



WorkPath Australia Program

Veteran Transition Guide

An innovative, award winning ICT and cyber training and employment program designed to assist transitioning veterans in finding meaningful security cleared employment opportunities.

Version 3.4
August 2021

Acknowledgement of Country

Vertical Scope Group acknowledge the Traditional Owners of Country throughout Australia and recognise their enduring connection to land, waters and culture. We pay our respects to their Elders past, present and emerging.





**We thank you for your
service and we hope this
guide assists you to build
a meaningful post-service
career**

Where to start?

Leaving the ADF is a significant decision can be a daunting task

The style of work, types of tasks and the way in which you communicate is often completely different to what you are used to. It is a big step to now take ownership and responsibility for many things that the military have managed such as your career and professional development, as well as other aspects of life like housing. However, your career in the military has equipped you with the right attitude, aptitude and intelligence to succeed in a corporate setting.

This document is designed to give you some suggested tips and approaches on how you can successfully transition from the military to civilian life. It is not an exhaustive resource and should not be relied upon solely, it should be used in conjunction with independent professional advice. In creating this guide, we have collated veteran transition resources from a variety of sources to create a comprehensive resource for you.

What is WPA?

Our WPA Program can assist you in identifying suitable employment opportunities and help you obtain the skills needed for a meaningful career. We act as your advocate, helping you plan your future, transition seamlessly and negotiate on your behalf with prospective employers.

Award winning

Vertical Scope Group's major success in 2020 was launching our WorkPath Australia (WPA) Training and Employment Program which received national recognition by winning the 2021 **'Excellence in Social Purpose'** Recruitment, Consulting and Staffing Association (RCSA) Industry Award and being a finalist for the **'Excellence in Candidate Care'** category.



Plan early

Leaving the ADF is a life changing event for you and your family. It will impact all aspects of your life from your housing, income, education and financial situation to your friends and family. It is important that you talk with the ADF about the transition process as early as possible so that you can get an understanding of what kind of transition timeline you will have.

The reality is that you need to prepare for your civilian employment as early as possible. The best way to ensure a successful transition from the ADF into civilian life is by planning early, ideally 6 – 18 months prior to when you are planning to discharge. This will give you plenty of time to organise your civilian lifestyle, identify a career path and obtain any qualifications that will assist you in reaching your employment goals. A great place to start is utilising the Defence Community transition support services which include transition seminars and workshops. It is also important to consider how you will maintain some connection to Defence in order to maintain friendships while you transition.

Seek transition advice

Transitioning from the ADF can be challenging. As a result, it is important to speak with other members you know that have transitioned and speak to them about how they managed the process. Building a strong support network with your friends, colleagues, and discharged veterans can make a big difference. It is also important that you understand the Government funded transition resources which can assist you and how the ADF transition process works.

Government Funded Transition Resources

The following are government resources which veterans can access:

- ADF Transition Coaches - <https://defence.gov.au/dco/transition>
- Veteran Employment Factsheet - <https://jobsearch.gov.au/jobseeker-info/employment-assistance-for-veterans>
- Career Transition Assistance Scheme (CTAS) - <https://defence.gov.au/dco/transition/your-transition/ctas.asp>
- DVA Rehabilitation Plan - <https://dva.gov.au/rehabilitation>
- Department of Defence Engage Support Services - <https://engage.forcenet.gov.au>

What is the ADF's suggested Transition Process?

1. Talk with family and friends about transitioning
2. Submit your forms with the ADF (e.g. AC853 if voluntary discharge)
3. Contact the ADF transition centre
4. Attend an ADF run career planning session
5. Complete any follow up actions post career planning session
6. Attend an ADF run coaching session
7. Attend a final ADF transition session

The above transition process runs in conjunction with other government run transition programs like the **Career Transition Assistance Scheme (CTAS)** and the **Defence Force Transition Program (DFTP)** which are summarised on the following page.

Defence Force Transition Program (DFTP)

Defence have recently revamped their transition resources to assist veterans more effectively.

This includes facilitating training programs, specialist advice and financial support via the DFTP. The DFTP has recently been introduced as a replacement to the Career Transition Assistance Scheme (CTAS).

Under the DFTP there are no longer any entitlement tiers based on time served, and the transition process is managed in consultation with an ADF Transition Coach to help tailor the process for an individual veteran's needs.

For further information about the DFTP, please email: dmts.tcsvictoriasmania@defence.gov.au or phone 03 9200 0171.

- **ADF transition coaching**
- **ADF member and family transition seminars**
- **Job search preparation Workshops**
- **Contribution to professional financial advice**
(max. \$1,000 per member)
- **Career Transition Training (CTT)**
(max. \$5,320 per member - eligibility criteria does apply)
- **Career Transition Coaching (CTC)**
 - Personality profiling
 - Competency & capability mapping
 - Personal brand marketing
 - CV skills
 - Job search skills
 - Interview skills
 - Negotiation skills
 - Adjustment coaching
- **Personalised Career and Employment Program (PCEP)**
- **Transition for Employment (T4E)**
- **Approved absence**
(Including for On Job Experience (OJE))
- **Follow up contact**
 - Post transition follow up session
- **ADF post-transition survey**



Defence Member and Family Support
For ADF members and their families
1800 044 608

■ Department of Defence ■ Defence Member and Family Support ■ Leaving the ADF ■ Your Transition ■ Defence Force Transition Program

Defence Member and Family Support Home

- Emergency & crisis support
- Coronavirus advice
- News
 - Events
 - Military life
 - Family
 - Community
 - ADF Transition
 - Command
- Reserves
 - Overseas recruits
 - About DMFS
 - Defence Family Matters
- Resources

Defence Force Transition Program

Defence provides transitioning members and their families with a broad range of programs to support transition to civilian life. This comprises specific support to develop and achieve your post-transition career goals including goals related to paid employment, volunteering, and other forms of meaningful engagement in civilian life.

The Defence Force Transition Program is available to all permanent members of the ADF and continuous full-time Reservists (SERVOPFC). You can access certain programs at any time in your career, with further programs becoming available once you commence transition from permanent service or SERVOPFC. Most programs can continue to be accessed for up to 12 months after your transition, with some up to 24 months.

Referral to the Defence Force Transition Program is made by ADF Transition Coaches following close consultation with you based on your individual needs and circumstances. Factors such as your existing qualifications and experience, your personal transition goals and your progress in your transition are all considered.

Defence Force Transition Program initiatives

ADF Member and Family Transition Seminars - You and your family can attend a seminar at any time in your career. We recommend you attend one every five years and no less than one year prior to your transition.

Visit the [Seminar page](#) for more information, and how to register to attend an upcoming seminar.

Job Search Preparation (JSP) Workshop - An online workshop delivered over two 2-hour sessions covering all aspects of managing your career. Includes building a resume to capture your military skills, preparing for jobs and marketing your skills and experience to prospective employers. JSP is accessible to all permanent ADF members and their partners at any point during their career. Visit the [JSP page](#) for more information, and information on how to register.

Career Transition Coaching (CTC) - Provides specialist one-on-one coaching that can help you identify what motivates you, your skills and capabilities, career options to consider, develop an employment plan, develop interview skills, build a competitive resume, learn effective job hunting skills and adjust to the civilian environment. This coaching is modular so your transition coach will work with you to build a package of CTC to support your individual needs.

More information about CTC modules:

Personality Profiling will assist you to identify your occupational interests, work style and environment preferences. This module is delivered in two parts. You will complete the DISC assessment tool which is an online personality model and an occupational interest assessment. This will be followed by a one-on-one report that can provide you with support in clarifying your work targets and goals. The module is 3.5 hours over two sessions. (DISC Assessment and Coaching)

These government run programs will assist you in preparing for civilian life, however it is important to do your own diligence and speak to veterans who have successfully transitioned, engage with recruiters like Vertical Scope Group and think carefully about what you would like to achieve as a civilian.

What do we suggest?

The following checklist is designed to assist you in managing the transition process.

Timeline	Task	Completed
12–18 months prior to discharge	Career Planning <ul style="list-style-type: none"> Veterans Family Friends DVA 	<input type="checkbox"/>
	Organise your personal life <ul style="list-style-type: none"> Finances Accommodation Lifestyle 	<input type="checkbox"/>
	Collate your documents <ul style="list-style-type: none"> Service record Character references Assessment reports Certificates & Qualifications 	<input type="checkbox"/>
	Career planning <ul style="list-style-type: none"> What do you enjoy doing? Would you prefer Corporate or Government work? What do you want to achieve in your civilian career? 	<input type="checkbox"/>
6–12 months prior to discharge	Develop your professional profile <ul style="list-style-type: none"> Create a LinkedIn Account Join industry associations and professional organisations Speak to current serving members in technical roles that you are interested in eg. Information Systems Technicians Speak to veterans who have already successfully transitioned Speak to professionals currently working in your desired role 	<input type="checkbox"/>
	Identify qualifications you need <ul style="list-style-type: none"> Research your desired job Read job descriptions and job ads for your desired role to understand the pre-requisite requirements you will need to obtain 	<input type="checkbox"/>
	Develop your CV <ul style="list-style-type: none"> Translate your ADF experience into civilian terms 	<input type="checkbox"/>
	Contact WPA <ul style="list-style-type: none"> Submit an expression of interest for our program 	<input type="checkbox"/>

How does your SERCAT category impact your transition?

Your Service Category (SERCAT) will indicate your ongoing involvement with the ADF once you have transitioned. It is important to consider this when planning your civilian career and what you want to achieve. For example, if you are SERCAT 4, you may prefer to work as a contractor or part-time employee to give yourself more flexibility. It is important that you make any potential employers aware of any ongoing ADF commitments when joining them so that there are no conflicts between your military career and your civilian life.

Summary of SERCAT Levels

SERCAT 7 - Permanent member rendering full-time service.

SERCAT 6 - Permanent member rendering a pattern of service other than full-time.

SERCAT 5 - Reserve member who provides a contribution to capability across financial years and has security of tenure for the duration of their approved commitment to serve.

SERCAT 4 - Reserve member who provides a contingent capability at short notice, with their notice to move defined by their Service.

SERCAT 3 - Reserve member who provides a contribution to capability by indicating their availability to serve, or are rendering service to meet a specified task within a financial year.

SERCAT 2 - Reserve member who does not render service but may be 'called out'.

Organise your personal life

When leaving the military, you will assume responsibility for all aspects of your life, from accommodation to your healthcare, finances and family. As a result, you should ensure that you have organised the following prior to your discharge:

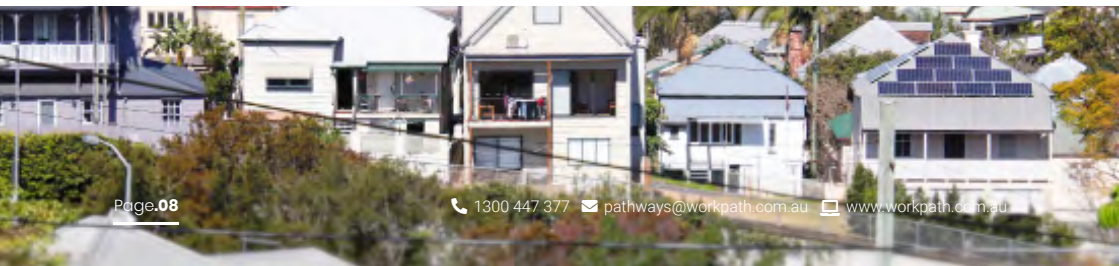
Accommodation

Finding alternative accommodation should be your top priority as there is a high likelihood you will be expected to vacate a Defence property on or before your date of discharge. By organising your housing as early as possible, you will also alleviate a lot of stress when you discharge.

Some things to consider when looking for housing include:

- What city/state do I want to live in?
- Do I know anyone in the area?
- Are the services I want to use accessible (e.g. gyms, schools, public transport)?
- Is it a safe/low crime area?
- Do I have a support network nearby in the event of an emergency?
- Is the location close to work opportunities?
- Is the area affordable to live in?

You should also consider whether you will be prepared to relocate for employment opportunities. For example, Vertical Scope Group and the WPA program primarily operate in Canberra, ACT. When looking for accommodation, speaking to a local real estate agent can give you great insights into the neighbourhood and whether an area is suitable for you.



Finances & Superannuation

Your financial situation is critically important and you should try to have a reserve supply of funds to pay for any unforeseen expenses which may arise. Some common costs of transitioning successfully include paying for the certifications needed to obtain your desired job, obtaining professional CV and employment advice, and maintaining your lifestyle while you are in the process of obtaining civilian employment. It is critical that you take your time to be comfortable with any financial decisions that you make.

The **Department of Veterans Affairs** (DVA) can assist you with specific financial resources and advice, and it is recommended that you visit the Money Smart government platform (<https://moneysmart.gov.au/>). The ADF Financial Services Consumer Centre also provides great financial advice guides on how to manage your money, investment options, budgeting, reducing debt and deciding whether you need professional financial advice (<https://adfconsumer.gov.au/your-money-guides/getting-financial-advice/>).

Superannuation is another key aspect of your transition which you will need to carefully manage. Depending on whether you are transitioning into a corporate or government role, you may need to create a new superannuation account. This is because certain Commonwealth Superannuation Schemes such as the Military Superannuation and Benefits Scheme (MSBS) are restricted funds which only allow Defence and Defence associated organisations to contribute to them. If you are seeking to transition into a non-government role, you will need to find a new superannuation fund when you move into the corporate sector.

The below table provides a high level overview of the different superannuation fund types available to assist you in identifying one which meets your needs. Industry Super Funds are the most common type you will come across.

Superannuation Types:

	Industry	Retail	Self-Managed
Profits	Members	Shareholders	Members
Investment choices	Limited	High	Unlimited
Need for advice	Little	Some	Lots
Cost	Low-Mid	Mid-High	High-Very High
Conclusion	Simple, Low cost	More choice, higher cost	Greater control, more cost effective for larger balances



Healthcare

The ADF provide a suite of free medical care for you while you are serving. Unfortunately, this is not always the case in the civilian life. Before leaving the ADF, it is a great idea to find a civilian General Practitioner, Dentist and Physiotherapist/Osteo to help manage your regular healthcare once you have successfully transitioned. Speaking to your friends and family can be a great way to find suitable healthcare professionals. It is also advised that you investigate getting Ambulance cover as Medicare will not cover any emergency transport.

You should also have every injury recorded on your medical record to clearly document which injuries (if any) have been attributed to your time in Defence as this can assist you as you get older. It is also recommended that you get an electronic and hardcopy of your medical record for future reference. You should also ensure that you have registered for a Medicare Card through the Department of Human Services. Medicare subsidies can assist you with covering any Doctor, Specialist and hospital costs post discharge.

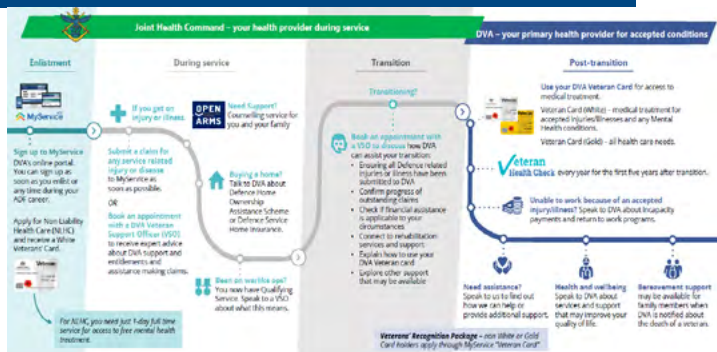
Prior to leaving Defence, it is important that you organise private health insurance which will meet your healthcare needs. There are a variety of providers such as Defence Health who offer competitive rates and benefits to veterans. Always consider a health insurance providers waiting periods, terms and conditions regarding pre-existing conditions and the cost of any optional extras they provide.

Be Aware of Medical Fees and Charges

While you are full time in the ADF, you are exempt from the Medicare Level Surcharge (MLS). When discharging, you need to be aware that all civilians pay a 2% MLS charge to help fund Medicare. This MLS charge is managed through your tax return. Other healthcare charges include a penalty for anyone over 30 years old who does not have private hospital cover.

What is the Department of Veterans' Affairs Health Care process?

The diagram featured has been adapted from the Department of Veterans' Affairs Medical Transition Presentation.



Mental Health

Your mental health is one of, if not the most important element of your healthcare. The transition process can be very daunting and stressful as it can be a significant lifestyle shock when moving into civilian life. Speaking to your GP about any feelings of anxiety is an important step to managing your mental health along with contacting organisations like Beyond Blue and the Health hot line for ADF members (1800 467 425). You can also reach out to the WPA team, friends and family for advice during the transition process and consider joining veterans associations or clubs to maintain some connection with Defence.

Defence is a physical environment. Therefore, it is recommended that you continue to maintain regular physical fitness activities after transitioning out of the ADF. This can include anything from hiking, running, gym or martial arts. By keeping active, you help prevent further injuries and assist with the transition mindset.

Check out useful resources like Engage for a comprehensive list of financial, legal, healthcare, housing and family support services - engage.forcenet.gov.au

Career Planning

When you make the decision to discharge from the ADF, it is important to ask yourself the following questions:

- What kinds of tasks do you enjoy doing?
- What field or industry do you like the sound of?
- What milestones do you want to achieve in your civilian life?
- What career would I like to forge?
- What transferable skills do you possess which would assist you in a civilian role?

Answering these questions will help you identify your dream job and get a better understanding of what kinds of jobs you may enjoy doing. Once you have an idea of your ideal role, you can begin working backwards to identify how you can eventually be employed in your desired job. Using job platforms like LinkedIn, Indeed, Jora and Seek to search up your desired job will give you a better indication of the career pathway involved and provide open source intelligence about daily tasks, remuneration and job perks.

For example, let's look at the career path for an ADF Information Systems Technician looking to build a career around becoming a Systems Architect, a senior role which is obtained after several years of IT experience.

An ADF veteran looking to become a Systems Architect could begin with an entry level IT role before progressing along the career pathway.

1. **IT Support Analyst** (1-2 years' experience)
2. **IT Systems Administrator** (3-5 years' experience)
3. **IT Systems Engineer** (3-5 years' experience)
4. **IT Systems Architect**

The importance of staying positive

Staying positive during the transition process can be challenging. However it is important to stay professional and upbeat during the process. Don't be disheartened if you do not get the first employment positions you apply for as this is normal in the civilian sector. Stay persistent and always ask for feedback on unsuccessful applications. Remember to take the time to relax, catch up with friends and reflecting on your achievements in the ADF as this may help you stay positive. You have begun your pathway to an exciting new career and it is important to remember that!

Create a professional upskilling plan

Achieving your dream role requires patience, regular upskilling and continuous learning. Some of the skills you need will be obtained through work experience over time while other aspects of your professional development will need formal qualifications. The WPA program have a network of registered training providers that can assist you with discounted courses.



WPA Training Partner



Churchill Education

WPA are proud to have partnered with Churchill Education to offer our WorkPath Australia participants access to nationally recognised qualifications. Since 2006 Churchill has been assisting transitioning veterans to convert their military experience into civilian qualifications through Recognition of Prior Learning (RPL). WPA participants can be put in contact with Churchill directly for a free preliminary assessment.

A full-page photograph of a soldier in camouflage gear, kneeling in a jungle environment. The soldier is holding a rifle and looking towards the camera. The background is filled with lush green foliage.

Defence RPL (Recognition of Prior Learning)

**You worked hard in Defence.
Make that experience work for you.**

Employment types

What is the difference between permanent employment, casual employment & contracting?

There are three main types of employment the WPA program can assist with, permanent, casual and contracting. Ultimately, which choice you make will be determined by a number of factors, but typically contractors have a higher rate of pay and gain exposure to more varied experience at the expense of a certainty of ongoing work. It is recommended that you obtain independent legal advice and review the Fair Work website.

The key differences are summarised below:

Permanent	Casual	Contractor
<ul style="list-style-type: none"> You work as a member of staff on the organisations payroll Permanent employment can be ongoing or fixed-term contract You will have an annual salary, super will be paid into your nominated fund and you receive annual and sick leave and other benefits associated with permanent employment Permanent employment traditionally has higher stability and a 4 week notice period 	<ul style="list-style-type: none"> You receive a higher rate of pay than full-time employees to compensate for other benefits you don't receive (e.g. sick leave or annual leave) There is no firm commitment about how long you will be employed for You have an agreed hourly or daily rate which incorporates your superannuation 	<ul style="list-style-type: none"> You work independently under an Australian Business Number (ABN) supporting an organisation that contracts you to assist with a specific project or task You invoice the organisation for the hours you have worked to support them, and the organisation will subsequently pay you You have a contract for services with an agreed hourly or daily rate You have access to several tax deductions You have more flexibility with your time

*Table has been adapted from the [Fair Work](#) website

Questions to consider

Self Employed

- Full/part-time, buy a franchise, or create a business?
- Have you got the emotional, physical, financial ability, and commitment to do this?
- What do you know about business?
- What do you know about risk?
- Are you good at making decisions?
- Have you got the management skills to manage a company?
- Will you be able to avoid burnout?

Employed by another

- What type of contract would you prefer?
- Do you want to work for someone else?
- How many hours per week do you want to work?
- What do you know about risk?
- What sort of company do you want to work for?
- Do you want to work in the private or public sector?
- Is shift work required?

Study

- Is now the right time to study for the qualification you have always wanted?
- Can you afford to study full-time?
- If not, do you qualify for a student loan and financial assistance?
- Can your partner, spouse or family member support you financially?
- Have you got a career plan you will use this qualification for?
- What institutions offer the qualification I want?
- Can I study by distance?
- Do I need to move cities to complete this qualification?

Working in the Government Sector

There are similarities between working in the ADF and the Government sector. For example, both sectors have a strong team focus of supporting Australia, place an emphasis on governance, risk and compliance and observing Workplace, Health and Safety Practices. Many government roles also require a security clearance which ADF members will already possess, giving you an advantage over other candidates. Australian Public Service (APS) employment can range anywhere from working on Defence related programs, to community based initiatives and span Federal, State and Local government departments.

The table on the following page is a guide for comparing ADF and APS ranks and classification levels for clerical duties that do not require the exercise of military command responsibilities. It is not for use as a statement of equivalent ranks and classifications. It cannot be used to compare competency standards for employment category or work value purposes.



APS Classification	Army Rank
APS 1	Private, Lance Corporal
APS 2	Corporal
APS 3	Sergeant, Staff Sergeant
APS 4	Warrant Officer Class 1/2, 2nd Lieutenant, Lieutenant
APS 5	Captain
APS 6	Major
Executive Level 1	Lieutenant Colonel
Executive Level 2	Colonel
Senior Executive Service Band 1	Brigadier
Senior Executive Service Band 2	Major General
Senior Executive Service Band 3	Lieutenant General
Secretary	General

Develop your professional profile

Social media has become a key driver of employment opportunities. Companies, recruiters and professionals are actively leveraging platforms like LinkedIn to find, secure and set up their career progression. When leaving the ADF, creating a 'personal brand' can help show potential employers and those in aligned industries what your strengths are and how you can help them succeed.

Once you have identified the types of tasks you enjoy doing and have a rough idea of the kinds of jobs you are interested in, it is important that you join some associations, networks or clubs associated with that job. By doing this, you will not only gain valuable industry contacts but get a better understanding of whether you are really interested in that type of work. These associations and networks will also keep you up to date with the current events impacting to your chosen employment field.

For example, the International Institute of Business Analysis (IIBA), provide free resources to members working as Business Analysts and networking events which can enable someone interested in this field to get a better understanding of what working in this role is like.

Social media platforms such as LinkedIn can be a great resource to gather open market intelligence on organisations or departments you would like to work for and give you the opportunity to connect with professionals doing the job you are interested in and understanding the employment progression pathway.

In the civilian world, employers place a large emphasis on academic accreditations, certificates, degrees and qualifications. To increase your chances of success, it is strongly recommended that you commence any training or courses you need for your desired role prior to discharging. This will enable you to be fit for purpose and job ready by the time you discharge from the ADF. By starting your qualifications while in uniform you are showing potential employers that you are taking tangible steps to reach your civilian goal.

The WPA program aims to assist transitioning veterans by working with you to identify suitable employment opportunities and use our training partners to help facilitate the courses and qualifications you need.

Social Media Screening

The increased use of social media gives you the perfect platform to build a strong personal brand, that is, tell people what you are doing and what you stand for. However it has also given employers the opportunity to gain valuable insights into whether you will fit their organisations culture. Your posts, specifically images can have serious repercussions for your civilian career.

Generally speaking, employers will screen your LinkedIn to verify the content of your CV and work experience, while checking Facebook and Twitter to get a sense of who you are as a person. It is also important to have some social media presence as being completely absent from all platforms can make it appear that you have something to hide.

Avoid on Social Media

- Posting or resharing political content
- Posting anything related to excessive drinking or drug use
- Commenting on race, gender or religious issues
- Having inconsistent information about your qualifications
- Bad mouthing previous employers or colleagues
- Posting too frequently

What to do on Social Media

- Highlight your strengths, either by posting activities which display them
- Post about your achievements or impressive things you have done
- Show your interest in a specific industry aligned to the jobs you are targeting
- Share industry related news online
- Join social media groups aligned to the industry you want to work in
- Present yourself as a proactive and busy

LINKEDIN STATISTICS

75% of people who recently changed jobs used LinkedIn to inform their career decision.

The **#1** reason people change jobs is career opportunity.

The most important factors in accepting a new role are compensation **49%**, professional development **33%** and better work/life balance **29%**.

LinkedIn has **722** million users worldwide.

Developing your CV



A tailored and well written CV is the key to success

A CV should outline your experience, education and any relevant skills you have for a particular job. It is an opportunity to showcase what you have done and highlight how you have done it well. A short, sharp CV which is relevant to a specific job is key to success.

It can often be difficult to convey your ADF experience and skill so that it is easily understood by people in the civilian sector. It is important that you avoid using any military terms or jargon and make your CV as easy as possible for an interviewer to understand.

The WPA Program have attached a template you can use to help build your CV at the end of this document. Ideally your CV should serve as a “mission brief” for a potential employer to show them you have the experience, education, attitude and aptitude to have a positive impact in their organisation.

In your CV, you should list the following under each of your previous jobs:

- Job title
- Years of experience in the role
- What you specifically did
- What were your responsibilities (people management / budgets / systems etc.)
- What you achieved, highlight your best achievements
- What technologies / systems / processes / standards you have used etc.
- What skills you learned
- Link the job tasks and transferable skills to the current role you are applying for

Be as tangible as possible, utilising examples from your career without compromising the security or confidentiality of your previous tasks. Focus on activities, outcomes, and especially what was your role and what you specifically did.

An example of a position you could include:

Program Manager

Department of Defence
2017–2019

- In charge of SEA-1000 procurement.
- Led a team of five Project Managers to deliver technical solutions to functional areas.
- Hired, trained and supervised a team of five junior Project Managers.
- Cut procurement costs by 15% in 20 months by renegotiating vendor supply agreements resulting in a saving of \$900,000 for the department.
- Reviewed project goals and objectives with executive leaders to ensure milestones were achieved.



The following list of skills are highly desirable and should be reflected in your CV ideally in an example which reflects how you have utilised it:

- | | |
|---|-------------------------|
| ▪ Technical Skills (what you know, what you have used, what you can do, what you have done) | ▪ Communication |
| ▪ Any education, certifications or qualification you possess or that you are currently studying | ▪ Leadership |
| ▪ Problem Solving | ▪ Collaboration |
| ▪ Critical Thinking | ▪ Self-Motivated |
| ▪ Interpersonal Skills | ▪ Dependability |
| | ▪ Customer Service |
| | ▪ Detail Oriented |
| | ▪ Organizational Skills |

Sharing your CV

Once you have developed your CV, it is important for you to share it with the WPA team so that we can review it. As your CV contains your personal information, we will only disseminate it after obtaining your explicit consent.

Please be selective with who you share your CV with, and ensure that anyone you give a copy to, obtains your explicit consent prior to sharing it with anyone else. This will also help prevent multiple parties representing your details to the same employer which will negatively impact your application and working with the company as well as damage your reputation.

If you are going to share your CV with any other party, ensure that you explicitly tell/write to them "I expect you to obtain my explicit consent in writing before my CV and details are represented to any company".

Keep a record of any organisations that have either represented you or have collected your CV and personal information to avoid double ups.

Criteria Responses

Writing criteria responses in the 3rd person

We use a standardised criteria response when submitting our personnel for prospective job applications. This ensures consistency and makes it easier for the procurement or hiring manager to understand your experience and qualifications related to a specific part of the role and how it relates to the potential employer. Writing in the third person can be challenging as it is different to the traditional style of writing which uses first person language like "I, me, my, mine" to link yourself to your past experience. Writing in the third person is like writing your employment history from an observers or bird's eye point of view.

Some examples of third-person responses include:

David is a driven and motivated individual that sets a high standard for himself. This can be seen with his role as a Project Manager on the SEA1000 Program where he successfully met key milestones despite the COVID-19 pandemic despite substantial funding and technological disruption.

Ryan has worked as an Information Communications Systems Operator for over 15 years, giving him extensive experience across a range of ICT platforms and programs including {Microsoft Azure, Amazon Web Services etc...}. In this role, Ryan has been instrumental in developing network architecture and troubleshooting technical difficulties including Level 3 Service Desk Analyst incidents.

Clearly articulating your past experience, in the third person, is essential as the past indicates the future and is used by employers as a predictor of your future performance.

Criteria Responses Checklist:

- Have you avoided using the following words:
 - I
 - Me
 - Mine
 - My
- Is the spelling and grammar correct?
- Are the examples you have provided relevant to the skills, qualities and attributes needed for the job?
- Do your responses highlight what you can bring to the role and what makes you better than other candidates?

Below is an example of what a common criteria response template looks like.

Break down the criterion point that you have been asked to respond to and answer each part of the question. It is a good idea to rewrite the question in your response.

Criteria, Weighting & Word Limit	How does the candidate demonstrate this skill?
<p>Example Question</p> <p>Determine security requirements by evaluating business strategies and leading threat risk assessment activities; research information security standards; conduct system security and vulnerability analyses and risk assessments.</p> <p>Weighting: 20%</p> <p>Word Limit: 500</p>	<p>Example Response</p> <p>Throughout [FIRST NAME'S] career as a [YOUR PREVIOUS ROLE], he/she has led a number of [CRITERION e.g. threat risk assessment activities] for government and corporate clients including [LIST CLIENTS IS APPROPRIATE]. In conducting these [CRITERION] assessments, [NAME] has implemented [STANDARDS USED] to analyse vulnerabilities and advise relevant stakeholders on the best course of action. This has led to his clients adopting more efficient solutions, leading to savings of [INSERT KEY ACHIEVEMENTS] for clients such as [CV EXAMPLE].</p>

Converting skills

Converting defence skills to commercial skills for criteria responses

As an ADF veteran, you have had access to world class training and honed your skills in a high pressure, physically and mentally demanding environment. This is something which gives you a big advantage in a civilian setting. What you need to do is capitalise on this experience and frame it in a way which highlights to potential employers that you are:

- Adaptable when situations change
- Agile when solving problems
- Capable of leading or working in a team
- Diligent at planning effectively
- Effective at communicating clearly and concisely
- Experienced working under pressure
- Loyal, disciplined and detail orientated



ADF General Member

- Presented a mission brief to senior commanders and leading commercial contractors as part of my role in the SEA1000 program, demonstrating effective written and verbal communication.
- Responsible for ensuring staff had a high level of compliance with organizational policies, operating procedures and instructions within Defence's heavily regulated environment.
- Demonstrated resilience under pressure while working in complex and hostile combat environments

ADF Non-Commissioned Officer

- Maintained team cohesion during projects by conducting regular standup meetings to allow team members to express points of difficult or emerging challenges
- Conducted team performance reviews and responsible for drafting and creating training requirements
- Successful led a team of six operators by frequently ensuring KPI's were being achieved.
- Developed defence project plans which contained defined milestones, budgets and timelines resulting in successful mission outcomes
- Conducted risk analysis, and developed mitigation strategies to ensure compliance with WHS requirements
- Managed the professional development of team members by delivering training and assessments to enhance organizational capability
- Ensured compliance with policies, procedures, government regulations and frameworks

ADF Commissioned Officer

- Supported [COMPANY/CORE] senior leadership members with the implementation of strategic and tactical objectives
- Developed a cross-department training plan which resulted in an increase in [COMPANY] efficiency and effectiveness
- Project managed the implementation of key organisational programs including Operation [NAME]
- Provided advice to senior managers to assist in the achievement of workplace KPI's, including the development of a new training checklist
- Managed the performance of staff members by conducting regular stand up meetings and monthly performance reviews



Gaining RPL

Getting recognition for prior learning for your WPA coursework

The ADF provides you with several key competencies and skills which can be applied across a range of business, ICT, management, government, security, HR and WHS settings. These skills can be used to assist you in attaining Recognition of Prior Learning (RPL) which will expedite any formal academic qualifications you undertake. RPL refers to the process by which your knowledge and experiences are recognized as being linked to a nationally recognised qualification. It is important to note that RPL varies for each academic institution and course and is treated on a case-by-case basis.

Direct evidence

- Reports you have written
- Assessments you have completed
- Record of Service
- Internal Training Qualifications
- Course Reports
- Programs you have developed or been involved in
- Videos of you demonstrating skills

Supplementary evidence

- Experience in your role that directly correlates to the qualification that you are seeking
- References from colleagues or commanding officers
- Performance reviews or documents demonstrating your competency
- Statutory declarations
- Commendations

It is vital that you organise these documents prior to leaving the ADF to maximise your likelihood of success and having relevant, accurate information. Each academic institution will have its own RPL process.



Interview tips



Present yourself in the best light possible

Preparation

Research the company

Have a detailed understanding about the organisation and role you are interviewing for in order for you ask the right questions. Research their website in detail and google the company and their offerings; understand what they do, why they do it and what differentiates them from their competition. Also research their company's LinkedIn profiles as well as other social media accounts.

By doing this, and having a good knowledge of the organisation, it shows genuine interest and will not only allow you to demonstrate your interest in the company but will also assist you decide if this is going to suit you. Ensure you know the interviewer's full name and correct pronunciation and title as well as the time and location of your interview. Arriving late always creates a bad impression so be there 10 minutes early, 5 minutes minimum, plan your journey and allow sufficient time for heavy traffic, bad weather and parking.

Know the position

A Position Description will be provided if available however feel free to ask a WPA team member about anything that will help you ascertain more about this role. Become comfortable talking about every single aspect and research areas you do not know so you can talk freely about them.

Know your CV and criteria responses back to front

Timelines, projects, skill sets & technologies used. Know what is written in your CV and be prepared to be questioned on it. They are aware of your current skill set and they may ask you questions about specific projects or aspects and what you used or how you acted.

Making the best appearance

Dress in business attire; you should never be more casual than your interviewer. Aim to arrive 10 minutes early to ensure you have time to freshen up and be aware that your interview begins as soon as you arrive at the reception and finishes when you leave the premises.

Have several reasons why you want to join them

Qualify your interest and motivations about the company and role. What can you bring to the position? What do you want to achieve? How can you affect the position, business and the team around you?

Think of some examples of your largest projects you worked on and your participation

This is very important. Your past is the best predictor of your future capabilities and your examples allow you to demonstrate how you've acted in the past. You need to focus specifically on: your role and responsibilities, what you achieved and how you did it, how you influenced people, what your participation was, what was the project outcomes etc.

Synergies

The interviewer will be looking for synergies between what you have been doing, what they do and how you can work together. Demonstrate your domain knowledge and show them why this opportunity will be a smart move for both you and the company. Look for the synergies between you and the company, past positions, technologies used, Defence and Government customers and environments etc.

Attitude & aptitude – the biggest differentiators

The organisation will want people that will go the extra mile for the organisation and will reward them accordingly. They want people that share the same values and motivations and have a desire to grow with them. Imagine there are two interviewees with the same technical skills and experience, one is genuine and excited about the interview and prospect of working with the organisation, knows the company, services and products. The other interviewee is not prepared with this knowledge. Who do you think is going to get hired? As a veteran you have a key advantage over most civilians as most ADF members are driven and motivated which will propel you very quickly in your new career. It is important that you convey this in the interview along with your ability to rapidly adapt and adopt innovative solutions to difficult problems.



The interview

Ensure that you walk into your interview confidently with your head up, a smile on your face and a positive attitude. Shake the interviewer's hand firmly and maintain eye contact with them throughout your interview.

The type of questions you will be asked will vary from position to position and may depend on whether the position is temporary or permanent. In an interview for a temporary position more emphasis will be placed on past experience and the ability to complete the task at hand, whilst for a permanent post the interviewer will wish to find out more about your background and how it will fit into the organisation and what your career objectives and aims are.

Preparing for the interview

A great way to prepare for an interview with a potential employer is by practicing talking about yourself and your strengths with confidence. You need to be ready to explain what you achieved, liked and found difficult in your previous roles and have example situations to show this. Writing down your responses to common interview questions first, then memorising your answers is an easy way to begin your preparation.

Research the company (pre-interview)

When researching an organisation in preparation for an interview, it is strongly advised to look for areas of crossover between what the employer does, and what is important to you. This could be anything from their organisational values, products/services or strategic goals. This will allow you to demonstrate in the interview why you are interested in working for them and show your understanding of their business.

Silence

Interviewers can often use periods of silence to test candidates and how they respond to awkward situations. Don't be phased by silent periods during the interview, remain calm and avoid fumbling or talking unnecessarily. If you're not sure how to respond to a question, it is ok to say that you don't know or don't have an answer at the moment but you will follow up.

Money

DO NOT TALK ABOUT REMUNERATION during the interview with the interviewer, as this has already been handled by the WPA team and agreed with you prior to the interview. We are in the best position to negotiate the best outcome on your behalf and this will be done in full consultation with you. If you say something around salary/rate, it is not only unprofessional but also very difficult for you to backtrack to either raise or lower your expectations depending on the situation at hand. That is what the WPA team are here for, to negotiate and secure the best outcome for you.

The hiring manager/interviewer will already be aware of your salary expectations prior to your interview as shown in your Candidate Representation however in the unlikely chance that they do ask, politely deflect your answer to a WPA team member and say something to the effect: "I have provided all my details including salary expectations to my consultant and they are handling my negotiation across several areas so it's best to discuss that with them".



Example interview questions

- Variety of technical questions pertaining to your skill set and experience.
- A wide range of situational questions (therefore, examples are so important).
- Give an example of difficult client/customer/situation and what you did to overcome it etc.
- Why do you want to work here/what is your understanding of this role?
- Tell me about yourself
- Why did you leave your last position or thinking about leaving current position?
- What did you like the least/best about your current/previous position?
- How were your performances measured?
- How do you measure your own performance?
- How did you get along with your previous managers?
- What are the qualities you look for in leadership/management?
- How would you describe your own operating/management style?
- What do you consider to be your strongest qualities? What are some of your weaknesses?
- Why do you want to work here?
- What most interests you about this job?
- What kind of experience do you have for this job?
- What is your biggest accomplishment?
- What are your long-term career plans?
- How do you cope with new situations/procedures/changes?
- How do you feel about working as part of a team?
- What are your leisure activities? Your hobbies? Why do you like them?
- Would you be prepared to work overtime or on weekends if required?
- Why should we hire you?
- When can you start?

Important information to elicit at the start of the interview

- Ask them about the position and what they are looking for in this person, "what would make someone successful in this position?"
- Do not assume you know what they are looking for in this person and position
- Positions change and Position Descriptions may not be an accurate representation of what the position is so it is good to establish from the interviewer directly what they're looking for and what their vision of a successful candidate looks like
- Now that you know what they are looking for, it allows you to frame your answers with this in consideration
- Show them through your examples how you have done this previously and relate it back to your past experience

Questions to ask during and after interview

- What does the position entail: responsibilities, duties and expectations?
- Ask them about the most challenging aspects of the position?
- Ask them exactly what type of candidate they are looking for / what would make someone ideal in this role?
- What personal and technical qualities they look for?



At the end of the interview

- Thank them for their time
- Ask them if they have any other questions or is there anything else you can provide them with
- Ask them if they have any reservations in hiring you - this is important because it allows them the opportunity to bring up anything reservations they may have and allows you to directly counter and respond
- Qualify your interest in this position- find an opportunity to let them know you are interested in this opportunity and do not leave them in doubt of your interest in the position by explicitly telling them this is a position you would accept if offered and you look forward to the next steps
- Ask them what the next steps are
- After interview has finished, contact a WPA team member to debrief whilst the information is fresh

Other helpful tips

Appropriate language

This may seem obvious, but it is important to tailor your language to match the culture of the organisation and your interviewer. Avoid using rude terms, swearing or anything which may sound unprofessional. Remember to 'read the room' and act accordingly to the situation.

First impressions

The first impression's made a big difference. It is important to set yourself up for success by treating everyone involved in the interview process with respect. This includes security guards, escorts or other employees that you encounter. Simple things like smiling and being positive when interacting with people can establish you as someone the organisation will want to work with.

Asking questions

Asking questions during the interview can help show that you are motivated and eager to learn about the organisation, so don't hesitate to ask for clarification on points raised during the interview. Just remember to keep the questions relevant to the interview topic at the time and actively listen to incorporate their responses into your answers. Some good questions to ask could include:

- What does a typical day in the job like?
- Which departments does the role interact with in the organisation?
- What does the training plan for the role look like?

What are behavioural based interviews and/or behavioural questions?

Behavioural interview questions are based on the principle that your past behaviour is the best indicator of how you will perform in the future. They give you the opportunity to present examples that indicate you have the required skills and attributes for the position. It is important to be prepared for this type of questioning and to think about some of the likely scenarios you may be asked beforehand.

Preparing & typical behavioural questions you may be asked

Preparing for behavioural interviews will also help you answer more traditional interview questions.

To properly answer a behavioural interview question, there is a four-step process referred to as “**STAR**”.

S

The Situation you were in

Describe the specific situation you were involved in or faced (the context of the situation).

T

The Task you were involved in

Describe the specific tasks you were involved in or asked to complete.

A

The Action that you took

Detail the action and steps you took in the situation.

R

The Result of that action

Outline the results and outcome of your actions. What happened, what was accomplished, what did you learn?

Example questions

Planning and organising

Tell me about a time you had to meet a tight deadline. What was the situation and what steps did you take to meet that deadline?

Give me an example of how you prioritise/multi-task or keep track of things requiring your attention.

Achievement & drive

Can you give me some examples of experiences in your current/previous job that were most satisfying to you? Why were they satisfying?

Tell me about a time when you weren't pleased with your performance. What did you do about it?

Give me an example of a time where you have done more than what was required in your role.

Analytical thinking

Describe a specific task you found especially challenging. What was it about the task that you found difficult? How did you overcome the difficulty? What was the result?

Describe the biggest/complex tasks you have faced in the last six months. How did you handle them?

Tell us about a time when you identified a potential problem and resolved the situation before it became serious.

Adaptability

Tell us about a situation in which you had to adjust to changes over which you had no control.

How did you handle it? Tell us about a time that you had to adapt to a difficult situation.

Customer service

How do you foster effective customer/stakeholder relationships and how do you know if you are meeting their needs?

Can you describe a time when you have had to persuade a customer to rethink their expectations and help them consider alternatives? What was the outcome?

Interpersonal skills and team orientation

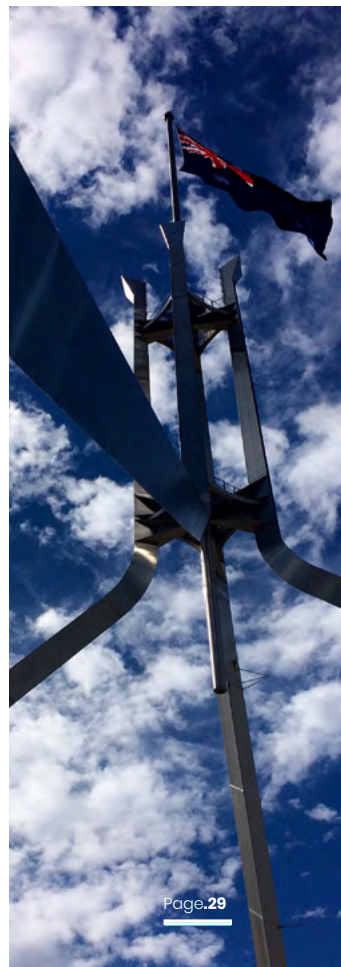
Describe a specific task you found especially challenging. What was it about the task that you? What have you done in the past to contribute toward a teamwork environment?

Tell us about the most difficult or frustrating individual that you have ever had to work with, and how you managed to work with them or resolve the situation.

Give an example of a situation where you had difficulties with a team member. What, if anything, did you do to resolve the difficulties?

Possible difficult-to-answer questions that you may/may not be asked

- Did you ever have a group leader or boss you disliked? Why did you dislike him/her?
- How would someone who dislikes you describe you?
- Talk about a group situation in which there were problems. How did you handle the situation and what was the outcome? What role did you play in the group? How could the group improve its performance?
- Tell me about a time when you experienced a failure and how you reacted to it.
- Tell me about a time when you were under considerable pressure to meet one or more goals.
- Describe a situation where you had to resolve a problem at work and explain how you resolved it.
- Give me an example of how you are a risk taker.
- If you could have any job in the world, what would it be?
- What motivates you?
- Why do you want to work for us and not for our competitor?
- Why should we hire you over someone else?
- What do you think is the most important/difficult ethical dilemma facing corporations today?
- Give a one sentence positioning statement of yourself.
- How do you go about deciding what to do first when given a project?
- Tell me about an experience you have had in a working environment (school, work, or community).
- Describe a situation where you did not agree with something your boss asked you to do and how you dealt with the situation.
- How do you work under pressure?
- What did you like/dislike about your last job?
- What would you like to be doing five years from now?



Common Traps

- Not listening to questions carefully
- Answering questions with yes, no and not elaborating or providing further information
- Saying “we” instead of referring to your own achievements “I”
- Making very general statements which lack substance
- Being too friendly or overly enthusiastic
- Always be 10 minutes early to allow for signing in and security requirements; never be late
- Being poorly prepared
- Slouching, mumbling, speaking slowly
- Knowing nothing about the company to whom you are talking
- Making derogatory remarks about your present or former employers

Remember, not all positions you are applying for will be right for you. The purpose of the interview is to help you (as well as the company) sort out if the “fit” is right.

Succeeding in your new role

The first few months in a new role can be challenging. Success is something which comes with time, patience and hard work.

Common Traps

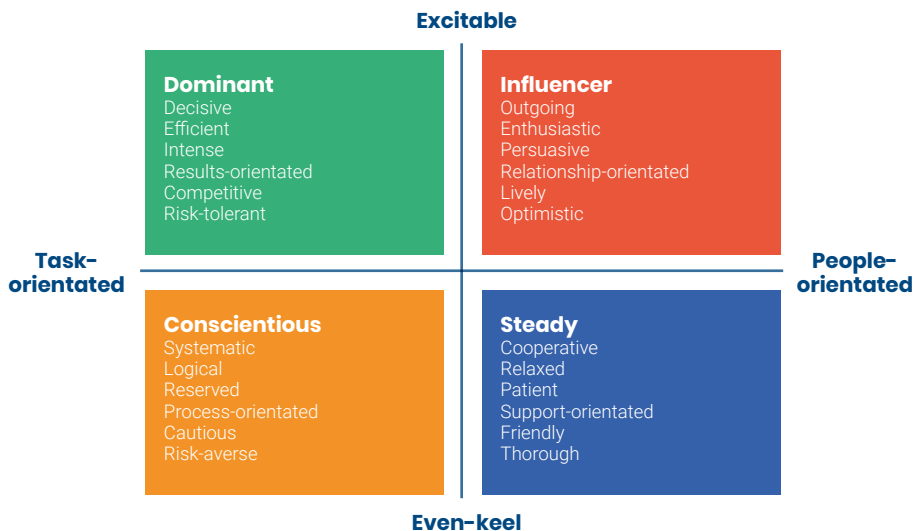
The following tips have been provided by veterans that have successfully transitioned into civilian roles:

- Be as polite as possible to make a good impression with co-workers
- Don't feel pressured to be perfect at your role right away – go at your own pace
- Don't clock in and clock out, put in the hard yards to understand your role at the start
- Own your mistake – they happen and no one expects you to be perfect
- Don't bad mouth defence – tarnishing defence can also impact your credibility given this is where you have come from
- Avoid office politics – don't actively burn bridges at the beginning of your career
- Tell your manager how you like to be managed – letting them know how you work best can help create a synergistic employment relationship
- Stay focused on your current role – try to avoid small mistakes and raising issues with systems and processes until you are settled in your role
- Actively seek feedback – asking for feedback shows that you care about succeeding and can help you improve
- Plan out your day – the easiest way to succeed is to take 5-10 minutes at the end of each day to map out what you want to achieve tomorrow
- Stay up to date with your industry – subscribing to new sites like Defence Connect will keep you informed with the latest events which are shaping your organisation
- Be confident in the value you are bringing to the organisation
- Be diplomatic with peers and supervisors – know your co-workers personalities before offering suggested improvements
- Be patient when people don't exercise high standards of safety, teamwork, communication, work quality

Personality Styles

Being aware of people's personality styles is extremely useful for navigating your new workspace

One of the most recognised and useful frameworks is the DiSC Profiling System. The table below can be a quick and easy way for you to identify what kinds of personality styles are present in your workplace and adapt accordingly. In an ideal situation, you want to try and mirror the person's DiSC style when interacting with them.



Contact us

Feel free to contact us at any time if you have any additional questions or would like further advice

Let your veteran network know that they can reach out to the WPA and submit an Expression of Interest via our [website](#) - we would welcome the opportunity to assist them.

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**Build on your military
experience to forge your
meaningful post-service
career**





Your Defence Experience Counts.

Get Qualified

Transitioning from the military to a civilian career starts with showing employers the value of your defence service in a civilian world. Qualifications help employers see your experience in a language they understand.

Your military service can be converted into Australian qualifications through Recognition of Prior Learning (RPL). Getting qualified through RPL means that you use your training and service record as evidence of your skills and knowledge.

Evidence of your Experience

Your service record, rank, training and deployments are all evidence of your skills and knowledge with a focus on your most current experience over the last five years.

Choose the Right Qualifications

You need qualifications to match your past experience and open doors to your future career direction - onshore or offshore.

Our assessors spend time with you to identify the best qualifications that will boost your career, based on their years of defence transition experience.

How does the RPL Process Work?

Our assessors take your evidence and convert your experience to the units within qualifications. You can be awarded a Certificate, Diploma or Advanced Diploma and even beyond a Bachelor's level within days!

We are proud education partners of...

Why Choose Churchill for your RPL?

RTO #31430

- ✓ **We Know Military RPL**
We have helped thousands of ADF personnel to choose the best transition qualifications for civilian careers.
- ✓ **Free Preliminary Assessment**
It all starts with a free RPL assessment, which matches your service history with nationally recognised qualifications that will best serve your career aspirations.
- ✓ **You Get Qualified Sooner**
We work with you to gather your RPL evidence, then complete the academic process and get you qualified in 14 days.
- ✓ **A Range of Payment Options**
You can choose to pay by bank transfer, credit card, installment payment plan or an education loan. Please refer to our website for further details.

Churchill Education began when our Co-Founder Randall Smith, faced early retirement from his policing career due to PTSD. Getting qualified through RPL meant his years of service were recognised outside the Police. Since 2006, we have been helping people get the RPL recognition they deserve too. And we've been a proud supporter of Defence personnel from the beginning.

Make the most of your years of service and get ahead in the transition to Civvy Street.

Contact us on 1300 793 002 or hello@churchilleducation.edu.au to apply for a free assessment.

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CAREER PROGRESSION GUIDE FOR DEFENCE RPL



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Career Progression Guide for Defence RPL

To give you an idea of what qualifications you might be eligible for through Recognition of Prior Learning (RPL) and the sort of careers they can provide a way into, we have compiled some case studies of personnel from various ranks within the defence forces.

These are not designed to be definitive, and it is important to understand that the route, eligibility and outcome for each person will be different. However, these can show a typical progression path through the Recognition of Prior Learning/Skills Recognition process and give you some indication of your own possibilities in comparison.

PRIVATE

Peter was a Private in the Army, in Warehousing and Transport. He had three years of service and was deployed last year. Peter has his Australian Active Service medal.

Through the RPL process, Peter gained the following qualifications:

- BSB41419 Certificate IV in Work Health and Safety
- CPP40719 Certificate IV in Security Management
- TLI31610 Certificate III in Warehousing Operations

With those qualifications under his belt, Peter has built a career in Transport and Logistics in the mining industry, working in warehousing with mining supplies.

CORPORAL

Jason was a Corporal in the Army. He was in the Infantry and was in service for seven years. He was deployed a couple of years ago and awarded his Australian Active Service Medal. Through the RPL process, Jason was able to obtain the following qualifications:

- BSB40520 Certificate IV in Leadership and Management
- BSB41419 Certificate IV in Work Health and Safety
- PSP40116 Certificate IV in Government
- CPP40719 Certificate IV in Security Management

With these qualifications under his belt, Jason was able to build his career in the private security industry, working as a CPP (Certified Protection Professional) and travelling the world for his job.

LEADING SEAMAN

Patrick was a Leading Seaman in the Australian Navy for eight years. He was deployed on Border Protection duties and was awarded his Operational Service medal. Patrick gained the following qualifications through RPL:

- [BSB40520 Certificate IV in Leadership and Management](#)
- [BSB41419 Certificate IV in Work Health and Safety](#)
- [PSP40116 Certificate IV in Government](#)
- [CPP40719 Certificate IV in Security Management](#)

Patrick used these qualifications to secure a new career for himself in the Australian Federal Police working as a Border Protection Officer.

SERGEANT

Steven was a Sergeant in the Medics within the Army. He had 12 years of service, had been deployed recently and received his Active Service Medal. Through the process of RPL, Steven was able to obtain the following qualifications:

- [BSB50420 Diploma of Leadership and Management](#)
- [CPP50619 Diploma of Security Risk Management](#)
- [BSB51319 Diploma of Work Health and Safety](#)
- [PSP50116 Diploma of Government](#)

With these qualifications, Steven was able to begin working as an Emergency Services Officer, and receive two years of credit towards his bachelor's degree of Paramedical Science, with the goal of working in management for the State Emergency Services when he completes it.

WARRANT OFFICER

Matthew was a Warrant Officer who has been in the army for 18 years. He was deployed last year and has his Active Service Medal. Because of the experience Matthew has, he was eligible for the following qualifications through RPL:

- [BSB60420 Advanced Diploma of Leadership and Management](#)

- [BSB60619 Advanced Diploma in Work Health and Safety](#)
- [PSP60116 Advanced Diploma in Government](#)
- [CPP50619 Diploma of Security Risk Management](#)
- [TLI50415 Diploma of Logistics](#)

With these qualifications on his resume, Matthew was able to secure himself an exciting career as a Strategic Consultant for an international consultancy group, Vector Consulting.

FLIGHT LIEUTENANT

Jane was a Flight Lieutenant, managing the Orderly Room and her primary trade is as a Clerk. She has twelve years of service but has never been actively deployed. Jane achieved the following qualifications through RPL:

- [BSB50415 Diploma of Business Administration](#)
- [BSB60420 Advanced Diploma of Leadership and Management](#)
- [BSB60619 Advanced Diploma of Work Health and Safety](#)
- [PSP60116 Advanced Diploma of Government](#)

With the qualifications that she gained through RPL, Jane was able to gain employment in upper management, working as a State Administration Officer for an Australian airline.

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