11019NAT Course in Military Advocacy

The 11019NAT Course in Military Advocacy (CiMA) is a nationally recognised training course funded by the Australian Government through the Department of Veterans' Affairs (DVA) and managed through their Advocacy Training and Development Program (ATDP) (atdp.org.au).

Major Training Services Pty Ltd (MTS) (RTO 90748) (www.majortraining.com.au) has been appointed, under a contractual arrangement, as the Department's Registered Training Organisation responsible for the delivery of the current 11019NAT Course in Military Advocacy.

The Course Copyright Holder is the Department of Veterans' Affairs.

Course purpose

The Department's aim in the provision of this accredited course is to provide individuals with advocacy services to serving and ex-serving members of the Defence Force and their dependants, with the skills and knowledge necessary to:

- advise and assist serving and ex-serving military clients and their dependants with compensation claims,
- assist serving and ex-serving military clients and their dependants and families to connect with government and community-based services and support,
- represent serving and ex-serving military clients and their dependants in preparing and presenting a merits review of a primary decision, or
- represent serving and ex-serving military clients and their dependants before the Administrative Review Tribunal (ART) in relation to compensation and entitlement decisions.

CiMA is available through nomination by an Ex-Service Organisation (ESO) or nomination by the Institute of Veterans' Advocacy (IVA).

Individuals can be nominated and endorsed by an ESO that offers free advocacy services to serving and ex-serving members of the armed forces and their dependants. The IVA can also nominate and endorse individual and organisational members, including from commercial advocacy organisations that offers paid advocacy services to serving and ex-serving members of the armed forces and their dependants.

Trainees must be nominated by their sponsoring ESO or the IVA using the online nomination form on the ATDP portal. Once this is accepted by ATDP, trainees must complete the online enrolment form, also available through the ATDP portal, to be formally enrolled with Major Training Services (MTS).

Trainees must remain affiliated with a nominating ESO or the IVA for the duration of the Course in Military Advocacy. Nomination and affiliation are at the discretion of the ESO and the IVA. If an ESO, the IVA or trainee ceases their affiliation with the other at any stage of the training program, the trainee will be unable to continue until the ESO or IVA reinstates its endorsement or an alternative ESO or the IVA submits a new nomination.

NB: Trainees must be over the age of 18 years of age.

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2022 Course Reaccreditation

Reaccreditation of the Department's nationally recognised Course in Military Advocacy was granted by the National Vocational Education and Training Regulator for a further 5 years, commencing 28 April 2022. The new course code is 11019NAT Course in Military Advocacy.

Note: The previous course 10620NAT Course in Military Advocacy, is equivalent to the new course. Advocates who hold units of competency from the previous 10620NAT Course in Military Advocacy remain current and are not required to undertake any transitional training.

Course Structure

The course includes six elective Units of Competency covering two streams i.e. Wellbeing and Compensation. Some units have a pre- requisite Unit of Competency. The successful completion of each Unit of Competency leads to a nationally recognised Statement of Attainment for that Unit of Competency being issued by Major Training Services Pty Ltd (RTO 90748). When a trainee receives a Statement of Attainment identifying the completed Unit of Competency, they are accredited as an Advocate authorised to provide the services outlined in that specific Unit.

The two streams of the course and their corresponding Units of Competency (as listed on the National Register, TGA) are:

Rehabilitation and Compensation Stream

- Compensation Level 1: **NAT11019001** Provide military rehabilitation and compensation advocacy services under supervision
- Compensation Level 2: **NAT11019002** Provide military rehabilitation and compensation advocacy services
- Compensation Level 3: **NAT11019003** Advocate on behalf of members of the military community for a merits review of a primary decision
- Compensation Level 4: **NAT11019004** Advocate on behalf of members of the military community before the Administrative Review Tribunal

Wellbeing Stream

- Wellbeing Level 1: **NAT11019005** Provide military wellbeing advocacy services under supervision
- Wellbeing Level 2: **NAT11019006** Provide military wellbeing advocacy services

Note: It is recommended Level 1 trainees complete both wellbeing and compensation modules as it provides them with an insight into holistic supports available to veterans and families. However, trainees may choose to complete **one** or **both advocacy** streams to Level 2 without the need to progress further.

If trainees progress to Level 3 Compensation, trainees must possess a Statement of Attainment for unit *NAT11019002 Provide military rehabilitation and compensation advocacy services* or its predecessor, *MILADC002 Provide military rehabilitation and compensation advocacy services*.

Likewise, to progress to Level 4 Compensation, trainees must possess a Statement of Attainment for unit *NAT11019003 Advocate on behalf of members of the military community for a merits review of a primary decision* or its predecessors, *MILADC003 Advocate on behalf of members of the military community before the Veterans' Review Board* or *MILADC005 Advocate on behalf of members of the military community for a merits review of a primary decision*.

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Delivery Modes

Accreditation to become an Advocate to provide the services identified by one or more of the six Units of Competency from the course, can occur by two means, Recognition of Prior Learning (RPL) or the Training Pathway.

Recognition of Prior Learning (RPL)

RPL needs to be completed sequentially and commences from Level 2. RPL is not available at Level 1.

To assess recognition of prior learning against a required unit of competency, sufficient evidence must be provided by the Advocate to demonstrate that their current skills and knowledge align with the required outcomes of the unit of competency. This evidence must be the learner's own work.

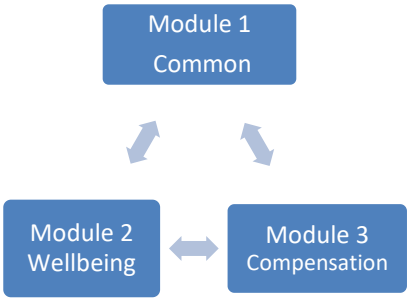
To progress to a higher level in either Compensation or Wellbeing, Advocates must first possess a Statement of Attainment for the lower-level unit of competency.

The Training Pathway

Level 1 Facilitated Learning Program (FLP) units of competency (as referred to on previous page)

From 1 July 2024, training of new Level 1 Advocates will cover both Wellbeing and Compensation. Following enrolment, trainees will be required to complete pre-requisite eLearning packages through DVAtrain before being invited to attend facilitated training and assessment sessions. Login details for DVAtrain will be provided by ATDP.

The facilitated training and assessment delivered by MTS are to be completed as follows:



- **Module 1 –** Common Skills – 1 day
- **Module 2 –** Wellbeing – 2 days
- **Module 3 –** Compensation – 2 days

Competency cannot be achieved in Module 2 or Module 3 without Module 1

Completion of Module 1 forms a core component (*approximately one-third*) of the overall requirements for competency and is mandatory for all trainees. Module 1 should be completed before or in conjunction with undertaking either Module 2 – Wellbeing, or Module 3 – Compensation.

While it is recommended all trainees complete both Wellbeing and Compensation, trainees may be nominated to complete only one advocacy stream, depending on their role.

These sessions are delivered either online or in-person, however, the in-person programs will proceed only if minimum numbers are met.

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For all online delivery, trainees will need access to a computer with stable internet connection and possess good computer skills. If required, instruction on how to use the online meeting platform can be requested by the trainee, prior to attendance. These requests should be directed to ATDPadmin@majortraining.com.au

Assessments at the training sessions will be in the form of a simulated workplace environment covering interviews, completion of post interview actions plans and the completion of theoretical knowledge examinations.

For more information, please refer to the How to Guide titled "What to Expect as a Level 1 Trainee" found at the bottom of the ATDP Home Page (atdp.org.au) under How to Guides (https://web.atdp.org.au/psoMsg)

Level 2 and higher level units of competency (as referred to on page 2)

From Level 2 and higher level units of competency, Advocacy training is based on the Adult Learning Principle of 70:20:10. This means the training for each unit of competency after Level 1 is largely undertaken on the job, with 70% of learning coming from workplace experience under the guidance of a mentor, 20% from information obtained from a mentor and other advocates and 10% from formal learning. Formal learning includes eLearning study units as well as attendance at a Consolidation and Assessment (C&A) program conducted at the end of the learning journey for the individual unit of competency being studied.

During on-the-job training, trainees will be required to complete a Workplace Experience Log (WEL) under the guidance of a mentor. Once both the WEL and online study units have been completed, the mentor will then nominate the trainees as ready to attend a C&A program. These programs are generally delivered via facilitator-led online delivery.

Attendance at the C&A programs requires a commitment of 3-4 days, depending on the unit of competency being assessed.

Assessment material will be provided via email.

Unsupervised activities

Successful completion of Level 2 and higher-level units of competencies will require trainees to engage in unsupervised activities including:

- undertaking work experience with an ESO or approved IVA organisation
- completing self-study to revise and reinforce areas of knowledge
- completing eLearning modules
- workplace practice/application of skills and knowledge acquired through supervised learning activities, and
- conducting research to gain up to date information relating to military rehabilitation and compensation or wellbeing services.

The time required to undertake these unsupervised activities will vary between trainees based on their experience. On average, the unsupervised activities listed above will equate to approximately 100 hours.

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Duration

The Level 1 training will normally be completed over a two-month period, although this may increase depending on the time taken by individual trainees to complete the pre-requisite eLearning packages.

For Level 2 and higher-level units of competencies, trainees take, on average, twelve (12) months to complete their chosen unit of competency via the training pathway. However, this depends greatly on the individual and the amount of time they can reasonably be expected to offer their services.

Trainee nomination requirements

Trainees are to be selected by their ESO or IVA using the "Guidelines for the Selection of Trainee Advocates" which is available on the ATDP website (atdp.org.au). Ideally, trainees will have been exposed to the Advocacy role within an ESO or other organisation prior to enrolment, to ensure they have both the capability and willingness to carry out the role, and are prepared to work in accordance with organisational requirements including confidentiality and privacy.

Trainees must then be nominated by their sponsoring ESO or IVA authorised person using the online nomination form on the ATDP website.

Trainee RTO Pre-enrolment requirements for Level 1

Once the above nomination process has been completed, candidates will complete an online enrolment form, which must be completed by the actual candidate, to be formally enrolled with Major Training Services Pty Ltd (RTO 90748), subject to first meeting the following mandatory Pre-enrolment requirements:

- Receipt of the MTS Candidate Handbook, which advises the trainee's rights and responsibilities for the successful completion of courses (linked to the application information);
- Completion of a short Language, Literacy and Numeracy assessment -
    - Option 1: Provide a copy of your USI transcript for a qualification at a Certificate III (or higher) if the qualification was completed after 2015. (Note: In order to verify the USI, you will need to grant permission for MTS to authenticate the document within the USI portal).
    - Option 2 – If no documentation is available, complete an LLN assessment Quiz which should take you approximately 15 minutes to complete. MTS will provide you with this link.
- Completion of the Digital Skills Questionnaire included with the enrolment information, to ensure candidates have an elementary level of digital literacy to carry out the inherent requirements of the role of an Advocate and attend the training.

MTS staff will contact trainees via email, regarding full details of the Language, Literacy, Numeracy and Digital (LLND) requirements.

Once the LLND requirements above have been met and your RTO enrolment has been finalised, information about the next steps will follow from ATDP (ie., login details to DVAtrain).

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Preferences for training places are based on the best possible return to the ex-service community, so workload of an ESO, Veteran Centre, Community of Practice or other organisation is taken into account.

Course fees

The Australian Government, through the Department of Veterans' Affairs, supports the program financially and provides administrative support. As such, no bona fide individual pays a course fee to complete this training.

Available course dates

Upcoming course dates are published on the ATDP website home page: atdp.org.au

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