



11019NAT Course in Military Advocacy

A nationally recognised training program funded by the Australian Government through the Department of Veterans' Affairs (DVA).

Course purpose

The Department's aim in the provision of this accredited course is to provide individuals¹, as authorised representatives² of bona fide Ex-Service Organisations (ESOs), which offer free advocacy services³ 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 Appeals Tribunal (AAT) in relation to compensation and entitlement decisions.

¹ Individuals may be volunteers or employed (paid) Advocates who fulfill the role of either a Military Compensation Advocate or Military Wellbeing Advocate.

² Trainees must be affiliated with a nominating ESO for the duration of the Course in Military Advocacy. Nomination and affiliation are at the discretion of the ESO. If an ESO or trainee cease their affiliation with each other at any stage of the training program, the trainee will be unable to continue until the ESO reinstates its endorsement or an alternative ESO makes a nomination.

³ 11019NAT Course in Military Advocacy is only available to candidates/trainees nominated by ESOs that **do not charge any fee** for providing wellbeing and compensation advocacy services to Veterans and their families.

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.

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 remain current and are not required to undertake any transitional training.

DVA's Registered Training Provider

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 Structure

The course includes six elective Units of Competency covering two streams. Some units have a pre-requisite Unit of Competency. The completion of each Unit of Competency leads to a Statement of Attainment for that Unit of Competency being issued by Major Training Services Pty Ltd (RTO 90748). When a trainee is issued a Statement of Attainment for the Unit of Competency they have completed, they are then accredited to be an Advocate to provide the services identified by that Unit of Competency.

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

Rehabilitation and Compensation Stream

- Compensation Level 1 - **NAT11019001** Provide military rehabilitation and compensation advocacy services under supervision (previously unit code *MILADC001*)
- Compensation Level 2 - **NAT11019002** Provide military rehabilitation and compensation advocacy services – (previously unit code *MILADC002*)
- Compensation Level 3 - **NAT11019003** Advocate on behalf of members of the military community for a merits review of a primary decision – (previously unit code *MILADC003* or *MILADC005*)
- Compensation Level 4 - **NAT11019004** Advocate on behalf of members of the military community before the Administrative Appeals Tribunal – (previously unit code *MILADC004*)

Wellbeing Stream

- Wellbeing Level 1 - **NAT11019005** Provide military wellbeing advocacy services under supervision – (previously unit code *MILADW001*)
- Wellbeing Level 2 - **NAT11019006** Provide military wellbeing advocacy services – (previously unit code *MILADW002*)

Trainees may choose to only complete **one** or **both** streams at Level 2 units without the need to progress further.

To progress to Level 3 Compensation, trainees must possess a Statement of Attainment for *MILADC002* or *NAT11019002* and likewise, to progress to Level 4 Compensation, they must possess a Statement of Attainment for either *MILADC003*, *MILADC005* or *NAT11019003*.

Delivery Modes

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

Recognition of Prior Learning (RPL)

RPL is offered, provided the learner can submit documented evidence against each of the requirements in the unit of competency being sought. This evidence must be the learner's own work.

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

The Training Pathway

Combined Level 1

From 1 July 2024, training of new Advocates will be provided as Combined Level 1, that is it will cover both Wellbeing and Compensation Level 1 units of competency. Following enrolment, trainees will complete mandatory e-learning packages and attend facilitated training and assessment Modules, completed in two three-day blocks. While it is recommended all trainees complete both wellbeing and compensation modules, trainees may be nominated by their ESO to complete only one advocacy stream.

Levels 2, 3 and 4

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

For 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 at a C&A program. These requests should be directed to ATDPenquiries@dva.gov.au.

Assessment material will be provided electronically.

Duration

The Combined Level 1 will normally be completed over a two-month period, although this may increase depending on the time take by individual trainees to complete the e-learning packages.

For Levels 2, 3 and 4, 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 within their ESO.

Enrolment and Entry Requirements

Trainees are to be selected by their ESO using the “Guidelines for the Selection of Trainee Advocates” which is available on the ATDP website www.atdp.org.au. Ideally, trainees will have been exposed to the Advocacy role within an ESO 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 using the online nomination form on the ATDP website. Once this has been done, trainees will complete an online enrolment form to be formally enrolled with the RTO, Major Training Services Pty Ltd (RTO 90748), subject to first meeting the following mandatory entry 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); and
- Completion of a short language, literacy and numeracy (LLN) assessment to ensure trainees have an elementary level of LLN to carry out the role of an Advocate; or
- Provision to MTS of a copy of a prior qualification (a professional, trade, or educational certificate equivalent to at least a current Certificate II/III or higher), or a USI transcript detailing a previous qualification achieved, which demonstrates trainees would have an appropriate level of LLN to carry out the role of an Advocate.

MTS staff will contact trainees via email, regarding full details of the LLN requirements. Information about the next steps will follow at this stage, as prompted by the ATDP Portal.

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

Unsupervised activities

Successful completion of each unit of competency will require trainees to engage in unsupervised activities including:

- undertaking work experience with an ESO
- 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.

Course fees

Enrolment in the course is at the discretion of a sponsoring Ex-Service Organisation (ESO), such as the RSL or Legacy, on whose behalf trainees intend to assist veterans and their families either as a volunteer or paid employee, and as such no fees are payable. The Government, through the Department of Veterans' Affairs, supports the program financially and provides administrative support.