Veterans Identification & Support Programme (VISP)

Helping Frontline Organisations Identify, Understand and Support Veterans

Every day, veterans engage with public services without being recognised as having served in the Armed Forces. As a result, opportunities to provide targeted support, specialist referrals and appropriate interventions are often missed.

Many organisations have signed the Armed Forces Covenant and are committed to ensuring that veterans receive fair access to services and are not disadvantaged because of their service. However, one fundamental challenge remains:

You cannot support veterans effectively if you do not know who they are.

The Veterans Identification & Support Programme (VISP) was developed to address this challenge.

What is VISP?

VISP is a one-day, Level 2 Endorsed training programme designed to provide frontline staff with the knowledge, confidence and practical skills required to identify, engage with and support veterans within their organisation.

Originally developed following work identifying veterans within custody environments, VISP has evolved into a wider cross-sector programme applicable to any organisation that engages with members of the public.

The course equips staff to recognise veteran status, understand military culture and transition challenges, identify vulnerabilities, and connect individuals to the most appropriate support pathways.

Why is VISP Important?

Research consistently shows that veterans can experience unique challenges relating to housing, employment, physical health, mental health, trauma, neurodiversity, social isolation and transition into civilian life.

Many veterans do not openly identify themselves as veterans. Others may not realise that support is available to them.

Without effective identification processes:

- Veterans remain hidden within caseloads.
- Opportunities for early intervention are missed.
- Organisations struggle to evidence Armed Forces Covenant commitments.
- Data relating to veteran populations becomes unreliable.

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- Staff lack confidence when dealing with veteran-specific issues.

VISP provides a practical solution to these challenges.

Key Benefits

Participants will learn:

- How to accurately identify veterans at first point of contact.
- Understanding military culture and service life.
- Common challenges faced during transition to civilian life.
- Trauma-informed and neurodiversity-aware engagement techniques.
- Appropriate referral pathways and support networks.
- Data collection and validation techniques.
- Best practice for recording veteran status within organisational systems.

Supporting Armed Forces Covenant Commitments

VISP provides organisations with a practical mechanism to support their Armed Forces Covenant commitments.

The programme assists organisations in demonstrating their commitment to ensuring that veterans receive fair access to services and appropriate consideration where required.

VISP helps organisations move beyond simply signing the Covenant and towards delivering meaningful, measurable outcomes.

Supporting Governance and Quality Frameworks

VISP aligns with a number of recognised organisational frameworks, including:

- ISO 9001 – Quality Management
- ISO 27001 – Information Security
- ISO 45001 – Occupational Health and Safety
- ISO 22301 – Business Continuity
- ISO 30415 – Diversity and Inclusion

The programme provides a structured and auditable approach to veteran identification and support, supporting compliance, governance and continuous improvement objectives.

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Suitable For

VISP is suitable for:

- Police Services
- Prisons and Custody Suites
- Probation Services
- Local Authorities
- Housing Providers
- NHS and Healthcare Services
- Mental Health Teams
- Emergency Services
- Charities and Third Sector Organisations
- Employment and Skills Providers
- Education Providers
- Frontline Support Services

Certification and Licensing

Successful delegates receive a Level 2 Endorsed VISP Certificate.

Organisations may also access the VISP Licensing Framework, providing ongoing support, updates, refresher training and continued professional development to ensure staff remain current with emerging veteran support pathways and best practice.

Delivered by Squaddie Box Training

Squaddie Box Training was established to improve outcomes for veterans, frontline personnel and vulnerable individuals through practical, evidence-based training and support programmes.

Our team brings together experience from military service, policing, security operations, education, safeguarding, neurodiversity and veteran support.

Contact Us

To discuss VISP delivery, organisational licensing, group bookings or partnership opportunities, please contact:

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