Training Packages

**Date:** Apr 19

**Overview**

Three bespoke training packages have been produced to embed the Armed Forces Covenant (AFC) message across all levels of staff, emphasising the importance of asking **“have you ever served?”. As well as this message, they have been designed to give a wider understanding of the Armed Forces community and the potential issues that may be faced within civilian life.**

**The training packages are aimed at different levels of staff depending on their requirements and are tailored to each Borough’s differing requirements.**

**1. Armed Forces Champions Training**

Audience: Elected and non-elected Armed Forces Champions, Council Leaders, Cabinet and Executive Members, Senior Managers within key departments, Training Staff, Line Managers

Format: 2 hour trainer led presentation, discussions and Q&A

Content:   
- Designed to strengthen the understanding of the AFC and the role of the Armed Forces Champion   
- Differences in service life and issues that may be faced in the community  
- Borough specific military footprint and community need  
- Best practice nationwide of policy changes and how to deliver commitment in the community  
- Signposting to support pathways

**2. Frontline Staff Training**

Audience: Any staff that have one to one contact with the public on a regular basis and may come across members of the military community such as reception, contact centre, case workers, social workers, housing officers

Format: 1 hour trainer led presentation

Content:   
- Who the Armed Forces Community are and Borough specific military footprint  
- Initial awareness of AFC and an understanding of service life and issues that may be encountered  
- Identifying community and effective signposting to internal / external services and military charities

**3. E-Learning**

Audience: All staff and new joiners

Format: 45 min online lesson

Content:   
- Broad description of AFC and service life   
- Borough specific military footprint  
- Identifying and signposting Armed Forces community to most appropriate services