



Veteran-inclusive job application and interview process

Why is it important to have a veteran-inclusive job application and interview process?

Veteran-inclusive job application and interview processes bring out the best in veteran applicants.

Employers, recruiters and interviewers may overlook veteran applicants due to a lack of understanding about military experience.

Some veterans may be unfamiliar with the process of applying for jobs and interviewing in the civilian context.

How do I undertake a veteran-inclusive job application and interview process?

Educate recruiting staff on military culture, veteran skills translation and veteran transition

This helps recruiters to better understand veterans and provide support to them during the recruitment process.

Topics to cover could include:

- military skills, attributes and experience
- how to support veterans in their transition from military service
- dispelling misconceptions about veterans
- roles, ranks and responsibilities within the Australian Defence Force (ADF)
- military culture and values.

Organisations may develop their own skills translation guide. This can help recruiting staff to translate ADF skills and experience into the roles, responsibilities and culture of the organisation.

Involve current veteran employees in the application and interview process

If your organisation employs veterans, they could assist in the recruitment process by:

- assessing veteran applicants' CVs, military experience and skills
- being on interview panels
- working with members of the recruitment team to ensure that the recruitment process is veteran-inclusive.

How do I support veterans in the job application process?

Identify job applicants who are veterans

Asking verbally, or via recruitment documentation, if an applicant has served in the ADF will allow you to offer targeted support during the recruitment process.

It is, however, important to note that some individuals who have served do not wish to be identified as a veteran and this should be respected.





Direct veteran applicants to relevant guides or assistance

These guides or assistance should provide information and support targeted to veteran job applicants. For example:

- The Veteran Employment Toolkit www.veteranemployment.gov.au/veterans/support-employment
- ADF transition services' to the ADF Member and Family Transition Guide www.defence.gov.au/adf-members-families/military-life-cycle/transition/transition-support-members

Organisations could develop their own guides targeted at veterans which are specific to their organisation. These guides could address topics such as:

How to:

- understand role descriptions of the organisation
- understand and respond to key job selection criteria
- appropriately market their skills and experience in terminology used by the organisation
- identify roles suitable to their capabilities.

Organisations could also provide a dedicated point of contact for veteran applicants navigating the recruitment process.

Direct veteran applicants to an appropriate skills translation guide

Veteran skills translation guides connect military skills, experience and ranks with their civilian equivalents.

This can help veteran applicants to:

- identify roles that suit their capabilities
- appropriately explain their skills and experience using civilian workplace terminology.

You could direct veterans to the Veteran Employment Program's Core Skills Identifier www.veteranemployment.gov.au/veterans/identify-your-skills, which references and uses the ADF's resources on military skill recognition.

How do I use veteran-inclusive interview techniques?

Focus on the applicant's future potential

Ask questions which are directed towards the applicant's potential, rather than their formal qualifications or civilian work experience.

Encourage the applicant to describe their personal achievements in the military

ADF members view themselves as part of a team and may use collective language (for example, 'we', 'our') when explaining their achievements. Encourage applicants to outline what their individual responsibilities and contributions have been.

Translating military ranks and roles

ADF members often use military terms when describing their responsibilities in the ADF. If a veteran responds to a question by providing their military role or rank, ask them what sort of activity did the role or rank require of them. You can find out more about ADF rank structures and roles via the links below:

- www.army.gov.au/about-us/ranks
- www.navy.gov.au/about/organisation/ranks
- www.airforce.gov.au/about-us/ranks

Offer unsuccessful veteran applicants an opportunity to discuss their application and receive feedback

Constructive and specific feedback can help unsuccessful applicants to improve their future application and interview performance.

For example:

- feedback on the applicant's resume, CV or cover letter
- feedback on interview performance
- discussion of job fit or suitability of the position
- identifying the applicant's skills, training, qualifications or experience that can be utilised in other roles
- directing applicants to alternative roles that may be more suitable for them
- directing applicants to employment assistance.

