



U.S. Department
of Veterans Affairs

Personalized Career Planning and Guidance: Product Guide

Making it easier for Veterans to sign up for career counseling.
Also known as Chapter 36.

[va.gov/careers-employment/education-and-career-counseling/
apply-career-guidance-form-28-8832/](https://va.gov/careers-employment/education-and-career-counseling/apply-career-guidance-form-28-8832/)

What is this?

The Personalized Career Planning and Guidance (PCPG) tool is a short form (VA Form 28-8832) that allows a Veteran to sign up to be contacted for career counseling. Also included on this page is an eligibility wizard that helps Veterans understand if they are using the right form or service.

Target launch date is end of **January 4, 2021**.

Who can access the PCPG tool?

View Your VA Payment History is currently available to LOA3 (eBenefit Premium) users. While other users can currently log in on Veterans' behalf, it is not anticipated that this will be possible on VA.gov until Roles and Relationships are finalized. Other non-ID.me login methods should be valid. Users can also access this feature unauthenticated without logging in.

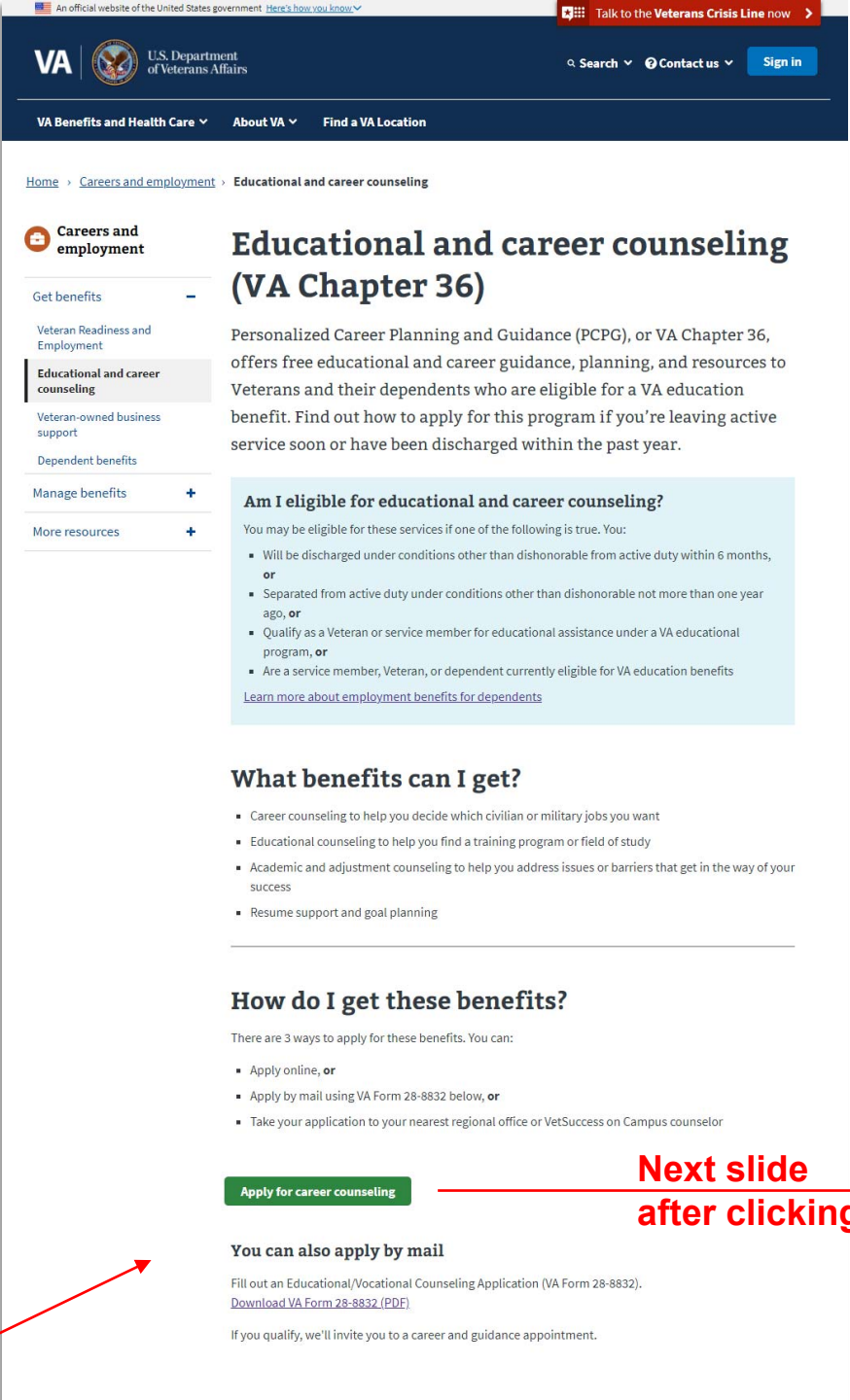
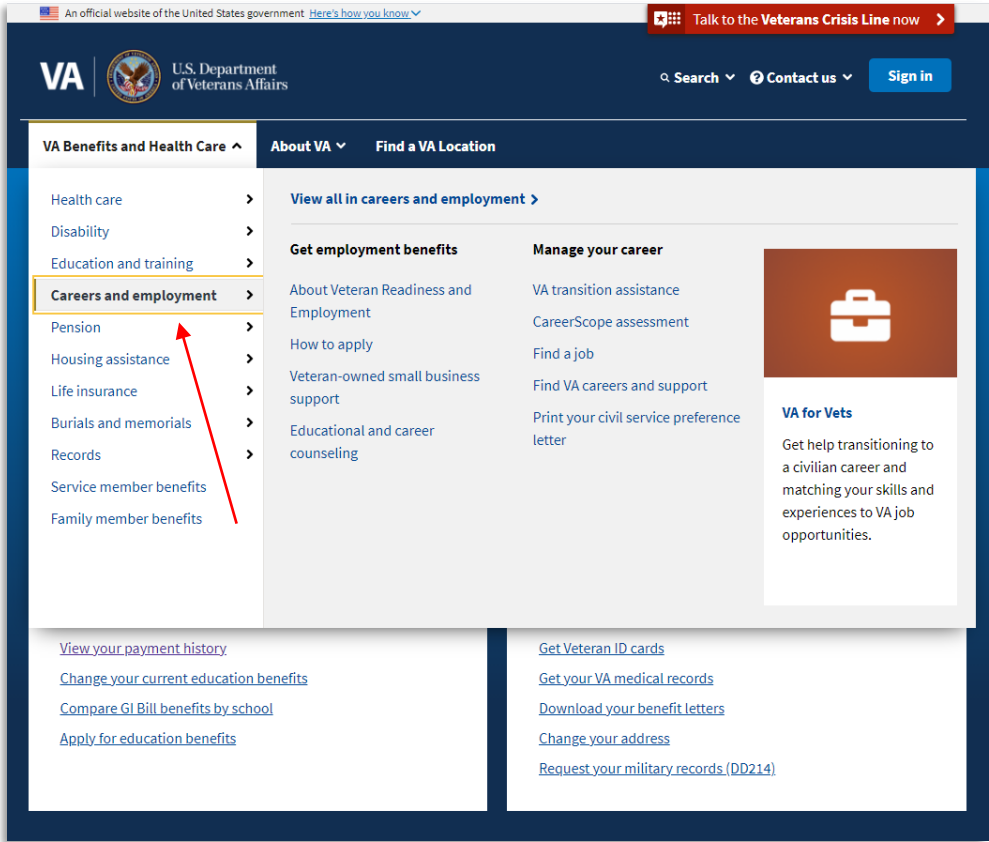
How can users access the PCPG tool?

This feature is accessible for testing within the staging environment at <https://staging.va.gov/careers-employment/education-and-career-counseling/apply-career-guidance-form-28-8832/introduction> in any modern browser.

This feature is available from the Career and Employment hub (<https://staging.va.gov/careers-employment>) as well as on the Dependents Benefits page at <https://staging.va.gov/careers-employment/dependent-benefits/>

Navigating to PCPG

Currently, to browse to this tool, the user should open the main mega menu on the home page and find the Careers and employment tab, select it, and within that, select the Educational and career counseling link



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Navigating to PCPG

Next, the user is shown an eligibility wizard and a button to the form is presented at the end. Depending on how the eligibility wizard questions are answered, various options and links are shown.

The screenshot shows the VA website's 'Apply for Personalized Career Planning and Guidance with VA Form 28-8832' page. The page includes a header with the VA logo and navigation links. The main content area features a title, a subtitle, and a section titled 'Is this the form I need?'. Below this, there are several questions with radio button options for selection. A red arrow points from the 'Apply for career planning and guidance' button at the bottom of the form to the next slide.

Apply for Personalized Career Planning and Guidance with VA Form 28-8832

Equal to VA Form 28-8832 (Education/Vocational Counseling Application)

Is this the form I need?

If you're a Veteran, service member, or dependent, use this form to apply for personalized career counseling and support to help you find a training program or job. Answer a few questions to get started.

If you already know this is the correct form, you can go directly to the online application without answering questions. [Apply online with VA Form 28-8832](#)

Which of these best describes you?

- ☒ Veteran
- ☐ Service member
- ☐ Dependent of a Veteran or service member
- ☐ None of these

Are you receiving Chapter 31 Veteran Readiness and Employment (VR&E) benefits?

- ☐ Yes
- ☒ No

Are you using VA education benefits to go to school?

- ☐ Yes
- ☒ No

Have you or your sponsor been discharged from active-duty service in the last year, or do you have less than 6 months until discharge?

- ☒ Yes
- ☐ No

Would you like to apply for career planning and guidance benefits now?

- ☒ Yes
- ☐ No

[Apply for career planning and guidance](#)

Need help?

Need help filling out the form or have questions about eligibility? Please call VA Benefits and Services at 800-827-1000. If you have hearing loss, call TTY: 711.

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Apply for Personalized Career Planning and Guidance

Equal to VA Form 28-8832 (28-8832-planning-and-guidance).

Save time—and save your work in progress—by signing in before starting your application

When you're signed in to your VA.gov account:

- We can prefill part of your application based on your account details.
- You can save your application in progress, and come back later to finish filling it out. You'll have 60 days from the date you start or update your application to submit it. After 60 days, we'll delete the application and you'll need to start over.

Note: If you sign in after you've started your application, you won't be able to save the information you've already filled in.

[Sign in to start your application](#)

[Start your application without signing in](#)

Follow the steps below to apply for Planning and career guidance.

- 1 Prepare**

To fill out this application, you'll need your:

 - Social Security number
 - Date of birth
 - If you're a dependent, you'll need the name and Social Security number of the Veteran or service member who sponsors you.

What if I need help filling out my application? An accredited representative, with a Veterans Service Organization (VSO), can help you fill out your claim. [Get help filing your claim](#)
- 2 Apply**

Complete this career planning and guidance form.

After submitting your application, you'll get a confirmation message. It will include details about your next steps. You can print this for your records.
- 3 VA Review**

We process applications in the order we receive them. We may contact you if we have questions or need more information.
- 4 Decision**

If you're eligible for career planning and guidance benefits, we'll invite you to an orientation session at your nearest VA regional office.

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Getting Started

The PCPG form is short and straight to the point seeking information, if unauthenticated:

the Veteran's name

SSN

DOB

An official website of the United States government [Here's how you know](#)

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Apply for Personalized Career Planning and Guidance with VA Form 28-8832

Step 1 of 2: Applicant Information

☐ I live on a United States military base outside of the U.S.

Country (*Required)

U.S. military bases are considered a domestic address and a part of the United States.

Street (*Required)

Line 2

Line 3

City (*Required)

State/Province/Region

Postal Code (*Required)

Phone number

Email address (*Required)

Confirm email address (*Required)

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(next page)
physical address

email address

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(next page)
physical address

email address

Error Handling: Form 28-8832

If the page cannot load the page (or part of a page) due to a system issue, a red messaging window appears with instructions on who to call.

Step 3 of 3: Review Application

Claimant Information

Veteran or service member information

We're sorry. We can't submit your application right now.

We're working to fix the problem. Please make sure you're connected to the Internet, and then try saving your application again. .

If you don't have an account, you'll have to start over. Try submitting your application again tomorrow.

If it still doesn't work, please call us at [855-574-7286](tel:855-574-7286).

If you have hearing loss, call TTY: [711](tel:711).

By submitting this form you certify that you are the claimant and the information you gave above is true and correct to the best of your knowledge and belief.

Note:

According to federal law, there are criminal penalties, including a fine and/or imprisonment for up to 5 years, for withholding information or for providing incorrect information. (See 18 U.S.C. 1001)

☒

I have read and accept the [privacy policy](#) (*Required)

Go Back to VA.gov