement services the SRA is to complete Part 3 stating the reason why the individual does not wish to register with the CTP. The SRA is to forward the completed MOD Form 1173 to SO2PM in TESRR. A copy of the completed MOD Form 1173 is to be forwarded to the SL's unit for retention with their MOD Form 1711, and a copy of the completed MOD Form 1173 is to be given to the SL.
5. **SL not Entitled to Register for CTP Resettlement Services:** If the SL is not entitled to register for CTP resettlement services, the SRA is to forward the completed MOD Form 1173 to the SL's unit for retention with their MOD Form 1711, and is to give a copy of the completed MOD Form 1173 to the SL.

Secure Transportation of Completed Fs1173.

6. Completed Fs1173 are sensitive documents as they contain personal details of Service personnel. As such, they must be handled securely. Fs1173 are to be transported from the RRCs to Right Management Limited's Head Office by Registered Post and subsequently hand-delivered to TESRR.

⁷¹ This detail should be checked by SRA.

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OFFICIAL SENSITIVE PERSONAL (when completed)

AUTHORITY TO ATTEND RESETTLEMENT ACTIVITIES(Complete in **BLOCK CAPITALS** and in accordance with JSP 534 and all Guidance Notes.**This Form is only to be used for Resettlement Activities (including CTW) other than Resettlement Training. MOD Form 363T is to be used for Resettlement Training Activities.****PART 1 – PERSONAL DETAILS**

Surname & Initials:	Rank:	Service: RN / RM / Army / RAF
Service Number:	Enlistment Date:	Discharge Date: (Last day of service)
Current Work Address:	Telephone Number	
Post Code:	UIN: <input type="text"/>	e-mail:
		Mobile Number:

PART 2 - REQUESTED RESETTLEMENT ACTIVITIES (NOT RESETTLEMENT TRAINING)

(see guidance notes)

	Resettlement Activity 1	Resettlement Activity 2	Resettlement Activity 3
a. Resettlement Activity Description (Completed by the SL in conjunction with the SRA or CTP Consultant)			
b. Location of Resettlement Activity (Postal Town) (Completed by the SL in conjunction with the SRA or CTP Consultant)			
c. Provider of Resettlement Activity (Completed by the SL in conjunction with the SRA or CTP Consultant)			
d. Dates of Resettlement Activity (Completed by the SL in conjunction with the SRA or CTP Consultant)	From To	From To	From To
e. Number of Resettlement Warrants to be Used (If Nil, enter NIL) (Completed by F1711 controller)			
f. GRT to be Used (If Applicable) (Completed by F1711 controller)	Days	Days	Days

Guidance Notes.

1. If accommodation is required for any activity applied for above, it is up to the individual and the Unit to make the necessary arrangements.
2. If a CWA has been applied for, the Agreement for CWA/CTA and Advance of Fees – MOD Form 1746 must be completed in full.

PART 3: SRA: I have discussed with the individual attendance on the above Resettlement activity/activities and agreed it/them as appropriate to the individual's personal Resettlement requirements.

Signature:

Name (Print):

SRA Stamp:

OFFICIAL SENSITIVE PERSONAL (when completed)

PART 4: INDIVIDUAL: I wish to attend the above Resettlement activity/activities, and acknowledge that I must obtain authority at Part 6 to be released from my unit. I have read and understood paras 4, 5, 6 & 7 of the Instructions for Completion of MOD Form 363. I am aware that, in accordance with JSP 534 para 0406b, if I do not use any or all of the advance of MOD Funds/Allowances for Resettlement for their intended purpose, I will have to return the unused amount in full.

Signature:

Date:

PART 5: MOD FORM 1711 CONTROLLER: (SRA for RN, RIS or Unit Administration Staff for Army and RAF)

Part 5a: GRT: (* Delete as appropriate)

*The individual HAS sufficient GRT remaining to undertake the Resettlement activity/activities specified at Part 2.

*The individual DOES NOT HAVE sufficient GRT remaining to undertake the Resettlement activity/activities specified at Part 2.

Signature:

Name (Print):

Date:

Part 5b: Travel(* Delete as appropriate)

*The Individual HAS sufficient Resettlement travel warrants remaining to undertake the Resettlement activities specified at Part 2.

*The Individual DOES NOT HAVE sufficient Resettlement travel warrants remaining to undertake the Resettlement activities specified at Part 2.

Signature:

Name (Print):

Date:

PART 6: AUTHORITY TO ATTEND BY COMMANDING OFFICER OR DELEGATED OFFICER

I hereby authorise/do not authorise (delete as applicable) absence from the individual's normal place of duty for the purpose of attending the Resettlement activity/activities specified at Part 2.

Signature:

Name (Print):

Rank:

GUIDANCE NOTES FOR THE COMPLETION OF MOD FORM 363

1. **Use:** Resettlement activities requiring the completion of a MOD Form 363 include: Financial Aspects of Resettlement (FAR) briefings, Civilian housing briefings, Civilian Work Attachments (CWA), Individual Resettlement Preparation (IRP), Career Transition Workshops (CTW) and all other CTP⁷² events (Not RTC training). The MOD Form 363T is to be used for Resettlement training.
2. **Purpose:** The MOD Form 363, when fully completed, provides the Service leaver (SL) with the AUTHORITY to attend Resettlement activities requiring absence from the SL's place of duty, other than Resettlement training activities. The MOD Form 363 is the pre-requisite for payment of any allowances claimed by the SL as a result of attending any Resettlement activity, other than Resettlement training activities.
3. **Responsibilities:** Completion of the MOD Form 363 is to be in accordance with the following sequence:
 - a. **Part 1:** To be completed by the SL.
 - b. **Part 2 a – d:** To be completed by the SL, in conjunction with the SRA⁷³ or CTP Consultant.
 - c. **Part 2e:** To be completed by the MOD Form 1711 controller. In the Royal Navy this function is undertaken by the SRA. In the Army and Royal Air Force this function is undertaken by the Resettlement Information Staff (RIS) or Unit Administration Staff.
 - d. **Part 3:** To be completed by the SRA, to confirm that the Resettlement activities specified in Part 2 are appropriate to the SL's personal Resettlement requirements, once Parts 1 and 2(a – d) have been fully completed. **SRAs cannot approve overseas Civilian Work Attachments. Where an overseas CWA is requested the MOD Form 363 and supporting justification must be submitted to the appropriate SDE POC at least 8 weeks prior to the intended date of departure.**

Note 1: The SRA must rule through (in ink) any unused columns in Part 2 prior to signing Part 3.

Note 2: Where the Resettlement activity is a CWA, the SRA, or CTP Consultant, is to raise a MOD Form 1746 in conjunction with the SL, and instruct the SL on its purpose and further completion.

Note 3: When the SL cannot attend a face to face interview with a SRA or CTP Consultant, the interview may, by exception, be conducted by telephone and the MOD Form 363 sent by facsimile machine (FAX) for signature, as required.
 - e. **Part 4:** To be completed by the SL to confirm that they wish to attend the agreed activities specified in Part 2, and that they have read, and understood, paras 4,5,6 and 7 of these Instructions.
 - f. **Part 5a:** To be completed by the MOD Form 1711 Controller (SRA/RIS, Etc as appropriate) to confirm, or otherwise, that the SL has sufficient Graduated Resettlement Time (GRT) remaining to undertake the Resettlement activities specified at Part 2.

Note: Where the SL does not have sufficient GRT any remaining Annual Leave Allowance, or Terminal Leave may be used at the Commanding Officer's discretion. The SL is to be briefed with regard to the personal liability/indemnity situation (see paras 5 and 6 below) if leave is to be used for a Resettlement activity.
 - g. **Part 5b:** To be completed by the MOD Form 1711 Controller (SRA/RIS, Etc as appropriate) to confirm, or otherwise, that the SL has sufficient Resettlement travel warrants remaining to undertake the Resettlement activity/activities specified at Part 2.

⁷² CTP – Career Transition Partnership

⁷³ SRA – Service Resettlement Adviser

Note: Where this information is not available to the SRA/RIS as a result of the introduction of JPA, this box should be annotated "controlled by JPA" and not signed or dated.

h. **Part 6:** To be completed by the Commanding Officer, or delegated officer, to authorise the SL's attendance on the Resettlement activities specified in Part 2. In the event of the CO, or delegated officer, declining to release the SL to attend the Resettlement activities specified in Part 2, the MOD Form 363 must be retained/distributed in accordance with para 3.i. below, to enable its use as supporting evidence for any subsequent request, by the SL, for either an extension to his/her service to complete their GRT entitlement, or a request for post discharge resettlement.

i. **On Completion:** One copy of the MOD Form 363 is to be held with the SL's Record of Resettlement Provision (MOD Form 1711), a copy of the MOD Form 363 is to be provided to the SL and a further copy is to be forwarded to the appropriate SRA. It is the responsibility of the MOD Form 1711 controller to ensure that the completed original MOD Form 363 is retained with the MOD Form 1711 and copies are provided to the SL and SRA.

COSTS

4. The SL is liable for the payment of any costs associated with any Resettlement activity (including CWA) regardless of whether, or not, they are to be subsequently claimed against any relevant allowance. The MOD accepts no liability or responsibility for the payment of fees or any other costs howsoever arising in connection with a CWA.

INDEMNITY (INCLUDING CIVILIAN WORK ATTACHMENTS (CWA))

5. **Injury or Damage Caused by Service Personnel.** The MOD will indemnify SL in respect of any claim for personal injury brought by an individual injured by a SL while they are on any Resettlement activity, including CWA, during GRT, provided that the MOD is legally liable as the SL's employer for the injury caused and provided that the SL does not settle or otherwise compromise the claim without the MOD's prior written consent. The SL must notify the MOD of the claim within 14 days. At any stage prior to or after legal proceedings are commenced, the MOD reserves the right to take over conduct of the claim and/or to appoint legal advisers of its choice to handle the claim. The MOD will give no such indemnity if the SL is attending a Resettlement activity, including CWA, whilst on leave. If personnel are concerned about their personal liability, they should consider taking out appropriate insurance cover.

6. **Injury Caused to Service Personnel.** SL attending any Resettlement activity, including CWA, as part of GRT will be subject to Service regulations covering injury whilst on duty. The MOD will compensate the SL in accordance with its legal obligations for any injury sustained whilst attending a Resettlement activity, including CWA, during GRT where it is legally liable for the injury as the SL's employer. The MOD will give no such indemnity if the SL is attending a Resettlement activity, including CWA, whilst on leave. If personnel are concerned about their personal liability, they should consider taking out appropriate insurance cover.

DISCIPLINE

7. The civilian staff providing Resettlement activities/support to SL cannot give lawful commands as superior officers within the meaning of the AFA06. However, SL must comply with any reasonable instructions given to them by the civilian staff in the course of any Resettlement activity. Any failure to comply with such instructions is to be reported to the respective Service Director of Education (SDE) point of contact (see below), where it will be dealt with as an act to the prejudice of good order and Service discipline.

SERVICE DIRECTOR OF EDUCATION POINTS OF CONTACT

<p>Royal Navy:</p> <p>Short Title: SO3 Resettlement</p> <p>Tel: 93 832 5954</p> <p>e-mail: NAVYTRGHQ-EL3RRESETSO3C@mod.uk</p>	<p>Postal Address: Mail Point 3.3 Leach Building Whale Island HMS EXCELLENT Portsmouth Hampshire PO2 8BY</p>
<p>Army:</p> <p>Short Title: SO2 Personnel Education</p> <p>Tel: 94 391 7611</p> <p>e-mail: ArmyEdCap-PersEd-SO2@mod.uk</p>	<p>Postal Address: DEdCap(A) Army HQ Zone 4, Floor 2 Ramillies Building Marlborough Lines Andover SP11 8HJ</p>
<p>Royal Air Force:</p> <p>Short Title: SO1 Resettlement (RAF)</p> <p>Tel: 95 221 5943</p> <p>e-mail: 22TrgGp-RstlmntRAFSO1@mod.uk</p>	<p>Postal Address: 22 (Trg) Gp Room 7 Hunter Block RAF High Wycombe Buckinghamshire HP14 4UE</p>

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RETURN FAX NUMBER:

(If Form faxed to RRC for signature, insert civilian fax number for return of form to SL)

AUTHORITY TO ATTEND RESETTLEMENT TRAINING ACTIVITIES

(Complete in **BLOCK CAPITALS** and in accordance with JSP534 and all Guidance Notes.)

This Form is ONLY to be used for RESETTLEMENT TRAINING ACTIVITIES. It is not to be used for attendance at any other Resettlement activity.

PART 1 – SERVICE LEAVER’S (SL) PERSONAL DETAILS		
Surname & Initials:	Rank:	Service: RN / RM / Army / RAF
Service Number:	Enlistment Date:	Discharge Date: (Last day of service)
Current Work Address:	Telephone Number	
Post Code:	UIN:	e-mail: Mobile Number:

Tick this box if applying for CTP training on Standby/Payment terms (see JSP534)

☐

PART 2 – APPROPRIATE RESETTLEMENT TRAINING ACTIVITIES			
	Training Activity 1	Training Activity 2	Training Activity 3
Training Activity Description (Completed by the SL in conjunction with CTP Consultant)			
a. Location of Training Activity (Postal Town) (Completed by the SL)			
b. Provider of Training Activity (Completed by the SL)			
c. Dates of Training Activity (Completed by the SL)	From To	From To	From To

CTP CONSULTANT: I have discussed with the individual the suitability of the above training activity/activities and agreed it/them as appropriate to the individual's Personal Resettlement Plan.

(If a training activity is not deemed appropriate do not sign-off, but refer to single Service Director of Education POC and/or TESRR)

Signature:

Name (Print):

RRC Stamp:

SERVICE LEAVER: I wish to attend the above Resettlement training activity/activities, and acknowledge that I must obtain authority at Part 5 to be released from my unit. I have read and understood paras 1 - 5 of the MOD Form 363T – Notes for Service leavers. I am aware that, in accordance with JSP 534 para 0406b, if I do not use any or all of the advance of MOD Funds/Allowances for Resettlement for their intended purpose, I will have to return the unused amount in full.

Signature:

Date:

NAME:	RANK:	SERVICE NUMBER:
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Guidance Notes.

1. If travel and/or accommodation is required for any activity applied for above, it is the responsibility of the Service leaver to make the necessary arrangements in accordance with single-Service procedures.
2. If external Resettlement training has been applied for, MOD Form 1746 must be completed in full.

PART 3 – ALLOWANCES

a. Training Course Cost (Completed by the SL)	£	£	£
b. Travel Method (If Applicable) (Please Tick One) (To be completed by the Service leaver – See Note 1 above)	<input type="checkbox"/> Rail <input type="checkbox"/> Road <input type="checkbox"/> Air (UK domestic flights only)	<input type="checkbox"/> Rail <input type="checkbox"/> Road <input type="checkbox"/> Air (UK domestic flights only)	<input type="checkbox"/> Rail <input type="checkbox"/> Road <input type="checkbox"/> Air (UK domestic flights only)
c. Accommodation to be used (If Applicable) (Please enter the actual costs of accommodation alongside the accommodation type as appropriate.) (To be completed by the Service leaver – See Note 1 above)	Service /Home accommodation Hotel/B&B accommodation Private (PAR) accommodation Course with tied accommodation.	Service/Home accommodation Hotel/B&B accommodation Private (PAR) accommodation Course with tied accommodation.	Service/Home accommodation Hotel/B&B accommodation Private (PAR) accommodation Course with tied accommodation.
d. Authorisation Code for courses with tied accommodation issued: 2nd Line to initial as appropriate			
e. GRT to be Used (If Nil, enter NIL) (Completed by F1711 controller)	Days	Days	Days
f. IRTC Grant to be Used (If Nil, enter NIL) (Completed by F1711 controller)	£	£	£
g. Number of Resettlement Warrants to be Used (If Nil, enter NIL) (Completed by F1711 controller)			

MOD FORM 1711 CONTROLLER: (SRA for RN, RIS or Unit Administration Staff for Army and RAF)

I confirm that the use of GRT, IRTC Grant and Travel Warrants for the above activity/activities have been properly accounted for and recorded on the SL's MOD Form 1711. The SL has been made aware of any shortfalls in their entitlements.

Signature: _____ Name (Print): _____ Date: _____

PART 4: SRA (2nd LINE): I confirm that the SL's attendance on the Resettlement training activity/activities specified in Parts 2 and 3 above is in accordance with the regulations in JSP534 and all other extant Resettlement directives, and as such is an appropriate expenditure of the allowances detailed in Part 3 e - g above.

Signature: _____ Name (Print): _____ SRA Stamp _____

PART 5: AUTHORITY TO ATTEND BY COMMANDING OFFICER OR DELEGATED OFFICER

I hereby authorise/do not authorise (delete as applicable) absence from the individual's normal place of duty for the purpose of attending the Resettlement training activity/activities specified at Part 2.

Signature: _____ Name (Print): _____ Rank: _____

MOD FORM 363T – NOTES FOR SERVICE LEAVERS

COSTS

1. SL are liable for the payment of all costs associated with Resettlement regardless of whether or not they are to be subsequently claimed against any relevant allowances. The MOD accepts no liability, or responsibility, for the payment of fees or any other costs arising in connection with a Resettlement training activity⁷⁴.

DISCIPLINE

2. The civilian staff providing Resettlement training activities to SL cannot give lawful commands as superior officers within the meaning of the Armed Forces Act 06. However, SL must comply with any reasonable instructions given to them by the civilian staff in the course of any Resettlement training activity. Any failure to comply with such instructions is to be reported to the respective Service Director of Education (SDE) point of contact, where it will be dealt with as an act to the prejudice of good order and Service discipline.

INDEMNITY

3. **Injury or Damage Caused by Service Personnel.** The MOD will indemnify a SL in respect of any claim for personal injury brought by an individual injured by a SL while they are on any Resettlement training activity during GRT, provided that the MOD is legally liable as the SL's employer for the injury caused and provided that the SL does not settle or otherwise compromise the claim without the MOD's prior written consent. The SL must notify the MOD of the claim within 14 days. At any stage prior to or after legal proceedings are commenced, the MOD reserves the right to take over conduct of the claim and/or to appoint legal advisers of its choice to handle the claim. The MOD will give no such indemnity if the SL is attending a Resettlement activity, including CWA, whilst on leave. If personnel are concerned about their personal liability, they should consider taking out appropriate insurance cover.

4. **Injury Caused to Service Personnel.** SL attending any Resettlement training activity as part of GRT will be subject to Service regulations covering injury whilst on duty. The MOD will compensate the SL in accordance with its legal obligations for any injury sustained whilst attending a Resettlement training activity during GRT where it is legally liable for the injury as the SL's employer. The MOD will give no such indemnity if the SL is attending a Resettlement activity, including CWA, whilst on leave. If personnel are concerned about their personal liability, they should consider taking out appropriate insurance cover.

OVERSEAS TRAINING

5. Authorisation for Overseas Resettlement Training (ORT) can only be made by HQ SDE staff on a case by case basis and through the intelligent application of the following conditions:

a. The training outcome is not available under the local training first policy, either within the UK for those serving in UK or within their normal theatre of operations for those serving overseas.

b. The training outcome relates to the qualification awarded, or the qualification a particular course of training leads to. Furthermore, where this training outcome additionally leads to the applicable UK industry, regulatory or governing body licensing, certification and/or membership requirements being met, this will become the overriding principle in determining ORT eligibility in concert with the local training first policy. In respect to ORT, when comparing the 'benefits' of an ORT application, the SDE must compare the ORT training outcome with the UK (or theatre)-based equivalent training

⁷⁴ With the exception of the course fees for internal (CTP) Contract Funded training.

outcome (where such an equivalent exists). Where the ORT training outcome is equivalent to or less than a UK (or theatre)-based training outcome compared on a 'like for like' basis, then the overarching decision must be based upon the '*local training first*' policy (JSP 534 para 0421). Some examples follow:

(1) An ORT application states the training outcome is a Level 3 in XYZ. A UK (or theatre)-based training course offers an equivalent training outcome of a Level 3 in XYZ. In this case, the SDE would reject the ORT application on the basis that a UK equivalent course offers an identical training outcome based on the local training first policy.

(2) An ORT application states the training outcome is a Level 3 in ABC plus a non QCF 'qualification' of X. A UK (or theatre)-based training course offers an equivalent training outcome of a Level 3 in ABC. A very strong case must be made by the applicant to support why the non QCF qualification is absolutely essential (and is not being used as a sole reason to justify ORT). In this case, the SDE must consider the case, but unless the case made is exceptional it is likely that the SDE would reject the application on the basis of the local training first policy.

(3) A UK (or theatre)-based training course offers a training outcome of a Level 3 in ZXC which meets the licensing, certification and/or membership requirements of an applicable UK industry, regulatory or governing body, in order that an individual with such a qualification can then gain membership/licensing/certification from such a body. An ORT application states the training outcome is a Level 3 in ZXC and another non-QCF qualification in Y. In this case, the SDE would reject the ORT application on the basis that there is a UK equivalent course available with the same QCF training outcome and which meets the membership/licensing/certification requirements of the appropriate UK industry, regulatory or governing body (the additional non-QCF qualification offered by ORT is not a requirement for the UK body membership/licensing/certification).

c. The total costs of the training overseas to the MOD, including eligible subsistence allowances and travel costs, which will be claimed under current regulations, are less than those that would be incurred if undertaking the training in the UK i.e. the value for money consideration

d. SDE staff have reasonable assurance of the quality of the training and its recognition by UK employers.

6. It is the SL's responsibility to submit a MOD Form 363T with their PRP, supporting written justification, including all costs, and a completed MOD Form 1746 to the relevant SDE POC detailed at Annex F via the appropriate SRA. The SL/SRA must submit any request for overseas training at least 8 weeks in advance of the intended departure date to enable SDE HQ staff to arrange the necessary political clearances for successful applications. The Guidance Notes for the Completion of MOD Form 363T are at Annex H.

7. **ORT Application Priority over ELC.** Where a SL intends to use their ELC entitlement in concert with ORT, it is the SL's responsibility to ensure that they apply for and obtain the ORT authority **first**. Only on the receipt of a successful ORT approval authority may the SL make their ELC application. Under no circumstances may a SL make an ELC application for a non-UK based provider for resettlement purposes without having first obtained the ORT authority. Failure to follow this procedure may result in the SL not being granted ORT approval with the outcome that they are unable to use their ELC.

8. Requests for ORT must be submitted via the SRA to the appropriate SDE HQ for approval.

9. CTP Career Consultants cannot approve/authorise ORT.

RECORD OF RESETTLEMENT PROVISION (Complete in **BLOCK CAPITALS** and in accordance with JSP534 (TSRESM))**PART 1**

Surname & Initials:	Rank:	Service No:
Unit Address:	Discharge Type (delete as appropriate): Normal / Medical / ESL	Discharge Date (last day of service):
Tel No:	Enlistment Date:	Terminal Leave Date:
SRA Details: Address: Tel No:	RRC Details: Address: Tel No:	PART 2 - ENTITLEMENT GRT (Working Days): Number of GRT Warrants:

PART 3

Dates Attended		Event	Location	GRT		IRTC		Warrants		SLC	
From	To			Used	Remains	Used	Remains	Used	Remains	Used	FY
		SRA Interview									
		CTW									
		FAR Briefing									
		Civilian Housing Briefing									
		Mandatory Document Check									
		9-Month Interview									

OFFICIAL SENSITIVE PERSONAL (when completed)

MOD Form 1711 Part 3 Continued[illegible]

TIMING OF RESETTLEMENT ACTIVITIES

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

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RESETTLEMENT COMPLAINTS FORM

Notes:

1. Wherever possible, all complaints are to be resolved at the lowest level. Where local resolution is not possible, the Complaints Form is to be staffed through the resettlement chain until it is resolved. Whenever a complaint may impinge upon resettlement policy, TESRR is to be sent a copy of the Complaints Form at an early stage.
2. This form is to be used by a Service Resettlement Adviser (SRA) if a SL has a complaint about resettlement provision received. In an instance where the complaint is about the SRA, the form should be completed by the SL and sent by his unit to DNTE, DEdCap(A) or D of TD.
3. If the complaint involves the Career Transition Partnership (CTP), the CTP Complaints Form should be used. Where the complaint is about an External Training Provider, CTP Director of Training at Resettlement Training Centre (RTC) Aldershot should be informed through the resettlement chain.
4. If a complaint is not satisfactorily resolved, it should be brought to the attention of AHd TLD at TESRR.

SERVICE LEAVER:

Name & Initials:	Rank:	Service No:
Unit Address (including e-mail):		
Unit:	Service: RN / RM / Army / RAF	
Tel:	Fax:	

SERVICE RESETTLEMENT ADVISER:

Name & Initials:	Service: NRIO / IERO / RRO
Address (including e-mail):	
Tel:	Fax:

OFFICIAL SENSITIVE PERSONAL (when completed)

DETAILS OF COMPLAINT:

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

INITIAL ACTIONS:

Dealt with locally?

Yes/No

Date complaint raised :

Passed up the resettlement chain?

Yes/No

If yes, passed to whom?

--

Written response sent?

Yes/No

If yes, is copy attached?

Yes/No

RECORD OF ACTIONS TAKEN:

Date Received	By Whom	Action Taken	Date

OFFICIAL SENSITIVE PERSONAL (when completed)

AGREEMENT FOR CWA/ CTA/ DL AND ADVANCE OF FEES CLAIM FORM.

Part 1 must be completed by the SL in all cases. **Part 2** must be completed before the SL can start a Civilian Work Attachment or External Training or Distance Learning. **Parts 2, 3, and 4** must be completed before the SL can claim an advance of IRTC.

Part 1:					
Particulars of Service Leaver (SL).		Service.		Service No:	
Rank:		Name:		Unit:	
Unit Address:				Section:	
				Telephone:	
Part 2: FORM OF AGREEMENT FOR CIVILIAN WORK ATTACHMENT OR EXTERNAL TRAINING OR DISTANCE LEARNING					
Certificate (To be completed in full by the organisation offering training or work attachment or distance learning).					
Reason for attending (please tick):		Training:		CWA:	Distance Learning:
CWA/Course Title (if applicable):					
Provider:		Inclusive Dates:			
		From:		To:	
Address:		Telephone No:			
		Fax No:			
Statement of undertaking by organisation offering Training or Work Attachment or Distance Learning If the Service leaver is using individual leave allowance or terminal leave for the activities stated at Part 1, then statements 1,3,4,5,6 & 7 only apply below, non-applicable statements should be scored out. For normal duty, all statements apply. For DL, statements 2, 3, 4 & 5 only apply (non-applicable statements should be scored out) 1. We agree to allow access by a representative of the Ministry of Defence (MOD) to visit the applicant during this attachment. 2. No payment or payment in kind will be made to the Service leaver (SL). 3. No claims will be made on MOD public funds for the cost of materials or tools used by the SL. Where there is a set fee for an established training course, this will be charged to the SL. 4. We accept that the SL is responsible for the payment of fees for training and any other payments arising out of the planned resettlement training or work attachment. We agree that the MOD is not liable for these payments and in the event of non-payment by the SL we will not pursue any claim against the MOD. 5. We have the necessary insurance in place to cover accidental injury or death caused to a SL where we have a legal liability and will inform the Service immediately of any such injury through the unit details given in Part 1. 6. We agree to complete Part 2 of the MOD F1748 and return that Form to the SL on completion of the attachment/training/DL. 7. We undertake to notify the applicant's unit at Part 1, within 5 working days, if the individual fails to attend, or ceases to attend, the resettlement activity.					
Company/Organisation Stamp:		Name:			
		Appointment:			
Date:		Signature:			
Part 3: APPLICATION FOR ADVANCE OF INDIVIDUAL RESETTLEMENT TRAINING COSTS (IRTC).					
		I request an advance of £. against training course fees of £ (maximum 80% of £534 or 80% of Course fees, whichever is the lesser of the sum) to be paid by me for the resettlement course detailed at Part 2. I understand that any balance of refund will be paid to me on completion of the course and declare that any refund due to Public Funds will be paid by me. I am aware that, in accordance with JSP 534 para 0406b, if I do not use any or all of the advance of MOD Funds/Allowances for Resettlement for their intended purpose, I will have to return the unused amount in full.			
		Signature of SL:		Date:	
Part 4: Authorisation by the Service Resettlement Adviser (SRA).					
I consider that the proposed Trg/Experience/DL is appropriate to the resettlement needs of the applicant and I approve the payment of an advance of £ from:					
UIN:		Cost Centre:		RAC:	
Signature:		Name:		Date:	
		Appointment:			

For Indemnity and Discipline arrangements while attending External Training or CWA see overleaf.

Indemnity - Civilian Work Attachments and External Training

Injury or Damage Caused by Service Personnel.

The MOD will indemnify SL in respect of any claim for personal injury brought by an individual injured by an SL while he is on CWA or external training during GRT, provided that the MOD is legally liable as the SL's employer for the injury caused and provided that the SL does not settle or otherwise compromise the claim without the MOD's prior written consent. The SL must notify the MOD of the claim within 14 days. At any stage prior to or after legal proceedings are commenced, the MOD reserves the right to take over conduct of the claim and/or to appoint legal advisers of its choice to handle the claim. The MOD will give no such indemnity if the SL is attending CWA/training whilst on leave (ie not using GRT). If personnel are concerned about their personal liability, they should take out appropriate insurance.

Injury or Damage Caused to Service Personnel.

SL attending CWA or external training, as part of GRT, will be subject to Service regulations covering injury whilst on duty. The MOD will compensate the SL in accordance with its legal obligations for any injury sustained whilst attending a CWA or external training during GRT where it is legally liable for the injury as the SL's employer. The MOD will give no such indemnity if the SL is attending CWA/training whilst on leave (ie not using GRT). If personnel are concerned about their personal liability, they should take out appropriate insurance.

Discipline

The civilian staff of training and educational establishments and of private firms, where SL are undergoing training or CWA, cannot give lawful commands as superior officers within the meaning of the Armed Forces Act 06. However, SL are to comply with any reasonable instructions given to them by the civilian staff in the course of their training, or CWA. Any breach of such instructions is to be dealt with as an act to the prejudice of good order and Service discipline.

ATTENDANCE AT CWA/ CTA/ DL CONFIRMATION AND CLAIM FORM

Part 1 must be completed in all cases.

Part 2 must be completed on completion of Civilian Work Attachment or External Training or Distance Learning.

Parts 2, 3 and 4 must be completed on completion of activity to claim refund of IRTC.

CWA/COURSE TITLE			
PART 1: PARTICULARS OF SERVICE LEAVER (SL).			
Service No:		Rank:	Name:
Unit:			
Unit Address:		Section:	
		Telephone No:	
PART 2: COMPLETION CERTIFICATE FOR ATTENDANCE ON CIVILIAN WORK ATTACHMENT OR EXTERNAL TRAINING OR DISTANCE LEARNING			
Certificate (to be completed in full by organisation providing training or work attachment, but NOT for DL). For Distance Learning – SL must supply original receipted fees statements and a results letter/exam certificate.			
For CWA or CTA only: We certify that the above named has attended a resettlement training course and fully paid all relevant training costs or completed a civilian work attachment with this company/organisation, and was in attendance throughout the period detailed below: For Distance Learning only: SL self-completes Part 2 details below:			
From:		To:	
Reason for absences - if known:			
Company/Organisation Stamp:		Name:	
		Appointment:	
Date:		Signature:	
PART 3: APPLICATION FOR REFUND OF INDIVIDUAL TRAINING COSTS (IRTC).			
Part 2 is completed and I attach a receipt for the fees paid by me for my Resettlement training course (and for DL a results letter/exam certificate in addition). I declare that the total that I have claimed in respect of resettlement training does not, with this claim, exceed the permitted maximum.			
Signature of SL:		Date:	
PART 4: AUTHORISATION BY THE SERVICE RESETTLEMENT ADVISER (SRA).			
In addition to the £ advanced for this course (if applicable), the applicant has already received £ under the IRTC Scheme for previous courses.			
The course for which this claim is made was duly authorised on F363T and on F1746 where applicable, and takes account of any course undertaken at the CTP Resettlement Training Centre (RTC) or other CTP-authorised centre.			
I am satisfied that the claimant has made satisfactory progress/completed the course (see part 2).The total of all claims made by the claimant does not exceed limits, including any abatement of the allowance in respect of courses undertaken or booked at the RTC or other CTP-authorised centre. I approve the refund of £ against the RAC detailed below:			
UIN:	Cost Centre:	RAC:	
Signature:	Name:	Date:	
	Appointment:		

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OFFICIAL SENSITIVE PERSONAL (when completed)

APPLICATION FOR REFUND OF RESETTLEMENT ALLOWANCES AND ENTITLEMENTS

This form should be used by Service Leavers (SL) wishing to reclaim GRT, Travel Warrants, IRTC Grant and / or Personal Contribution lost due to unforeseen circumstances. Complete in BLOCK capitals.

PART 1 – SERVICE LEAVER'S (SL) PERSONAL DETAILS				
Surname & Initials:	Rank:	Service: RN RM Army RAF		
Service Number:	Contact telephone number			
	Email:			
Unit Address:				
				<div style="border: 1px solid black; padding: 2px;"> UIN: </div>
Post Code:				
PART 2 – RESETTLEMENT ACTIVITY DETAILS				
a. Resettlement Activity Description.				
b. Location of Resettlement Activity. (Postal Town)				
c. Provider of Resettlement Activity.				
d. Dates of Resettlement Activity.		From: To:		
e. Service Resettlement Advisor approval date (from MOD F 1711).				
f. Indicate below the value of the approved allowance or entitlement for reimbursement:				
A	B	C	D	E
GRT (days)	Travel Warrants (number)	IRTC Grant (£)	Personal Contribution (£)	Total Cost claimed (C+D). (£)
PART 3 – REFUND JUSTIFICATION (place a tick in the relevant box below)				
Compassionate / Welfare related.	<input type="checkbox"/>	Operational commitment.	<input type="checkbox"/>	Withdrawal of time by the unit.
			<input type="checkbox"/>	Other.
				<input type="checkbox"/>
State clearly why you were unable to attend the resettlement activity. (Continue on a separate sheet if required and attach any supporting evidence as appropriate)				
I confirm I have cancelled the training course and the costs detailed above cannot be reimbursed by the training provider.				
I request: (enter X for those that apply).				
Refund of GRT.	<input type="checkbox"/>	Reinstatement of Travel Warrants.	<input type="checkbox"/>	Reinstatement of IRTC Grant.
			<input type="checkbox"/>	Refund of Personal Contribution.
				<input type="checkbox"/>
Signature: (SERVICE LEAVER)			Date:	

OFFICIAL SENSITIVE PERSONAL (when completed)

PART 4 – LINE MANAGER RECOMMENDATION

I confirm that the above mentioned Service Leaver was unable to attend the resettlement activity for the reasons outlined and support/partly support/do not support (delete as appropriate) the request for refund of allowances.

If request is only part supported or not supported state reasons: (continue on a separate sheet if required).

I recommend:
(enter **X** for those that apply).

Refund of GRT. ☐

Reinstatement of
Travel Warrants. ☐

Reinstatement of
IRTC Grant. ☐

Refund of Personal
Contribution. ☐

Signature:
(LINE MANAGER)

Name (Print):

Unit:

Date:

PART 5 – SRA (2nd LINE) ENDORSEMENT

I endorse the:
(enter **X** for those that apply).

Refund of GRT. ☐

Reinstatement of
Travel Warrants. ☐

Reinstatement of
IRTC Grant. ☐

Refund of Personal
Contribution. ☐

An individual training contribution of GBP: remains for payment at the Commanding Officer's discretion.

Signature:
(SERVICE RESETTLEMENT ADVISER)

Name (Print):

Date:

SRA Stamp:

PART 6 - CO's APPROVAL

(To be completed only where approval for refund of personal contribution is required.)

I authorise / do not authorise the refund of individual contribution for the following reasons (Continue on a separate sheet if necessary):

Signed:
(COMMANDING OFFICER)

Name:

Rank:

Date:

MOD FORM 2245. NOTES FOR THE SERVICE LEAVER

Parts 1 – 3 are to be completed by the Service Leaver.

Part 4 is to be completed by the SL's Line Manager.

Part 5 is to be completed by the SRA.

Part 6 is to be completed by the SL's CO where a personal contribution is claimed back.

Part 1

- Complete all boxes and ensure up-to-date contact details and unit UIN are provided.

Part 2

- Complete fully all entries in Part 2.
- The SRA approval date at para 'e' is the date that the Service Resettlement Advisor approved the activity. The date can be found on the SL's MOD Form 1711 (held by the RIS or on JPA).
- Complete para 'f' in full with the number of GRT days to be claimed back, the number of Travel Warrants and any costs whether they be from the Individual Resettlement Training Grant or a personal contribution. The total cost claimed should represent the total cost of the activity that the SL wishes to claim back.
- Where SLC/ELC has been used, any refund/reinstatement should be dealt with under existing single Service arrangements.

Part 3

- Identify clearly why allowances are being claimed back.
- Tick the relevant box and provide a detailed justification of why the activity could not be undertaken. This can continue on a separate sheet if necessary. The statement should be clear and should contain supporting documentation where appropriate, including copies of correspondence and any posting/assignment orders they may have received.
- Identify clearly what is being claimed back in the boxes at the end of Part 3 and then sign and date the form.
- Note, the requirement to cancel any training course and that any financial outlay could not be recovered from the training provider if appropriate.
- Pass the completed form to the Line Manager (with the supporting documentation as appropriate).

Part 4

- On receipt of the form the Line Manager is to confirm the details of Parts 1 – 3 and will **support**, **part-support** or **not support** the application based on his knowledge of the SL' circumstances and on the case presented at Part 3.
- Where the request is not fully supported, the Line Manager is to articulate why and provide a case (continuing on a separate sheet if necessary).
- The LM is then to note what refund/reinstatement is recommended and forward the form to the SRA.

Part 5

- The SRA is to endorse the refund/reinstatement as appropriate. Refund / reinstatement will be under single Service arrangements.
- Where a case has been made for the refund of a personal contribution, the form is to be passed to the SL's CO for Part 6 completion and approval.
- Where there is no requirement to complete Part 6, the form should be retained by the single Services as a quality record.

Part 6

- The SL's CO is to authorise or not authorise the refund of personal contribution as appropriate with a supporting explanation.
- Refunds will be made under existing single Service arrangements.
- Once completed, the form should be retained by the single Services as a quality record.

Naval Service Medical Discharge Resettlement Policy

Introduction

1. The Defence resettlement policy that applies to all personnel who are subject to Medical Discharge (MD) is outlined in the main body of Section 6, JSP 534. This policy acknowledges that there are different levels of support that will be accessed at different times dependent on the need of the individual. The overarching principle is that personnel 'likely' to be medically discharged are given the opportunity to access resettlement activities in a timely manner.
2. The following paras will outline the practical application of this resettlement principle in the Naval Service (NS) environment.

Entitlement

3. The entitlement is detailed in JSP 534, Section 6, paras 0607 - 0609.
4. There are 2 main groups of NS personnel undergoing MD:
 - a. Those who have become subject to medical discharge under JSP 950 Part 6 Chapter 7 (Medical Employment Standards Policy) and BR 1750A (Handbook of Naval Medical Standards).
 - b. Those who are Wounded, Injured and Sick (WIS)⁷⁵ and/or on the NS Recovery Pathway (NSRP). Further guidance on the NS Recovery policy is outlined in BR 3 Part 5 Chapter 33.
5. The transfer of resettlement provision to the spouse or legally recognised civil partner, or a Nominated Proxy is covered in JSP 534, Section 6, paras 0611 - 0617.

Process

6. The point at which an individual is able to access their resettlement entitlement is determined at a Case Conference⁷⁶ where it is assessed the individual is likely to leave the Service and is ready to engage with resettlement activities. All individuals⁷⁷ likely to be medically discharged will be able to access the Specialist Support Programme Portal.⁷⁸ The Naval Resettlement Information Officer (NRIO)⁷⁹ is to request user names and passwords for personnel via Army PersSvcS-PRBr-ARCSvReqCTP on the form at Annex B.
7. **Outwith the Recovery Pathway.** Those personnel not expected to meet Naval Medical Employment Standards but not WIS and/or part of the NSRP⁸⁰ will be referred to NSMBOS⁸¹ by the individual's Principal Medical Officer/Senior Medical Officer (PMO/SMO). The PMO/SMO of the Unit recommending or referring an individual to NSMBOS will raise the appropriate MedCat signal.

⁷⁵ A Service person is designated as Wounded, Injured and Sick (WIS) if they have any illness, injury or sickness that causes them to be absent from duty for more than 7 days.

⁷⁶ The Case Conference takes a number of formats but needs representation/input from the medical, executive and welfare functions.

⁷⁷ Regardless of route, the individual will be able to access the Specialist Support Programme Portal.

⁷⁸ www.recoverycareerservices.org.uk/

⁷⁹ The term NRIO has been used throughout for brevity but this could also be the Royal Marine's Resettlement Information Officer (RMRIO) or Education & Resettlement Officer (ERO)

⁸⁰ BR3, para 3301: The Recovery Pathway is the accepted Defence and Naval Service term given to the career management route followed by both seriously wounded, injured and sick personnel and those requiring long term (greater than 3 months) support for medical, welfare or disciplinary reasons assigned to a Recovery Cell, Recovery Troop, Air Station CMC or Hasler Company. As part of the Defence Recovery Capability, the NS Recovery Pathway is designed to support an individual's return to effective service employment or to be supported through the transition process from Service to civilian life, if it is deemed that they are unable to continue to serve in the Armed Forces.

⁸¹ Individuals should normally expect to be seen at NSMBOS within 90 days from this point iaw BR 3.

NSMBOS, Institute of Naval Medicine (INM) will then allocate a 'Provisional Board Date'. The referring Unit Medical Centre will raise the required NSMBOS documentation.⁸² Within this documentation the PMO/SMO will make an assessment of whether the individual is 'likely' to be recommended for discharge at the NSMBOS⁸³.

8. The individual and their chain of command, having been made aware of the likelihood of being medically discharged, should initiate the 'Transition Assessment Form' (TAF).⁸⁴ The TAF should be sent to the Medical Centre where as much unclassified information as possible about the individual's situation should be added (including an assessment from the Regional Occupational Health Team or the PMO/SMO). It should then be forwarded to the local NRIO.

9. An interview with the NRIO to gain an overview of the resettlement process should be arranged⁸⁵ and the form completed at Part 4 and forwarded to the Line Manager detailed in Part 2 for executive endorsement at Part 5. At this interview the individual will need to decide whether or not to register with the Career Transition Partnership (CTP).⁸⁶ The 'Transition Assessment Form' is retained by the NRIO. Individuals must be made aware that any Graduated Resettlement (GRT) activities undertaken prior to the NSMBOS will impact on TX calculations.⁸⁷

10. Personnel referred to NSMBOS are strongly advised to contact the Naval Resettlement Information Officer (Medical) (NRIO(M)) at INM within seven days of receipt of the allocated 'Boarding' date letter to arrange attendance at a Medical Resettlement Brief regardless of the expected outcome at the NSMBOS. The focus of this brief is to prepare the individual for the NSMBOS process and possible outcomes rather than generic resettlement provision.

11. There may be some individuals that require significant additional support during the resettlement phase as evidenced by the information in Parts 3, 4 and 5 of the TAF and their TAFs should be forwarded to NAVY PERS-PFCS NSCC SO1. An assessment⁸⁸ to confirm that CTP (Assist) is appropriate will be made and for those requiring additional support the Services Requirements Team⁸⁹ will load individuals onto the CTP (Assist) route.⁹⁰ The individual, their line manager, the NRIO and HQ CTP will be informed of the decision made.

12. There may be individuals whose anticipated retention in service is not agreed at the NSMEB. These individuals will be able to access resettlement activities immediately their medical discharge is decided.

13. **Wounded, Injured and Sick (WIS)/Recovery Pathway.** Those personnel who are WIS and/or part of the NSRP will require an executive led case conference⁹¹ that is able to formally assess that an individual is 'likely' to leave the Service and is ready to engage with employment support activities.

14. This assessment is to be formally recorded in the Minutes/Records of Decisions and then on the Transition Assessment Form (TAF) which is to be circulated and completed in accordance with those instructions in paras 8, 9 and 11 above. Those personnel assigned to Hasler Coy will be

⁸² Supported by the UPO/HR/Personnel support function.

⁸³ Whilst not a Case Conference this assessment will trigger the follow-on actions to determine whether an individual is ready, able and willing to engage in early resettlement activity.

⁸⁴ The Transition Assessment Form is to be completed electronically.

⁸⁵ JSP 534, Section 6, para 0624 details the scope of this interview.

⁸⁶ The NRIO will generate the appropriate supporting paperwork. Changes to personnel's status on JPA will need to be undertaken by the UPO.

⁸⁷ NRIO are to inform NRIO(M) of any authorised GRT taken as this will impact on their provisional TX date.

⁸⁸ The Naval Service Transition Assessment Board will comprise of PFCS NSCC SO1 and EL3R SO2 and convene on an as required basis.

⁸⁹ This will be done via Army PersSvcs-PRBr-ARCSvReqCTP.

⁹⁰ CTP (Assist) is there to support those with the most extreme barriers to employment due to the nature of their medical condition.

⁹¹ Representation is required from the medical, executive and welfare functions.

subject to case conferencing and OC Hasler Coy has delegated authority to approve access to CTP (Assist).

15. **Retained Personnel.** Where an individual who begins early resettlement through CTP or CTP (Assist) is subsequently medically upgraded and fit to return to duty or is retained by the NSMEB, all resettlement entitlements previously granted will cease from the date of the NSMEB or medical upgrading. The individual is to withdraw from any training activities that they have not commenced. Where an individual has already commenced training then the decision to complete or withdraw from training will need to be made on a case-by-case basis.

16. Individuals will be entitled to receive resettlement when they subsequently leave the Service based on their discharge date and extant resettlement policy with any previous resettlement taken as a result of an assessed likelihood of medical discharge not deducted from their entitlement.

Appendices:

1. Transition Assessment Form.
2. Naval Service Medical Discharge Process – Personnel outwith Recovery Pathway.
3. Naval Service Medical Discharge Process – Personnel on Recovery Pathway and/or WIS.

OFFICIAL SENSITIVE - PERSONAL

TRANSITION ASSESSMENT FORM

(To be completed electronically)

GUIDANCE NOTES:

1. **Introduction.** The final decision to allocate a Special Employment Consultant (SEC) resides with NAVY PERS-PFCS. The SEC is funded by Service charities and limited resources dictate that they are allocated to only those with the most significant barriers to employment. In order to make an assessment, a holistic appraisal of the Service Person's situation and any significant physical or mental barriers to resettlement/employment and should be made in light of all the information available; judgements should be made accordingly.
2. **What barriers to employment does this Service Person face?** Example areas for consideration could be:
 - a. Cognitive and physical abilities; short, medium and long-term prognosis.
 - b. Welfare.
 - c. Attitude, confidence.
 - d. Finance.
 - e. Location.
3. **What is the Service person's attitude to engaging in resettlement activities?** Example areas for consideration could be:
 - a. Is the Service Person confident about the future?
 - b. Are they anxious to the extent that specialist help is required; are they reluctant to leave the Service?
 - c. Are they in denial about the future?
4. **How realistic (or otherwise) do you consider the Service Person's resettlement plans to be?** The Service Person's plans should be considered in light of what is known of their current and future circumstances. Example areas for considerations could be:
 - a. Academic ability, cognitive difficulties, current qualifications.
 - b. Time available.
 - c. Medical issues.
 - d. Geographical limitations or restrictions.
5. On completion of your section return to CO/LM.

OFFICIAL SENSITIVE – PERSONAL
(when completed)

OFFICIAL SENSITIVE - PERSONAL

Section 1 – PERSONAL INFORMATION			
Name:		Rank / Rate:	
Service No:		Email:	
Landline Tel:		Mobile Tel:	
Civilian Address:			

Section 2 – UNIT CONTACT DETAILS (to be completed by Individual / Line Manager)			
Unit:		Name of LM / DO:	
Rank / Rate:		Email:	
Civ Tel:		Mil Tel:	
Unit Address:			

Section 3 – CLINICAL RECOMMENDATION (to be completed by a Medical Officer)			
<p>An individual is only able to access their resettlement entitlement early when it is assessed that the patient is likely to leave the Service via NSMBOS and are ready to engage with resettlement activities. The Medical Officer is requested to comment on the points below.</p>			
1	Is this Service Person likely to be discharged at their upcoming NSMBOS?		YES / NO
2	Is this Service Person able to engage in resettlement activities?		YES / NO
3	Does the individual have significant physical or mental barriers to resettlement/ employment and require additional support of CTP Assist and a Specialist Employment Consultant (SEC)?		YES / NO*
<p>*If the answer to Q3 is 'Yes' then the Medical Officer must obtain consent for disclosure of medical information 3a and complete Section 3b below.</p>			
Name:		Rank / Grade	
Position:		Email:	
Tel:		Date:	

Section 3a – CONSENT			
<p>I consent to the Medical Officer named above providing information in support of an assessment which may lead to the allocation of a SEC. I understand that this information will be shared only with those persons directly engaged with the process of allocating a SEC. My doctor has explained the purpose of this form and I understand that under the Data Protection Act 1998, I may see a copy of the completed form.</p>			
Patient Name:		Signature:	
Service Number:		Date:	

Section 3b – CLINICAL NEED FOR A SPECIALIST EMPLOYMENT CONSULTANT
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Section 3 – SERVICE RESETTLEMENT ADVISER INPUT (to be completed by NRIO)

OFFICIAL SENSITIVE - PERSONAL

<p>An individual is only able to access their resettlement entitlement early when it is assessed that the patient is likely to leave the Service via NSMBOS and are ready to engage with resettlement activities. The Resettlement Advisor is requested to comment on the points below.</p>			
<p>What barriers to employment does this Service Person face?</p>			
<p>What is the Service Person's attitude to engaging in Resettlement activities?</p>			
<p>How realistic (or otherwise) do you consider the Service Person's resettlement plans to be?</p>			
<p>The following additional factors should also be taken into account:</p>			
Name:		Rank / Grade:	
Position:		Email:	
Mil Tel:		Date:	
Civ Tel:		RAB Date:	

OFFICIAL SENSITIVE - PERSONAL

Section 4 – COMMANDING OFFICER’S ASSESSMENT ⁹²			
An individual is only able to access their resettlement entitlement when it is assessed that the patient is likely to leave the Service early via NSMBOS and are ready to engage with resettlement activities. The CO is invited to provide an opinion on the points below.			
1	Is this Service Person likely to be discharged through NSMBOS?	YES / NO / IK	
2	Is this Service Person ready to engage meaningfully in the resettlement process?	YES / NO / IK	
3	Does the individual need, in your opinion, the additional support of CTP Assist and a Specialist Employment Consultant?	YES / NO / IK	
Further comments or recommendations, based on HARDFACTS ⁹³ should be noted below.			
Name:		Rank / Grade:	
Position:		Email:	
Tel:		Date:	

ON COMPLETION FORWARD THIS ASSESSMENT FORM TO NAVY PERS-PFCS NSCC SO1

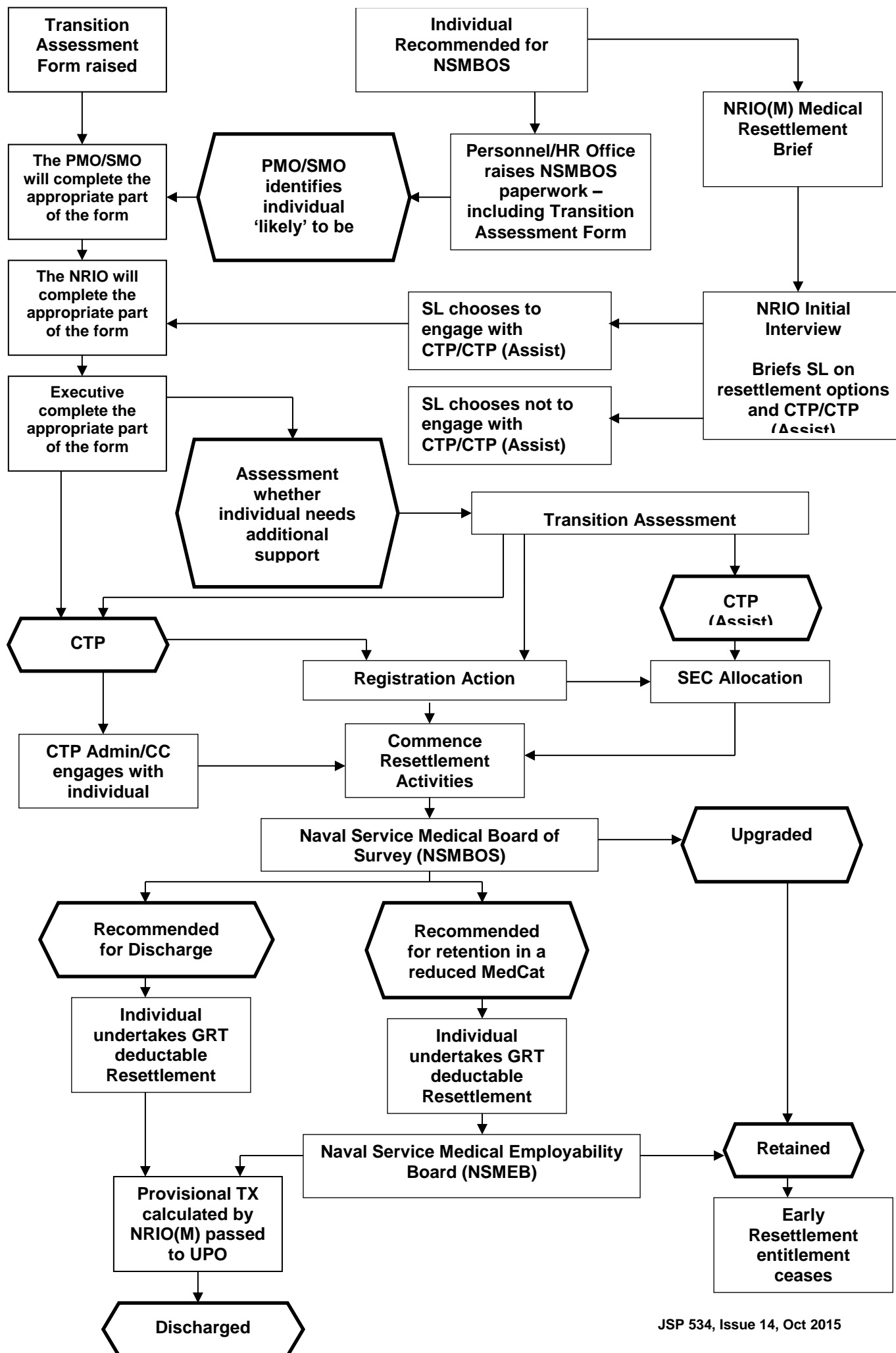
⁹² Delegated to the Divisional Officer/Line Manager for those not on the Recovery Pathway and the OICs of Recovery Cells, Recovery Troops, Air Station Career Management Cells and the OC Hasler Coy for those on the Recovery Pathway.

⁹³ **H** – Health **A** – Accommodation **R** – Relocation **D** – Drugs, alcohol, stress **F** – Finance & Benefits **A** – Attitude, behaviour, thinking & welfare **C** – Children & family **T** – Training, education, employment **S** – Supporting agencies

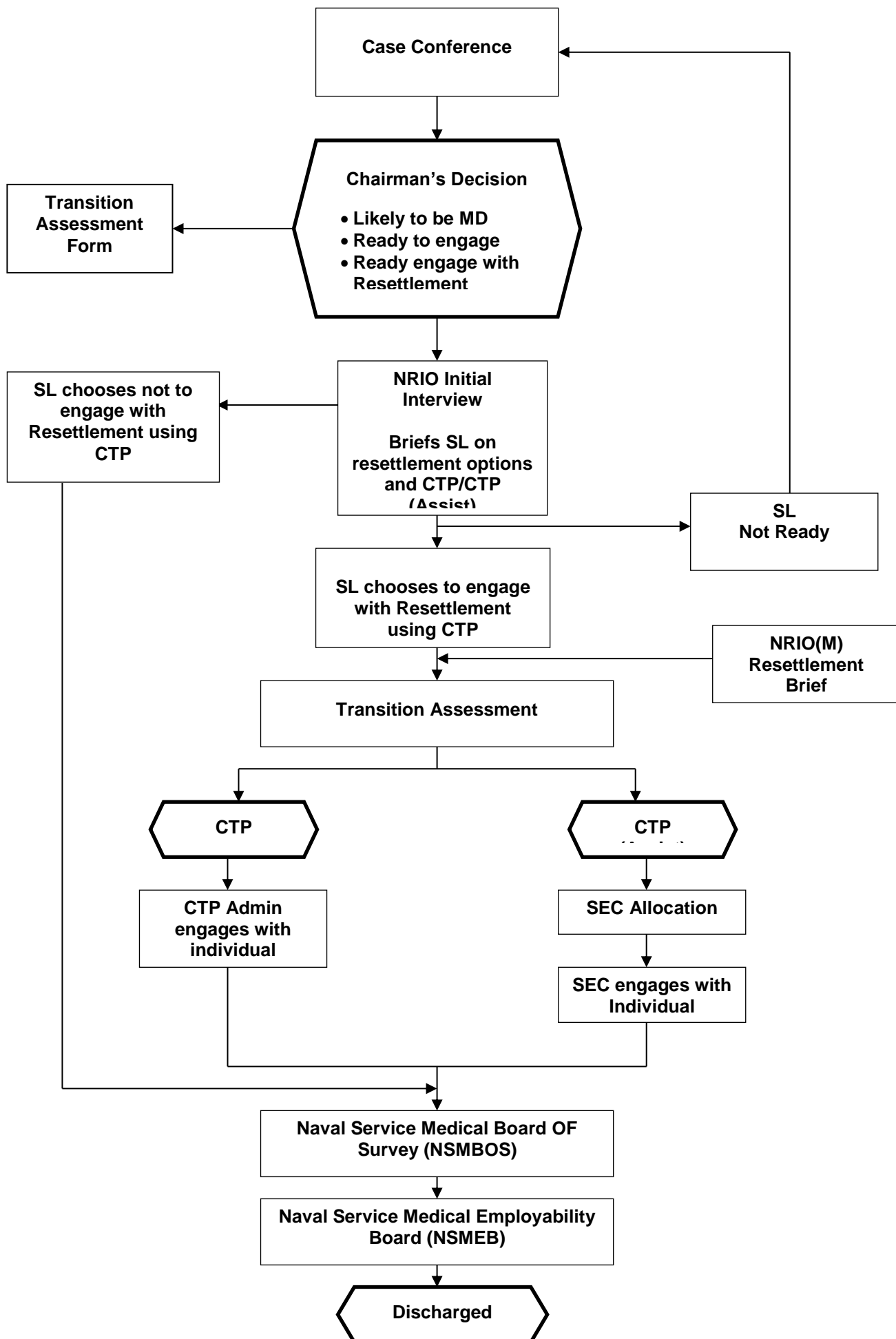
OFFICIAL SENSITIVE - PERSONAL

Section 6 – OUTCOME (NAVY PERS-PFCS NSCC SO1 Use only)			
The above WIS Service Person has been assessed as needing CTP Assist and the allocation of a Specialist Employment Consultant.			YES / NO
SEC Name:		SEC Location:	
Name:		Rank / Grade:	
Date:		Signature:	
CO/LM Informed	YES / NO	NRIO Informed	YES / NO

Naval Service Medical Discharge Process – *Outwith* Recovery Pathway



Naval Service Medical Discharge Process – Personnel on Recovery Pathway and/or WIS



Army: Access to Resettlement for Service Person Likely to be Medically Discharged

Introduction

1. Tri-service resettlement policy permits early access to the full resettlement provision⁹⁴ for those Service personnel (SP) who are likely to be medically discharged or are undergoing PULHHEEMS Administrative Pamphlet 10 v 3 (PAP 10) Restricted Employment in Current Unit (RECU) action.
2. The aim of early access is to allow the SP to have more time to prepare, research, plan and undertake resettlement, given the potential for a medical discharge. The Army will take at risk access to resettlement allowances. Should the appropriate Medical Board (MB) recommend and Directorate of Manning (Army) decide that the SP will remain in Service then the resettlement allowances will be reset as if previously unused.
3. Early access will, where applicable, grant extra support and help from the Defence Career Transition Partnership Specialist Support Programme (CTP SSP)⁹⁵ with a Specialist Employment Consultant (SEC). This route is known as CTP (Assist). Access to the CTP (Assist) and SEC is authorised by the Army Transition Assessment Board (ATAB) held at unit level during the Unit Health Committee (UHC) meeting or the 28 day case conference.
4. The SSP⁹⁶ is designed to offer a specialist career service to those with the greatest barriers to employment, be it a physical injury, psychological condition or terminal illness. The majority of SP who are medically discharged will not be referred to the SSP because their condition does not warrant it but each SP will be assessed on a case by case basis.

Entitlement

5. There are 3 main groups of Army SP who undergo medical discharge:
 - a. Those who have become subject to medical discharge under JSP 950 Part 6 Chapter 7 (Medical Employment Standards Policy) and PAP 10.
 - b. Those who are Wounded, Injured and Sick (WIS) and/or on the Recovery Pathway.
 - c. Those who are undergoing RECU action.

Responsibility

6. It is the responsibility of individual Commanding Officers (CO) with WIS and PAP 10 medical discharge SP to ensure that such access is given to SP under command⁹⁷. This access is applicable to all SP, irrespective of whether they are under Personnel Recovery Unit (PRU) or normal Unit command.
7. All SP must be advised explicitly that early access to resettlement is a precautionary measure and that any decis

⁹⁴ JSP 534 para 0304 and 0305b http://defenceintranet.diif.r.mil.uk/Reference/DINsJSPs/Pages/JSPIndex.aspx#jsps_500-549

⁹⁵ For details about SSP employment opportunities for SP likely to be medically discharged see

<http://defenceintranet.diif.r.mil.uk/Organisations/Orgs/Army/Organisations/Orgs/ag/Organisations/Orgs/dgpers/Organisations/Orgs/dpsa/Orgs/ARC/Pages/RCSATAB.aspx> and <https://www.recoverycareerservices.org.uk/>

⁹⁶ <https://www.recoverycareerservices.org.uk/>

⁹⁷ Inclusive of those SP undergoing PAP 10 RECU action

⁹⁸ See PAP 10 Unit Implications Brief process (Appx 27) which explains how the medical condition may impact on their career and how SP should begin to consider resettlement

Process

8. The trigger for early access to resettlement for the majority of Army SP is completion of the relevant PAP 10 Appendix⁹⁹ by the appropriate clinical professional¹⁰⁰. The appendix is used for any continuation of further sickness absence and also articulates the ability to engage with either recovery or resettlement activities.

9. Early access to resettlement must be through initial contact of the SP with the IERO and is determined at the Unit's monthly review of medical cases conference. Upon issue of the PAP 10 appendix, the SP's unit is to arrange an interview with the IERO¹⁰¹. This ensures that entitlements are allocated to the MOD F1711¹⁰².

10. In cases where the CO decides the additional support of a Specialist Employment Consultant (SEC) is required during the ATAB¹⁰³, the SP will need to complete a Resettlement Advisory Brief (RAB) with their designated IERO early in the process, in order for the resettlement section on the Annex CC form to be completed prior to submission¹⁰⁴.

WIS/Unit Recovery Pathway

11. The Army runs residential core recovery events (CRE) for all WIS, regardless of rank. The CRE run approximately once a month in each of the Personnel Recovery Centres (PRC) and last between 5 and 10 days and are part of an SP's individual recovery plan (IRP). These courses may be accessed by SP who are following recovery pathways in PRCs or are under command of either a PRU or their own unit. There is no requirement to be registered initially for resettlement to attend CRE, but it is mandatory to attend a resettlement advice brief (RAB) before CRE 3.

12. While some soldiers on the pathway return to duty, this is not always possible or necessarily the best option for them. In these cases SP who are going to be medically discharged change their recovery plan to focus on what they need for their career and life outside the Army by registering for early access to the resettlement service.

Early Access Procedure

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

14. In all cases the unit should take appropriate PAPMIS and WISMIS action. It is a unit administrative responsibility to change the status of the SP to Service Leaver (SL) and initiate the JPA workflow¹⁰⁵ in accordance with the JPA Business Process Guide¹⁰⁶

15. **JMES L5E5 Temporary (T) SP.** SP graded JMES L5E5 (T) for longer than 6 months, identified by PAP 10 Appendix 11 action, have early access. Occasionally SP who have been graded for less than 6 months but have a high level of certainty,

⁹⁹ Appendices 9, 11, 12, 22, and exceptionally appendix 10 when the medical outcome can be predicted with a high level of certainty.

¹⁰⁰ Eg Regional Occupational Health Therapist, Unit Medical Officer, Clinical Facilitator, Vocational Occupational Health Therapist

¹⁰¹ See PAP 10 Appx 27

¹⁰² Unit is required to change the status of SP to SL to force an 1173 workflow in accordance with para 14

¹⁰³ See para 24

¹⁰⁴ In accordance with Section 7, para 0709

¹⁰⁵ See Unit HR Task: http://www.ipublish.dii.r.mil.uk/nlapps/data/folders/JPA_Docs/PR920003.htm#tasks

¹⁰⁶ http://www.ipublish.dii.r.mil.uk/nlapps/data/folders/JPA_Docs/PR920003.

¹⁰⁷ PAP 10 appendix 10

OFFICIAL SENSITIVE PERSONAL (when completed)

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

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

- a. A comprehensive explanation of the whole medical discharge resettlement process, the CTP and, if relevant, the SSP.
- b. That being considered for early access to resettlement is an enabler to access formal resettlement provision. It is in no way a pre-cursor to any Medical Discharge decision and will not influence any decision made in the medical chain of command or at a Full Medical Board.
- c. That the individual can gain earlier access to ELC, where it is identified that it is suitable to do so. The IERO should explain the ELC eligibility rules for MD personnel, check whether the individual is registered with ELCAS and if not conduct the administration with the individual to register for the scheme according to current regulations (JSP 898, Part 4 – Chapter 3 refers).
- d. That only those individuals who are registered with CTP will be able to access the resettlement (and SSP).
- e. That any individual who does not wish to register with the CTP and therefore opts out of engaging with CTP (and the SSP provision) should be recorded on MOD Form 1173¹⁰⁸.
- f. That it is in the SP's best interest to think about his own resettlement planning prior to any Medical Discharge decision being officially ratified.
- g. The IERO actions the CTP registration online with JPA and actions the MOD F1173. This will enable full access to the CTP. At this point SP may access resettlement activities and commence full resettlement activities, including attendance at briefings and courses and use of resettlement allowances. For those who have an IRP the CTP Career Consultants, SECs and IEROs are to continue with IRP recommendations throughout the resettlement process. The SL's exit date will remain unchanged until a medical discharge has been confirmed.

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

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

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

¹⁰⁸ JSP 534 section 6 para 0603

OFFICIAL SENSITIVE PERSONAL (when completed)

will identify the JMES grading of MND Permanent above L5 E5 or, in exceptional case, MLD Permanent, in accordance with PAP 10.

21. **RECU.** The RECU process¹⁰⁹ is initiated once SP is medically assessed as being permanently downgraded and stable or has a disability that is of slow progression. SP for whom the RECU process has been initiated and for whom PAP 10 Appendix 22 has been sent to the APC are eligible to commence resettlement training whilst their case is being processed.

Fit to return to duty/Confirmed Medical Discharge

22. Where a SP who is engaged within either the CTP or the CTP (Assist) resettlement routes is deemed fit to return to duty, or who has been considered at a Full Medical Board (FMB) and the decision taken that the individual will remain in service, all resettlement entitlements previously granted will cease from the date of the decision to return to duty, or the date of the FMB, as applicable. The SP will be entitled to receive the appropriate resettlement entitlements subsequently when they leave the Service based on their discharge date and in line with existing resettlement policy. Any previous resettlement entitlement will not be taken into consideration when leaving under subsequent discharge.

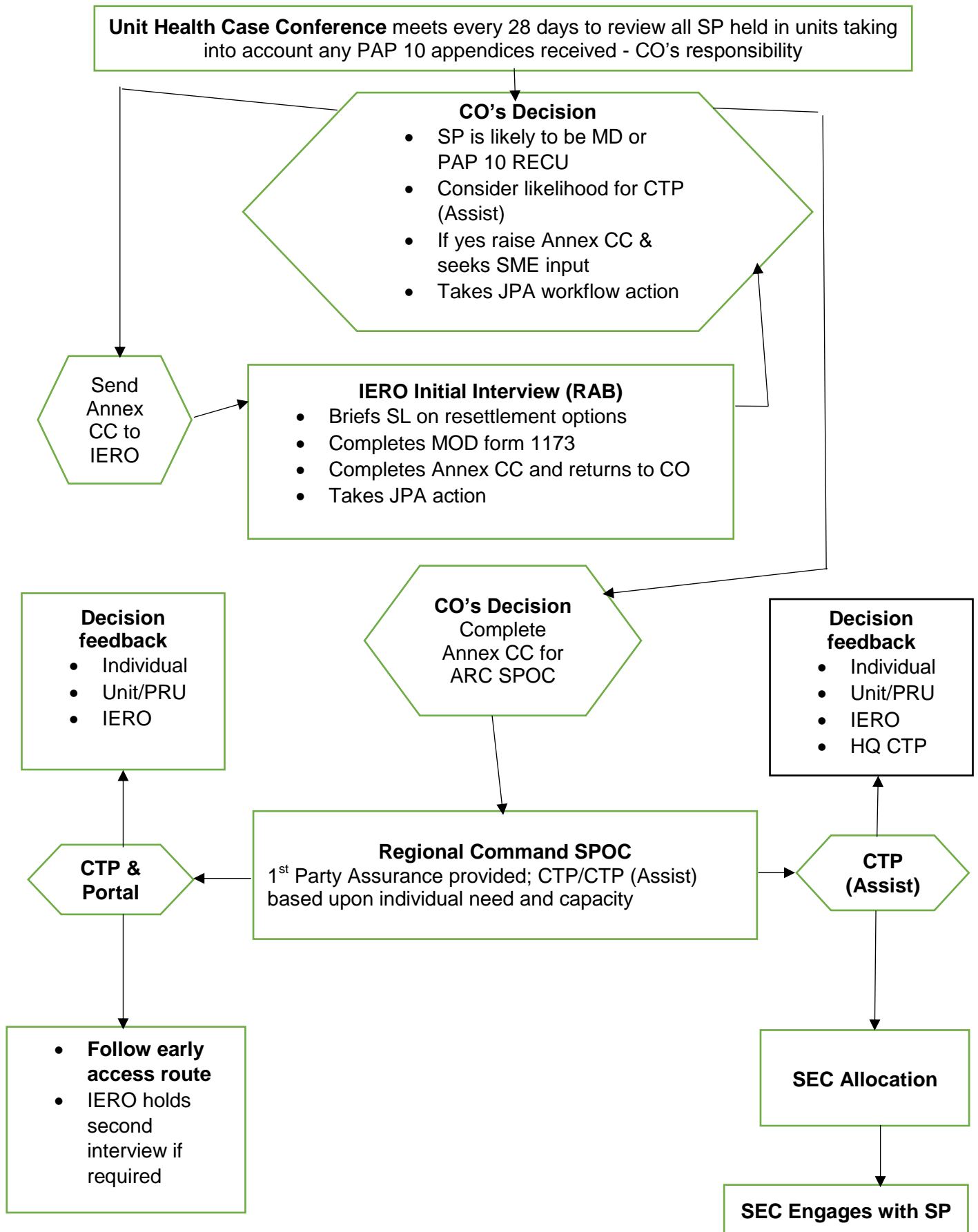
23. If the FMB formalises the decision that SP who have accessed early resettlement will be medically discharged from Service, the unit is to arrange for the SP to see the IERO for a follow up resettlement interview. Should the FMB not authorise medical discharge, then the Unit HR must notify the appropriate IERO who is to reset the SP's JPA Resettlement record.

The ATAB Process

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

¹⁰⁹ PAP 10 para 1001

ATAB APPLICATION ROUTE



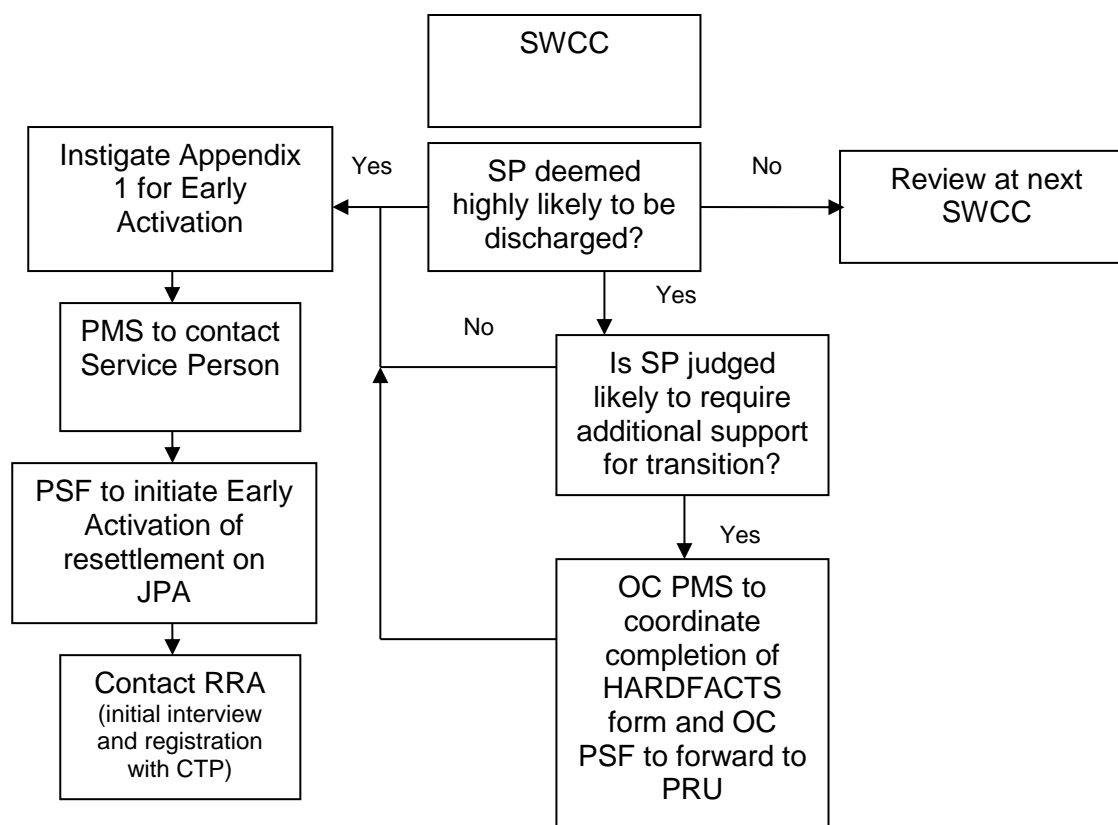
ACCESS TO RESETTLEMENT FOR RAF SERVICE PERSONNEL WITH POTENTIAL FOR MEDICAL DISCHARGE

1. **Station Welfare Casework Committee (SWCC).** The Regional Resettlement Officer (RRO) should be invited to attend the relevant section of the SWCC that considers potential medical discharges, bearing in mind that RROs cover a number of stations.
2. All personnel considered by the SWCC must be assessed as to likelihood of discharge at Medical Board or Employment Review Board (ERB). If an individual is assessed as having a *high* likelihood:
 - a. SWCC Chair (OC PMS) is to instruct OC PSF (or equivalent) to contact the individual Service Person (SP) to instruct them to contact their Regional Resettlement Officer (RRO) for initial one-to-one resettlement advice.
 - b. If the RRO has been unable to attend the SWCC, OC PSF (or equivalent) must contact the RRO to make them aware of such individuals. This should be done immediately after contact with the individual.
 - c. PSF staff to initiate Early Activation of resettlement workflow on JPA¹¹⁰ by changing the individual's status from Service Person to Service Leaver. This will enable the RRO to proceed with interviews and register the individual with the Career Transition Partnership (CTP). The individual's exit date will remain unchanged until a medical discharge has been confirmed.
 - d. If an individual is judged by the SWCC to require assistance in addition to the normal resettlement package, a HARDFACTS (Application for Assignment) form may be obtained from the RAF Personnel Recovery Unit (PRU) intranet webpage¹¹¹, completed by the SWCC and forwarded by OC PSF (or equivalent) to the PRU. Steps 2a-2c above should still be followed.
 - e. All personnel must be advised explicitly in all early contact that this early access to resettlement is a precautionary measure and that any decision to discharge will remain with the ERB.
 - f. Appendix 1 to this instruction should be initiated by the SWCC and completed to ensure that the correct authorities are made aware.

¹¹⁰ JPA Business Process Guide [to be updated accordingly]

¹¹¹ <http://authdefenceintranet.diif.r.mil.uk/Organisations/Orgs/RAF/Organisations/Orgs/ComSpt/Pages/PersonnelRecoveryUnit.aspx>

Table 1: Steps to enable Early Activation/Access to Resettlement



3. **Registration with Career Transition Partnership (CTP).** The first step in early access to resettlement must be through initial contact of the SP with the RRO. This ensures that registration with the CTP can take place, and entitlements allocated to the F1711. Even if a SP is allocated to additional assistance through the Recovery Careers Service, they must be seen by the RRO in order to be registered appropriately through the CTP.

4. **Level of access in Early Access to resettlement.** For the majority of personnel, early access includes the RRO's Initial Resettlement Brief (and subsequent one to one communication as required), the Career Transition Workshop (CTW), which includes a one to one interview with a CTP Career Consultant and access to RightJob, the Civilian Housing Brief and Financial Aspects of Resettlement Brief. Further one to one interviews with the CTP Career Consultant and RRO will be available as required. Additional resettlement activities that incur the use of GRT, IRTC and Warrants are not permitted until a medical discharge has been confirmed. The aim of early access is to open the lines of communication and to allow the SP to begin initial preparation and research for resettlement activities given the potential of a medical discharge. Those personnel administered through the Recovery Careers Service, participating in Core Recovery Events, and others on an exceptional, case by case basis, will have access to the above, but may also be able to access other specific resettlement activities prior to a Medical Board formal discharge recommendation in order to assist with their more complicated and potentially lengthy rehabilitation and transitional requirements.

5. **Action following Medical Board/ERB discharge.** Where a recommendation to discharge is given by the Medical Board/ERB, SP are given an information folder by the Medical Board Admin Team, which recommends that they make contact with their RRO. However, in addition, RROs should be advised of those being medically discharged by the Chief Clerk, once the individual has been contacted and informed of the decision by PMS staff. This will ensure that

he/she is identified to the RRO and contact can be instigated, whilst ensuring that the RRO does not contact the individual before they have been appraised by PMS.

- a. Personnel that are to be medically discharged will be able to access their full resettlement entitlements (to include GRT/IRTC) and must contact their RRO (in person or by phone/email) within 20 working days of the decision to discuss resettlement activities and the way forward.
- b. Individuals will be given 30 working days from the date of the post-Board RRO discussion to offer dates and course titles. If these courses can be completed within approximately 6 months of the date of the discharging Board, the SP should be retained in service until these courses are completed and a discharge date calculated accordingly.
- c. If a training opportunity/course is cancelled by the course provider after discharge dates have been calculated and agreed, and future courses are post-discharge, an application may be made, through the RRO, to SO1 Resettlement RAF for a deferral of resettlement entitlements.
- d. If the SP is not in a position to undertake resettlement activities due to their medical condition, or contact cannot be made within 20 working days of the decision to discharge, an application should be made by the RRO to SO1 Resettlement RAF for a deferral of resettlement entitlements. A discharge date should be calculated by PSF in the normal way (resettlement + invaliding + annual + terminal leaves). PSF must contact the RRO to confirm remaining resettlement entitlements (rather than assume none have been used) prior to a discharge date being finalised.
- e. Exceptionally, if a SP will be unable to undertake any form of resettlement activity due to reasons such as (but not exclusively) terminal illness or chronic enduring medical conditions, a case may be made through the RRO to SO1 Resettlement RAF for a transfer of resettlement entitlements to an eligible partner¹¹².

6. **Post Medical Board/ERB Resettlement Administration.** SP that have been notified of their medical discharge following Medical Board and ERB will generally be administered by the RRO closest to their post-discharge address. Where applicable, releasing RROs are responsible for discussing and agreeing any potential change of RRO with both the SP and the receiving RRO, ensuring case history, Education Folders, payment rights etc. are transferred appropriately.

- a. **Recovery Pathway (PRU)** SP on the Recovery Pathway will generally be administered by the PRU, with RRO/REC support from High Wycombe.
- b. **Recovery Pathway (Unit Assist)** SP on a Unit Assist programme will generally continue to be administered by the local RRO/REC post discharge, with education files and authorisation responsibilities etc. remaining with that unit.

7. **Deferrals.** SP that have been discharged at Medical Board or ERB will generally be administered by the RRO closest to their post-discharge address, although payments will be made by the REC at High Wycombe if resettlement entitlements have been deferred post-discharge. RROs must complete, authorise and forward appropriate forms¹¹³ to the High Wycombe REC to allow payment to be made. All other documentation should be retained by administering RRO/PRU.

¹¹² JSP 534 paras 0707-0710.

¹¹³ F1746/F1748/ F363/363T/ F1950/F509b

REFERRAL FOR EARLY ACTIVATION OF RESETTLEMENT

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

Service Number		Name	
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HARDFACTS form required?	Yes/No (if yes, submit HARDFACTS form to OC PRU)	Date completed (if applicable)
--------------------------	---	--------------------------------

The above named individual is deemed likely to be discharged at Medical Board or ERB and therefore early activation of resettlement is requested.

	Responsibility	Completion Date	On completion, forward Appendix 1 to:
Individual has been contacted and advised	OC PSF (or equivalent)		PSF
Early Activation has been actioned on JPA by PSF	PSF		RRO
Initial Resettlement Interview has been completed and Service Person registered with CTP	RRO		PSF for file

Completed forms to be retained in individuals F445A

OFFICIAL SENSITIVE PERSONAL (when completed).

APPLICATION FOR CTP (Assist) PROVISION**PART 1 – WIS / PAP 10 SERVICE PERSONS (SP) CONTACT DETAILS**

Service Number:	Home address (including postcode):
Rank:	
Full Name:	
Home Tel No:	
Mobile Tel No:	
E-mail:	
MD Date (if known)	

PART 2 – PRO / UNIT CONTACT DETAILS

Rank:	Contact Tel No:
Full Name:	E-Mail:
Unit:	

PART 3 – SRA / RIO DETAILS

SRA / RIO Full Name:
SRA / RIO E-Mail:
The above named SP has attended a Resettlement Advisory Brief (RAB) – YES / NO*
Date RAB attended:
The SP is assessed as ready to engage in their resettlement – YES / NO*
* - Delete as appropriate

PART 4 - COMMANDING OFFICERS¹¹⁴ DECLARATION

I confirm and agree that the above-named SP is:

- Likely to be discharged from the Service on medical grounds
- Ready to engage meaningfully in the Resettlement process
- Requires the services of a Specialist Employment Consultant (SEC)

The above named SP's medical discharge date is confirmed as:

Rank & Name:

Signature:

Date:

E-Mail address:

RN only – Once this form is complete, send to NAVYPERS-PFCSNSCCSO1@mod.uk for approval

Army & RAF – Once complete, send this form to with RC-Pers-ARC-0Mailbox@mod.uk

¹¹⁴ Or appropriate sS CoC representative.

OFFICIAL SENSITIVE PERSONAL (when completed).

APPLICATION TO UNDERTAKE A RECOVERY DUTY ACTIVITY, EVENT OR OPPORTUNITY**GUIDANCE NOTES FOR THE COMPLETION OF THIS FORM**

Use: Wounded, injured and sick (WIS) Service personnel who wish to participate in recovery duty activities, events or opportunities not covered by the appropriate JSP 534 Annexes are to use this form.

The following five sections are to be fully completed for each recovery duty activity, event or opportunity:

Section	Content	Timing
1	Service Person's Details	BEFORE the recovery duty activity
2	The proposed recovery duty activity, event or opportunity	BEFORE the recovery duty activity
3	Service Person's Declaration	BEFORE the recovery duty activity
4	Part 1 –Unit or Personal Recovery Officer's Agreement Part 2 – Commanding Officer's Authorisation	BEFORE the recovery duty activity
5	Part 1 – Employing Organisation's Confirmation of Completion Part 2 – Commanding Officer's Confirmation of Completion	AFTER the recovery duty activity

Please read the instructions for completing each Section carefully: it is important that each section is completed fully and accurately if you are to be authorised to be absent from your place of duty for Recovery purposes. When it is completed, this form is also the authority for submitting JPA claims resulting from the recovery duty activity, event or opportunity

SECTION 1 - SERVICE PERSON'S DETAILS

This Section is to be completed by the Service person.

Service Number:	Rank:
Name:	Contact Telephone(s):
Contact Address:	
Postcode:	
Contact e-mail Address:	
UNIT TITLE:	
Name of Unit Welfare Officer (UWO)/ Personnel Recovery Officer (PRO):	
Telephone Number:	
Contact e-mail Address:	

DATA PROTECTION AND PRIVACY

The data provided by you and by the MOD will be kept both as a paper record and on a computer database, but either way will be kept confidential and with the highest standards of security. Any information processed will be by means of a computer database, or other means, under strictly regulated conditions in accordance with the provisions of the Data Protection Act 1998. This form is used for accounting and general statistical purposes or other resettlement purposes and will be kept for 6 years after you leave the Armed Services.

Any personal data provided by you or by the MOD will only be used for the following purposes (unless you consent to sign Section 2):

- maintaining, updating and enhancing your records as held in the resettlement databases.
- to provide the most effective and efficient resettlement advice for you.

By signing below, you are consenting to the processing of your personal data for the purposes and by the means set out above.

Signed: (Service Person)
Date:/...../.....

Part 2 Section 2. If you consent, data provided in this form will be used to compile overall statistical data on employment of Service personnel once they have left the Services using records held by the Department for Work and Pensions and records held by HM Revenue and Customs. The data will be passed in confidence to DWP, only for the purpose of producing these statistics. Your personal details will not be visible at any time during or after this process. Please sign below if you consent to your details being used in compiling statistical data.

Signed: (Service Person)
Date:/...../.....

SECTION 2 - THE PROPOSED RECOVERY DUTY ACTIVITY, EVENT OR OPPORTUNITY

This Section is to be completed by the organisation

Description of activity, event or opportunity:	
Location of activity, event or opportunity:	
<p>Statement of undertaking by organisation offering the recovery duty activity, event or opportunity:</p> <ol style="list-style-type: none"> 1. We agree to allow access by a representative of the Ministry of Defence (MOD) to visit the applicant during this activity, event or opportunity. 2. No claims will be made on MOD public funds for the cost of materials or tools used by the Service Person. Where there is a set fee for an established training course, this will be charged to the Service person. 3. We have the necessary insurance in place to cover accidental injury or death caused to a Service person where we have a legal liability and will inform the Service immediately of any such injury through the unit details given in Part 1. 4. We agree to complete section 5 of this form and return it to the Service person on completion of the activity. 5. We undertake to notify the Service person's unit at Part 1, within 5 working days, if the individual fails to attend, or ceases to attend, the recovery duty activity, event or opportunity. 	
<p>Name of Provider:</p> <p>Address of Provider:</p> <p>Postcode:</p> <p>Provider's Contact e-mail Address:</p> <p>Tel & Fax. Nos:</p>	
Date from: (inclusive)	Date to: (inclusive)
Name:	Appointment:
Date:	Signature:

SECTION 3 – SERVICE PERSON’S DECLARATION

The Service person is to read the statements at Section 3, complete his/her full name, sign and date Section 3 to confirm that they wish to attend the agreed recovery duty activity, event or opportunity specified in Part 2, and that they have read, understood and agree to paras 1 – 4 of these Instructions below.

COSTS

1. The Service person is liable for the payment of any costs associated with any recovery duty activity, event or opportunity regardless of whether, or not, they are to be subsequently claimed against any relevant allowance. The MOD accepts no liability or responsibility for the payment of fees or any other costs howsoever arising in connection with the recovery duty activity, event or opportunity.

MINISTRY OF DEFENCE EMPLOYER’S LIABILITY INDEMNITY INSURANCE

2. **Injury or Damage Caused by Service Personnel.** The MOD will indemnify WIS Service personnel in respect of any claim for personal injury brought by an individual injured by a WIS Service person while they are on any recovery duty activity, event or opportunity provided that the MOD is legally liable as the WIS Service person’s employer for the injury caused and provided that the WIS Service person does not settle or otherwise compromise the claim without the MOD’s prior written consent. The WIS Service person must notify the MOD of the claim within 14 days. At any stage prior to or after legal proceedings are commenced, the MOD reserves the right to take over conduct of the claim and/or to appoint legal advisers of its choice to handle the claim. The MOD will give no such indemnity if the WIS Service person is attending a recovery duty activity, event or opportunity whilst on annual individual leave or terminal leave. If personnel are concerned about their personal liability, they should consider taking out appropriate insurance cover.

3. **Injury Caused to Service Personnel.** WIS Service personnel attending any recovery duty activity, event or opportunity will be subject to Service regulations covering injury whilst on duty. The MOD will compensate the WIS Service person in accordance with its legal obligations for any injury sustained whilst attending a recovery duty activity, event or opportunity where it is legally liable for the injury as the WIS Service person’s employer. The MOD will give no such indemnity if the WIS Service person is attending a recovery duty activity, event or opportunity whilst on leave or without having completed this form. If personnel are concerned about their personal liability, they should consider taking out appropriate insurance cover.

DISCIPLINE

4. The civilian staff providing recovery activities, events or opportunities to WIS Service personnel cannot give lawful commands as superior officers within the meaning of the Armed Forces Act 2006. However, WIS Service personnel must comply with any reasonable instructions given to them by the civilian staff in the course of any recovery duty activity, event or opportunity. Any failure to comply with such instructions is to be reported to the appropriate Recovery point of contact, from where it will be notified to the appropriate single Service dealt with as an act to the prejudice of good order and Service discipline.

DECLARATION

I wish to attend the above recovery duty activity, event or opportunity, and acknowledge that I must obtain agreement from both my Unit or Personal Recovery Officer and my Commanding Officer’s authority at Section 4 below to be released from my unit. I have read understood and agree to paras 1 - 4 above.

Name:

Signature:

Date:

SECTION 4 –UNIT OR PERSONAL RECOVERY OFFICER’S AGREEMENT AND COMMANDING OFFICER’S AUTHORITY

Part 1 is to be completed by the Unit Recovery Officer (URO) or Personal Recovery Officer (PRO) to confirm that the recovery duty activity specified in Section 2 above is appropriate to the WIS Service person’s Individual Recovery Plan requirements. When the Service person cannot attend a face to face interview with a URO / PRO the interview may, by exception, be conducted by telephone and the form sent by facsimile machine (FAX) or e-mail for signature, as required.

Part 2 is to be completed by the Commanding Officer, or delegated officer, to authorise the WIS Service person’s attendance on the recovery duty activity specified in Section 2 above.

On Completion, the Service person’s unit is to ensure that: one copy of the Form is to be held with the Service Person’s Record, a copy is to be provided to the Service person and a further copy is forwarded to the URO / PRO. In the event of the CO, or delegated officer, declining to release the Service person to attend the recovery duty activity, event or opportunity specified in Section 2, the form must be retained / distributed as above.

PART 1 – URO / PRO’S AGREEMENT

I have discussed attendance on the recovery duty activity, event or opportunity with the Service person, believe that it is/is not appropriate to his/her Individual Recovery Plan (IRP) and in accordance with the Service person’s current Medical Appendix 9 / 10 / 11 / 12 (delete as appropriate).	
Name:	Signature:
Appointment:	Date:
Contact Telephone:	Contact e-mail address:

PART 2 - COMMANDING OFFICER’S AUTHORISATION

I hereby authorise/do not authorise (delete as applicable) absence from the individual’s normal place of duty for the purpose of attending the recovery duty activity, event or opportunity specified at Section 2.		
Signature:	Rank:	Name (Print):
Date:	Appointment:	

**SECTION 5 - CERTIFICATE OF ATTENDANCE AT A RECOVERY DUTY
ACTIVITY, EVENT OR OPPORTUNITY**

PART 1 – EMPLOYING ORGANISATION’S CONFIRMATION OF COMPLETION

Name & Address of Provider:		
Tel & Fax Nos:	Date from: (inclusive)	Date to: (inclusive)
I/We certify that the above named has completed a recovery duty activity, event or opportunity with this company/organisation, and was in attendance throughout the period in question.		
Reason for any absences:		
Name:	Company/Organisation Stamp:	
Appointment:		
Signature:		
Date:		

PART 2 - COMMANDING OFFICER’S CONFIRMATION OF COMPLETION

I confirm that the WIS Service leaver has completed the recovery duty activity, event or opportunity as described:		
Name:	Rank:	Signature:

MOD Veterans Welfare Service – Veterans UK

Tri-Service Welfare Referral (TSWR) Protocol for Referral to the MOD Veterans Welfare Service, Veterans UK

Protocol Purpose

1. This protocol aims to ensure the early identification and ongoing support for those Service leavers identified as being likely to be discharged / about to transition from military service, who may have severe physical or psychological disablement or are considered as having an enduring welfare need with which they will require support post Service.
2. The Veterans Welfare Service (VWS) is part of MOD's Veterans UK support function (formally known as SPVA) within Defence Business Services and is Government's in-house provider of support to Veterans.

Referral Process & Criteria

3. A referral should be made to VWS (as point 1 above) where it is deemed that those approaching the end of their Service may benefit from ongoing specialist advice, information and support from VWS, by virtue of their disabling conditions or perceived / actual needs.
4. Referrals should therefore be made irrespective of reason for discharge, including medical, administrative, end of career or those transitioning from the military prematurely under any other circumstance. This protocol also applies to Regular and Reserve service personnel.
5. The protocol and resulting support from VWS is designed to complement any other support available to the service leaver, but ensures that if referred, MOD will fulfil its requirement for Service Leavers to have access to a range of services suited to meet their needs, facilitated, supported and co-ordinated by VWS.
6. Referrals should be made by any responsible tri-Service military authority / personnel, including those involved with DRC, PRC, PRU, Unit Assist, Transition¹¹⁵, Unit Welfare, Service Admin Officers, Specialist welfare providers from all branches of the single Services and those connected with MCTC.
7. Referrals must be made with agreement of the Service Leaver prior to releasing any information to VWS.
8. Referrals should be made using VWSForm1 available online at: <https://www.gov.uk/government/collections/veterans-welfare-service-protocols> All pages / detail must be completed ensuring enough information is provided to allow VWS to identify / determine issues, action underway or already carried out by the referring authority.

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9. The form must be emailed to VWS at Veterans-UK-VWS-Support@mod.uk Clear

¹¹⁵ This protocol can also be utilised by MOD Contractors\Partner involved in (pre\post) discharge processes

indication of the Service Leaver's consent must be available on the form for emailed referrals. A record of the Service Leaver's signature must be held by the referring authority.

10. Whilst referrals must have consideration for the actual or perceived need of the Service Leaver, it is a requirement that those with severe / multiple injuries or conditions are referred to VWS as standing operating procedure (see point 6). The following types of cases should be referred as a **Seriously Injured Leaver (SIL)**.

- a. Severe complex multiple injuries
- b. Head injuries requiring extended hospitalisation
- c. Spinal cord injuries
- d. PTSD and similar traumatic psychological injuries
- e. Amputations
- f. Loss of sight / hearing
- g. Severe burns
- h. Degenerative disease
- i. Terminal illness

11. For those Service Leavers who may have an enduring welfare need, but do not fall into the severely injured cohort, a referral should be made as a **Transitional Welfare Requirement (TWR)**.

12. When referring a case to the VWS please complete as much detail using the HARDFACTS process:

Health
Accommodation
Relocation
Drugs, alcohol and Stress
Finance & benefits
Attitude, Thinking & Behaviour
Children & family
Training\education\employment
Support agencies

The **HARDFACTS** assessment process utilised widely within the military and the DRC. Those issues with which the Service Leaver requires ongoing support could relate to any one or multiple indicators within the **HARDFACTS** assessment. These must be clearly identified within the referral form.

Timing of the referral

13. Referrals using the VWSForm1 (see Annex M) should be made approximately 3 months prior to the discharge date or immediately once discharge is decided. In some cases there may be a clear need for an earlier referral and intervention by

VWS and this can be facilitated, when clear reasons can be provided to VWS by the referring authority.

14. On receipt by VWS, a VWS Welfare Manager will be allocated the referral and will make contact with the referring authority to arrange a discussion and to plan an appropriate support package based on the need of the Service Leaver. This discussion should, where appropriate, involve the Service Leaver, their family or carer.

British Forces Germany

15. For Service Leavers continuing to serve in British Forces Germany, but intending to return to the UK on discharge, the allocated point of contact for VWS support will be a VWS Welfare Manager local to their intended place of residence.

16. Those leaving the Service and choosing to settle in Germany will not routinely be allocated a VWS Welfare Manager to provide assistance with their transition to civilian life. However welfare assistance can be requested from VWS and in appropriate cases a VWS Welfare Manager may be identified as a point of contact to provide advice and guidance on Veterans UK related issues either pre or post – discharge. Welfare support in respect of all other issues remains the responsibility of BFG in–Service Welfare providers. Any veteran requiring assistance whilst residing in Germany should access support through the RBL District Welfare Coordination Germany network based in Hohn Garrison. If necessary an RBL case worker may be allocated and will identify a Veterans requirement and signpost them to the relevant agencies who may be able to assist. Much of this work is done in conjunction with SSAFA.

Personnel Relocating Overseas

17. VWS provides a Welfare Manager provision for Service Leavers (SL) who remain in the UK following discharge but is unable to do so for SL's who choose to relocate overseas. Veterans living overseas will be expected to approach their local Embassy or Consulate for assistance with health issues attributable to or aggravated by Service. There is a Service Level Agreement between the Foreign and Commonwealth Office and Veterans UK which details the terms of this Agreement. Some limited support can be provided via telephone or email on UK related matters only.

Ongoing contact and support

18. Prior to the point of discharge, the referring authority / in-Service welfare provider will retain responsibility for the service leavers and wherever possible should try to facilitate as much resolution as possible for issues that need to be addressed prior to discharge / transition. VWS can assist or provide mutual support to help resolve casework issues / Veterans UK business. Certain specific issues could still fall under the responsibility of the in-Service provider until fully resolved.

19. The referring authority / in–Service welfare provider and VWS Welfare Manager will maintain contact (if required) with the Service leaver for up to 12 weeks post discharge in order to discuss outcomes and determine areas of individual or mutual engagement required to resolve casework issues. This level of contact can be adjusted dependant on the type of case or any need for in-Service involvement.

20. The full transfer of responsibility from referring authority / in-Service welfare

providers to VWS should take place on discharge although certain specific issues could fall under the responsibility of the in-service provider until resolved e.g. Additional Needs Adaptations. The in-Service welfare provider and VWS Welfare Manager should meet with the Veteran / family etc in a case conference to affect an agreed transfer of welfare responsibility from in-Service to VWS prior to discharge. The full details of this handover discussion must be recorded and responsibility for taking forward further work to assist the Veteran must be clearly identified and conveyed.

21. VWS will continue to have regular contact with the individual; in particular those highlighted at point 10 above, by undertaking home visits up to 6 months post discharge, along with telephone calls as determined by the casework activity / need of the individual. VWS Welfare Manager will continue to work with the individual to ensure needs are addressed wherever possible and ensure appropriate engagement with relevant organisations or agencies is facilitated where required.

22. Additional home visits can be undertaken in months 9 and 12 post discharge, if client need / wishes dictates, supplemented by monthly phone calls.

23. Further phone calls will be made in every 3rd following month (15/18/21/24). Support can continue as long as is required in all cases. (See point 26).

24. It is accepted that those who are referred to VWS, particularly those identified in point 14 above, may need ongoing regular support from VWS and this will be provided as long as a need dictating VWS involvement exists. Others make a complete and successful transition into civilian life despite the severity of their conditions. It is however recognised that future long term needs may be more significant in these cases and therefore VWS support networks will always exist.

25. Some, particularly those referred as a TWR, may not wish to continue receiving contact on a regular basis either because they deem that their transitional welfare issues have been resolved or further needs identified have been subsequently addressed or they don't wish to be supported by VWS at this time. They will be advised they can contact VWS at any time in the future should their situation change.

26. It will not always be necessary for VWS Welfare Managers to maintain contact in such a prescriptive way. In circumstances as outlined in points 22 & 23, ongoing engagement and frequency of contact will be determined and assessed on need, any other influencing factors and with the agreement of the Veteran. VWS will in such cases confirm with the Veteran the wish to withdraw from current VWS support, ask that they sign a disclaimer to this effect whilst ensuring they are aware they can contact VWS at any time in the future should their situation change.

27. Throughout all stages of support and intervention VWS will aim to develop and promote independence, providing appropriate advice, support and solutions to assist achievement of goals, aspirations and opportunities, enabling a successful transition to civilian life.



Ministry of Defence

To: VWS, Room 6303, Norcross
Thornton-Cleveleys
Lancashire
FY5 3WP

Tel: 01253 333641

Email: Veterans-UK-VWS-Support@mod.uk

PRIORITY

Referral from a Tri-Service Military Authority or Military Contractor\Partner

Details of Service Leaver

Rank / Title

Full name

Service number

National Insurance Number

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Date of Birth

Home telephone number

Mobile number

Civilian email

Current address

Postcode:

Change of address following discharge (if applicable)

Postcode:

Discharge Details

Type of Referral (SIL or TWR)
(please refer to protocol for guidance)

Discharge / Expected discharge date
(delete as appropriate)

Reason for discharge

Brief details of HARDFACTS assessment relevant to referral

Health (Any Health issues inc. specific injuries sustained in service)	
Accommodation & Relocation (Crisis Accommodation attempting to relocate to unfamiliar area of UK)	
Drugs, Alcohol & Stress (Drug use including pain\ prescribed medication, Alcohol abuse and severe Stress)	
Finance & Benefits (Armed Forces Compensation Scheme & War Pension Scheme, DWP benefit & Debt Advice)	
Attitude, Thinking & Behaviour (Mood negative towards discharge, attitude towards assistance, any negative behaviour or attitude)	
Children & Family (Children and Family situation that may require support. Family disability or separation)	

Training, Education and Employment (Will require assistance and support in order to gain employment. Lack of educational qualifications)	
Supporting Agencies (Crisis case - Immediate engagement with Local Councils, 3 rd sector Support or other Agencies)	

Discharge Details

Enduring Welfare Need - plus any other relevant info or engagement by other support services.

Form completed by

Rank /Title

Full name

Service

Telephone number (civilian)

DII / Work email

Signature and full name

Date

Service Leaver Consent Form

I understand the reason for the referral to the Veterans Welfare Service and give my consent to supply any relevant information including Medical information (if applicable):

Data Protection

The Ministry of Defence (MOD) is a Data Controller for the Data Protection Act (DPA) 1998. Under the act you have a right of access to your personal information held by Veterans UK. If you want to ask for a copy of that information, please write to us quoting your National Insurance number.

The MOD is committed to ensuring that all your personal data is processed in accordance with the DPA1998.

The personal data (including sensitive personal data, for example information about your physical or mental health or condition) collected and contained within this form will be retained and may be used for all lawful purposes including:

- by MOD and its agents in connection with all matters relating to the TSWR referral, the Armed Forces Compensation Scheme (AFCS) claim, Armed Forces Pension Scheme (AFPS), a War Pension claim and any other claims against MOD.
- by other Government Departments in relation to a referral in support of the individual.

Declaration

I understand that the information and personal data provided on this form, and any information and personal data I provide subsequently may be:

- passed to the Department of Work and Pensions.
- passed to appropriate Government, Local Council and 3rd sector support if relevant to the referral.
- used by the MOD and its agents in connection with all matters relating to this referral

Consent for email correspondence

Veterans UK is happy to conduct correspondence with customers via a nominated email address if that is their preference. There are some types of personal information we would not be able to include in an email correspondence, which are detailed below.

I authorise Veterans UK to use email whenever possible in its correspondence with me via my nominated email address shown on the front of this claim form. I accept that the information may include my personal details **excluding** Bank Account numbers, National Insurance number, medical details and any other information that could compromise my identity.

I understand that correspondence transmitted by email may be open to abuse because it is transmitted over an unsecured network. I accept that MOD will not be liable for any loss, interception or unauthorised use of information transmitted this way. I give authority for MOD to correspond with me via the email address I have provided on this form.

Are you happy for us to correspond via email with you?

☐

Yes

☐

No

Please tick box

Signature and full name

Date

If the Service Leaver has not signed to give their consent, please give an explanation below.

Acknowledgement of receipt from VWS

I have received the above referral and will consider their welfare need.

Rank / Title

Full name

Service number

National Insurance number

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Signature

Telephone number (civilian)

Full name

Date

/	/
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Organisation

Veterans Welfare Service

A duplicate copy of this form will be returned to the Referring Office via e-mail (DII only)