

# **10620NAT Course in Military Advocacy**

Version 1, April 2017

## VERSION HISTORY

Version 1	April 2017	Initial Accreditation
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## Section A: Copyright and course classification information

1. Person in respect of whom the course is being accredited	Department of Veterans' Affairs							
2. Address	Department of Veterans' Affairs Gnabra Building 21 Genge Street, Civic CANBERRA ACT 2600  <u>Postal address</u> GPO Box 9998 CANBERRA ACT 2601  <u>Email address:</u> <a href="mailto:amber.vardos@dva.gov.au">amber.vardos@dva.gov.au</a>							
3. Type of submission	Initial accreditation							
4. Copyright acknowledgement	The copyright owner of the units of competency developed for inclusion in this course is the Department of Veterans' Affairs.							
5. Licensing and franchise	There are currently no licensing or franchising arrangements in place for this course.							
6. Course accrediting body	The Australian Skills Quality Authority (ASQA)							
7. AVETMISS information	<table border="1" data-bbox="488 1344 1457 1659"> <tr> <td data-bbox="488 1344 890 1529">ANZSCO Code—6 digits [Australian and New Zealand Standard Classification of Occupations]</td> <td data-bbox="890 1344 1457 1529">272613 Welfare Worker</td> </tr> <tr> <td data-bbox="488 1529 890 1615">ASCED Code—4 digits [Field of education]</td> <td data-bbox="890 1529 1457 1615">0905 Human Welfare Studies and Services</td> </tr> <tr> <td data-bbox="488 1615 890 1659">National course code</td> <td data-bbox="890 1615 1457 1659">10620NAT</td> </tr> </table>		ANZSCO Code—6 digits [Australian and New Zealand Standard Classification of Occupations]	272613 Welfare Worker	ASCED Code—4 digits [Field of education]	0905 Human Welfare Studies and Services	National course code	10620NAT
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ASCED Code—4 digits [Field of education]	0905 Human Welfare Studies and Services							
National course code	10620NAT							
8. Period of accreditation	28 April 2017 to 27 April 2022 (5 years)							

## Section B: Course information

1. Nomenclature	
1.1 Name of the qualification	Course in Military Advocacy
1.2 Nominal duration of the course	Supervised: 430 hours Unsupervised: 100 hours Volume of learning: 530 hours
2. Vocational or educational outcomes	
2.1 Purpose of the course	<p><b>Vocational outcome</b></p> <p>The purpose of the course is to provide individuals, as authorised representatives of bone-fide ex-Service Organisations (ESOs), with the skills and knowledge necessary to:</p> <ul style="list-style-type: none"> <li>• advise and assist serving and ex-serving military clients and their dependants with rehabilitation and compensation claims,</li> <li>• assist serving and ex-serving military clients and their dependants to connect with government and community-based services and support, or</li> <li>• represent serving and ex-serving military clients and their dependants before the Administrative Appeals Tribunal (AAT) or Veterans' Review Board in relation to compensation and entitlement decisions.</li> </ul> <p>Individuals may be volunteers or employed (paid) advocates.</p>
3. Development of the course	
3.1 Industry / enterprise / community needs	<p><b>Enterprise/Community Need</b></p> <p>The outcomes of this course meet the needs of both the Department of Veterans' Affairs (DVA) and the numerous large and small ESOs to provide nationally consistent and relevant training to Advocates who advise and assist current and ex-serving military members and their dependants. These training needs cannot be met by a current training package qualification or course.</p> <p><b>Enterprise/Community Support</b></p> <p>The need for the development of the course was identified as a result of a major review, the Review of Veterans' Advocacy Training, conducted in 2011 by Brigadier Bill Rolfe, AO (Retired). Among other recommendations, the Review Report identified the need for a Capability Framework that was nationally consistent, in-line with adult learning principles and incorporated assessed competency and accreditation standards. The Framework would also assess the practitioners, trainers and content of the programme to ensure its ongoing success, and would provide a clear training and</p>

development path from novice practitioner to senior accredited levels. This assessment of practitioners would also allow DVA to consider links between accredited advocates and claims processing priorities.

This led to the formation of a Veterans' Advocates Training Working Party and a Technical Working Group, representing ESOs and DVA, who developed an Advocacy Training and Development Program Blueprint. The Blueprint provided a structure for the development and implementation of the Advocacy Training and Development Programme (ATDP). The ATDP structure includes:

- A **Strategic Governance Board (SGB)**. A national group, with members representing ESOs, Defence and DVA, acting as the independent governance body responsible for strategic direction, oversight and review of the quality and consistency of ESO advocacy services. It also ensures a transition strategy and communications plan are in-place to drive the required cultural change to a system based approach across the current ESO, advocacy and training programmes to meet these objectives.
- A **Capability Framework Management Group (CFMG)**. A national group, with members representing ESOs, Defence and DVA, directly responsible for all aspects of the Capability Framework, which drives the definition, development, education and assessment of practitioners. It would ensure that the programme's strategic goals, as provided by the SGB, are effectively and efficiently achieved and would represent the ESO community, trainers and DVA.
- Three **Regional Administration Bodies (RABs)**. RABs would be located in Brisbane (Queensland and Northern Territory), Sydney (New South Wales, Australian Capital Territory and Western Australia) and Melbourne (Victoria, Tasmania and South Australia). These focus on the day-to-day delivery of training and local administrative requirements in their region and developing and supporting 'communities of practice' to provide a regional support network for their practitioners and trainers. They would also provide regional input to the development and delivery of the nationally consistent training programme through representation on the CFMG.
- A **Registered Training Organisation (RTO)**. A significant consideration throughout the process was the requirement for competence assessment and national accreditation of components of the Advocacy training framework. This is to be managed through the Capability Framework, which will be designed with significant assistance from a RTO. Major Training Services Pty Ltd was selected by DVA as the RTO supporting the implementation of the ATDP.

A Working Group of Subject Matter Experts, consisting of experienced Advocates, Trainers and RTO representatives, was formed to research current national training package units and qualifications to ascertain if any of these could meet the required learning outcomes. As no existing units could be identified, the need to develop enterprise units to cover learning outcomes was recommended and approved by the CFMG and SGB.

Two further Working Group meetings in August and September 2016 developed four enterprise units of competency and a draft ATDP structure consisting of a Military Advocacy Course with two streams:

- Military Advocacy (Rehabilitation and Compensation)

	<ul style="list-style-type: none"> <li>• Military Advocacy (Welfare)</li> </ul> <p>Two additional enterprise units of competency and two additional streams were developed in November 2017 to complete the Capability Framework, namely:</p> <ul style="list-style-type: none"> <li>• Military Advocacy (Veterans' Review Board)</li> <li>• Military Advocacy (Administrative Appeals Tribunal)</li> </ul> <p>The draft ATDP structure was provided to the SGB and CFMG members and other key stakeholders for validation and comment in July 2016.</p> <p>The final version of the ATDP structure, enterprise Units of Competency, Course Structure and Application for Accreditation to ASQA was agreed to at a meeting of the SGB and CFMG on 7-8 December 2016.</p>												
<b>3.2 Review for renewal of accreditation</b>	Not applicable.												
<b>4. Course outcomes</b>													
<b>4.1 Qualification level</b>	While this course meets an identified industry/enterprise or community need it does not have the depth and breadth required of a qualification.												
<b>4.2 Foundation skills</b>	Foundation skills applicable to the outcomes of this course are identified in the units of competency.												
<b>4.3 Recognition given to the course</b>	Not applicable.												
<b>4.4 Licensing/regulatory requirements</b>	Not applicable.												
<b>5. Course rules</b>													
<b>5.1 Course structure</b>	<p><b>1. Outline the structure of the course and rules for completion.</b></p> <p>The structure of the course is shown in the following table. The four streams are identified in brackets.</p> <table border="1"> <thead> <tr> <th>Unit code</th> <th>Unit title</th> <th>Pre-requisite</th> <th>Nominal hours</th> </tr> </thead> <tbody> <tr> <td colspan="4"><b>(Administrative Appeals Tribunal)</b></td> </tr> <tr> <td>MILADC004</td> <td>Advocate on behalf of members of the military</td> <td>MILADC003</td> <td>80</td> </tr> </tbody> </table>	Unit code	Unit title	Pre-requisite	Nominal hours	<b>(Administrative Appeals Tribunal)</b>				MILADC004	Advocate on behalf of members of the military	MILADC003	80
Unit code	Unit title	Pre-requisite	Nominal hours										
<b>(Administrative Appeals Tribunal)</b>													
MILADC004	Advocate on behalf of members of the military	MILADC003	80										

	community before the Administrative Appeals Tribunal		
<b>(Veterans' Review Board)</b>			
MILADC003	Advocate on behalf of members of the military community before the Veterans' Review Board	MILADC002	110
<b>(Rehabilitation and Compensation)</b>			
MILADC002	Provide military rehabilitation and compensation advocacy services	MILADC001	60
MILADC001	Provide military rehabilitation and compensation advocacy services under supervision	Nil	60
<b>(Welfare)</b>			
MILADW002	Provide military welfare advocacy services	MILADW001	60
MILADW001	Provide military welfare advocacy services under supervision	Nil	60
<b>Total nominal hours</b>			<b>430</b>
<p><b>2. Describe the unsupervised activities that the learner will need to engage in to complete the course</b></p> <p>Successful completion of this course will require learners to engage in unsupervised activities including:</p> <ul style="list-style-type: none"> <li>• undertaking work experience with an ESO;</li> <li>• completing self-study to revise and reinforce areas of knowledge;</li> <li>• completing eLearning modules;</li> <li>• workplace practice/application of skills and knowledge acquired through supervised learning activities; and</li> <li>• conducting research to gain up to date information relating to military rehabilitation and compensation.</li> </ul> <p>The time required to undertake these activities will vary between students based on their experience. On average, the unsupervised activities listed above will equate to 100 hours.</p> <p>The course structure identifies one unit of competency (MILADC001) that provides an early exit point for persons who wish to work as a Military Advocate (Rehabilitation and Compensation) Level 1 only.</p> <p>The course structure identifies one unit of competency (MILADW001) that provides an early exit point for persons who wish to work as a Military Advocate (Welfare) Level 1 only.</p>			

	A Statement of Attainment will be issued for successful completion of individual units of competency if the full Course is not completed.
<b>5.2 Entry requirements</b>	<p><b>1. Essential entry requirements</b></p> <p>Entrants to the Course in Military Advocacy must be sponsored by a bone-fide ESO in order to be covered by the ESO's indemnity insurance scheme for Advocates.</p> <p>ESO's will undertake an interview process to assess an individual's suitability prior to providing sponsorship to the course. Suitability criteria will include:</p> <ul style="list-style-type: none"> <li>• A desire to provide advocacy services to any member of the serving/ex-serving community.</li> <li>• A commitment to continuous improvement in skills and knowledge for as long as they practice as an advocate.</li> <li>• Being prepared to work in accordance of organisational requirements including confidentiality and privacy.</li> <li>• Being prepared to be mentored and to act as a mentor for others.</li> <li>• Demonstrated appropriate computer skills.</li> <li>• Demonstrated excellent interpersonal skills.</li> <li>• Demonstrated high-level oral and written communication skills.</li> </ul>



6. Assessment	
<p><b>6.1 Assessment strategy</b></p>	<p>All assessment must be conducted in accordance with the <i>Standards for Registered Training Organisations (RTOs) 2015</i>.</p> <p>Assessment will take the form of:</p> <ul style="list-style-type: none"> <li>• interviews performed with actual and, if necessary, simulated clients,</li> <li>• completion of post interview action plans for actual and, if necessary, simulated clients,</li> <li>• completion and submission of claims for actual and, if necessary, simulated clients,</li> <li>• preparation of documentation required for hearings before the VRB or AAT,</li> <li>• representing clients at preliminary conferences,</li> <li>• representing clients at VRB or AAT hearings,</li> <li>• simulations and scenarios, and</li> <li>• theoretical knowledge examinations.</li> </ul> <p>Both practical skills and knowledge must be assessed. Assessments conducted in actual working environments require access to all the relevant equipment and resources of that working environment. Simulated assessment environments must simulate the real-life working environment including access to all the relevant equipment and resources of a real-life working environment.</p> <p>All assessment must be completed in accordance with work health and safety standards, policies and procedures relevant to the ESO.</p> <p>Evidence may also be gathered from Workplace Experience Logs and formative assessments to demonstrate consistent performance in workplace conditions or in simulated conditions that replicate the workplace.</p> <p>Evidence that may be used for Recognition of Prior Learning may include, but is not limited to:</p> <ul style="list-style-type: none"> <li>• records of client interviews conducted,</li> <li>• copies of post interview action plans completed,</li> <li>• copies of claims and supporting documents completed and submitted,</li> <li>• copies of decision letters received and analysed,</li> <li>• training records from TIP courses completed,</li> <li>• copies of applications for review submitted to the VRB or AAT,</li> <li>• copies of case strategies or plans completed,</li> <li>• copies of Statements of Issues and Statements of Facts and Contentions produced,</li> <li>• transcripts of client cases represented at the VRB or AAT.</li> </ul>

<b>6.2 Assessor competencies</b>	All assessment must be undertaken by assessors who meet the requirements stated to apply under the <i>Standards for Registered Training Organisations (RTOs) 2015</i> .
<b>7. Delivery</b>	
<b>7.1 Delivery modes</b>	<p><b>Delivery modes</b></p> <p>This course will be delivered by a combination of on-the-job training, face-to-face training and eLearning.</p> <p><b>Limitation to delivery modes</b></p> <p>The course development reference group, comprising ESO representatives, experienced Advocates and experienced trainers agreed that the on-the-job training component must be delivered by experienced ESO Advocates acting as both workplace trainers and mentors.</p> <p>This mode provides for the training and reinforcement of ESO specific skills and knowledge developed in the course through supervised practice and revision.</p>
<b>7.2 Resources</b>	<p>Both actual AAT, VRB and ESO work environments, and facilities that simulate an AAT, VRB and ESO work environment are essential for the delivery of this course.</p> <p><b>Trainer competence</b></p> <p>All delivery must be undertaken by trainers who meet the requirements stated to apply under the <i>Standards for Registered Training Organisations (RTOs) 2015</i>.</p>
<b>8. Pathways and articulation</b>	
<b>8.1 Pathways and articulation</b>	Not applicable.
<b>9. Ongoing monitoring and evaluation</b>	
<b>9.1 Ongoing monitoring and evaluation</b>	<p>Monitoring and evaluation of all course content will to be undertaken to ensure the relevance and currency of the course is maintained throughout its accreditation period.</p> <p>The RTO Compliance Manager will be responsible for the monitoring and evaluation processes during the accreditation period.</p> <p>This will involve evaluation of the course content and assessment processes by graduates and trainers/assessors during and at the end of each course, and a regular review of the units of competency and training and assessment strategy by the key stakeholder group, the Capability Framework Management Group (CFMG).</p>

	<p>The course accrediting body (ASQA) will be notified of any changes to the course resulting from course monitoring and evaluation.</p>
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## **Section C—Units of competency**

- MILADC004 Advocate on behalf of members of the military community before the Administrative Appeals Tribunal
- MILADC003 Advocate on behalf of members of the military community before the Veterans' Review Board
- MILADC002 Provide military rehabilitation and compensation advocacy services
- MILADC001 Provide military rehabilitation and compensation advocacy services under supervision
- MILADW002 Provide military welfare advocacy services
- MILADW001 Provide military welfare advocacy services under supervision

<b>UNIT CODE</b>	MILADC004
<b>UNIT TITLE</b>	Advocate on behalf of members of the military community before the Administrative Appeals Tribunal
<b>APPLICATION</b>	<p>This unit describes the skills and knowledge required to prepare and present appeals on behalf of members of the serving and ex-serving military community and their dependants before the Administrative Appeals Tribunal (AAT) in relation to entitlements.</p> <p>It applies to individuals authorised by bone-fide ex-Service Organisations who have responsibility for preparing and presenting appeals on behalf of members of the serving and ex-serving military community and their dependants before the AAT in relation to compensation and entitlements decisions. This may include volunteer and paid advocates.</p> <p>No licensing, legislative or certification requirements apply to this unit at the time of publication.</p>
<b>ELEMENTS</b>	<b>PERFORMANCE CRITERIA</b>
Elements describe the essential outcomes of the unit	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Conduct initial interview with the client	<p>1.1 Prepare for the initial interview with the client</p> <p>1.2 Establish the outcome desired by the client</p> <p>1.3 Assess the case and determine whether the client has grounds to lodge an application for a hearing</p> <p>1.4 Agree on a case strategy with the client</p>
2. Prepare to represent the client in tribunal	<p>2.1 Follow appropriate tribunal preparation procedures and format in line with AAT and organisation requirements</p> <p>2.2 Prepare relevant documents prior to AAT appearance and lodge as required by the AAT</p>
3. Represent the client at preliminary conference(s)	<p>3.1 Prepare for preliminary conference(s) to ensure client will be represented appropriately</p> <p>3.2 Attempt to resolve issues by agreement if possible</p> <p>3.3 Comply with any directions resulting from the preliminary conference(s)</p> <p>3.4 Represent the client at further dispute resolution processes as required</p>
4. Represent the client in tribunal	<p>4.1 Observe appropriate AAT dress, grooming and etiquette codes</p> <p>4.2 Undertake briefings with client as necessary</p> <p>4.3 Finalise relevant documentation including plans, flow charts or submissions required to present the case</p>

	<p>4.4 Present arguments and articulate facts clearly, concisely, confidently and accurately</p> <p>4.5 Comply with AAT procedures in relation to opening and closing statements, questioning witnesses and presenting the client's case</p>
5. Undertake follow up actions from tribunal decision	<p>5.1 Undertake appropriate debriefing with client</p> <p>5.2 Sign the terms of settlement in accordance with AAT procedures</p> <p>5.3 Analyse the AAT's decision and discuss options for further actions with the client</p> <p>5.4. Carry out required procedures within time limits if required</p> <p>5.5 Undertake appropriate actions in accordance with the AAT's decision</p>
6. Undertake communications and record keeping	<p>6.1 Maintain communications with all stakeholders throughout the appeals process</p> <p>6.2 Prepare accurate records, reporting and file updates, as required and resulting from the AAT hearing</p>
<p><b>FOUNDATION SKILLS</b></p> <p>The Foundation Skills describe those required skills (language, literacy, numeracy and employment skills) that are essential to performance.</p> <p>Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.</p>	
<b>UNIT MAPPING INFORMATION</b>	No equivalent unit.

<b>TITLE</b>	Assessment Requirements for MILADC004 Advocate on behalf of members of the military community before the Administrative Appeals Tribunal
<b>PERFORMANCE EVIDENCE</b>	<p>The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks, and manage contingencies in the context of the job role. There must be demonstrated evidence that the candidate has:</p> <ul style="list-style-type: none"> <li>• represented a client in an AAT hearing on at least one occasion including preparing for and following up on the hearing.</li> </ul>
<b>KNOWLEDGE EVIDENCE</b>	<p>The candidate must be able to demonstrate essential knowledge required to effectively do the tasks outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the work role. This includes knowledge of:</p> <ul style="list-style-type: none"> <li>• relevant legislation relating to the AAT;</li> <li>• processes, procedures and etiquette of the AAT;</li> <li>• relevant tribunal documentation, including: <ul style="list-style-type: none"> <li>- Applications for Review by the AAT,</li> <li>- Statements of Issues,</li> <li>- Statements of Facts and Contentions;</li> </ul> </li> <li>• relevant legal research tools, including: <ul style="list-style-type: none"> <li>- Federal Register of Legislation,</li> <li>- Australian Legal Information Institute;</li> </ul> </li> <li>• responsibilities under privacy and freedom of information legislation;</li> <li>• relevant record keeping systems,</li> <li>• entitlements and benefits available under the Veterans' Entitlements Act 1986, the Safety, Rehabilitation and Compensation Act 1988 and the Military Rehabilitation and Compensation Act 2004.</li> </ul>
<b>ASSESSMENT CONDITIONS</b>	<p>Assessment will be in the form of:</p> <ul style="list-style-type: none"> <li>• interviews performed with clients and witnesses,</li> <li>• preparation of documentation required for hearings before the AAT,</li> <li>• representing clients at preliminary conferences,</li> <li>• representing clients at AAT hearings,</li> <li>• copies of AAT decisions,</li> <li>• simulations and scenarios, and</li> <li>• theoretical knowledge examinations.</li> </ul> <p>Both practical skills and knowledge must be assessed. Assessment must be conducted before an actual AAT, including access to all relevant equipment and resources.</p> <p>All assessment must be completed in accordance with work health and safety standards and procedures.</p> <p>Evidence may also be gathered from Workplace Experience Logs and</p>

	<p>formative assessments to demonstrate consistent performance in the workplace or simulated workplace.</p>
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**Assessor Requirements:**

Assessors must satisfy the Standards for Registered Training Organisations (RTOs) 2015 mandatory competency requirements for assessors.



<b>UNIT CODE</b>	MILADC003
<b>UNIT TITLE</b>	Advocate on behalf of members of the military community before the Veterans' Review Board
<b>APPLICATION</b>	<p>This unit describes the skills and knowledge required to prepare and present appeals on behalf of members of the serving and ex-serving military community and their dependants before the Veterans' Review Board (VRB) in relation to compensation and entitlement decisions.</p> <p>It applies to individuals authorised by bone-fide ex-Service Organisations who have responsibility for preparing and presenting appeals on behalf of members of the serving and ex-serving military community and their dependants before the VRB in relation to compensation and entitlement decisions. This may include volunteer and paid advocates.</p> <p>No licensing, legislative or certification requirements apply to this unit at the time of publication.</p>
<b>ELEMENTS</b>	<b>PERFORMANCE CRITERIA</b>
Elements describe the essential outcomes of the unit	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Conduct initial interview with the client	<p>1.1 Prepare for the initial interview with the client</p> <p>1.2 Establish the outcome desired by the client</p> <p>1.3 Assess the case and determine whether the client has grounds to lodge an application for review by the VRB</p> <p>1.4 Agree on a case strategy with the client</p>
2. Prepare to represent the client in tribunal	<p>2.1 Follow appropriate VRB preparation procedures and format in line with VRB and organisation requirements</p> <p>2.2 Prepare relevant documents and lodge as required by the VR</p>
3. Undertake conferences or Alternate Dispute Resolution processes	<p>3.1 Prepare for preliminary conference(s) or outreach processes to ensure client will be represented appropriately</p> <p>3.2 Attempt to resolve issues by agreement if possible</p> <p>3.3 Comply with any directions resulting from the preliminary conference(s) or outreach processes</p> <p>3.4 Represent the client at further dispute resolution processes as required</p>
4. Undertake hearing before the VRB	<p>4.1 Observe appropriate VRB dress, grooming and etiquette codes</p> <p>4.2 Undertake briefings with client as necessary</p> <p>4.3 Finalise relevant documentation including plans, flow charts or submissions required to present the case</p> <p>4.4 Present arguments and articulate facts clearly, concisely,</p>

	<p>confidently and accurately</p> <p>4.5 Comply with VRB procedures in relation to opening and closing statements, questioning witnesses and presenting the client's case</p>
5. Undertake post hearing actions	<p>5.1 Undertake appropriate debriefing with client</p> <p>5.2 Analyse the VRB's decision and discuss options for further actions with the client</p> <p>5.3. Carry out required procedures within time limits if required</p> <p>5.4 Undertake appropriate actions in accordance with the VRB's decision</p>
6. Undertake communications and record keeping	<p>6.1 Maintain communications with all stakeholders throughout the appeals process.</p> <p>6.2 Maintain appropriate records throughout the appeals process in accordance with organisational and legislative requirements.</p>
<p><b>FOUNDATION SKILLS</b></p> <p>The Foundation Skills describe those required skills (language, literacy, numeracy and employment skills) that are essential to performance.</p> <p>Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.</p>	
<b>UNIT MAPPING INFORMATION</b>	No equivalent unit.

<b>TITLE</b>	Assessment Requirements for MILADC003 Advocate on behalf of members of the military community before the Veterans' Review Board
<b>PERFORMANCE EVIDENCE</b>	<p>The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks, and manage contingencies in the context of the job role. There must be demonstrated evidence that the candidate has:</p> <ul style="list-style-type: none"> <li>• represented a client in a Veterans' Review Board (VRB) hearing on at least one occasion, including preparing for and following up on the hearing.</li> </ul>
<b>KNOWLEDGE EVIDENCE</b>	<p>The candidate must be able to demonstrate essential knowledge required to effectively do the tasks outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the work role. This includes knowledge of:</p> <ul style="list-style-type: none"> <li>• role, structure and powers of the VRB;</li> <li>• processes, procedures and etiquette of the VRB, including Alternate Dispute Resolution;</li> <li>• relevant board documentation, including: <ul style="list-style-type: none"> <li>- General Practice Directions,</li> <li>- Applications for Review by the VRB,</li> <li>- Certificates of Readiness,</li> <li>- Advice of Case Preparation,</li> <li>- Withdrawal of Applications for Review;</li> </ul> </li> <li>• relevant legal research tools, including: <ul style="list-style-type: none"> <li>- Federal Register of Legislation,</li> <li>- Australian Legal Information Institute;</li> </ul> </li> <li>• responsibilities under privacy and freedom of information legislation;</li> <li>• relevant record keeping systems;</li> <li>• eligibility, entitlements and benefits available under the Veterans' Entitlements Act 1986, the Safety, Rehabilitation and Compensation Act 1988 and the Military Rehabilitation and Compensation Act 2004.</li> </ul>
<b>ASSESSMENT CONDITIONS</b>	<p>Assessment will be in the form of:</p> <ul style="list-style-type: none"> <li>• interviews performed with actual clients,</li> <li>• preparation of documentation required for appearance before the VRB</li> <li>• representing clients at preliminary conferences</li> <li>• representing clients at Alternant Dispute Resolution processes,</li> <li>• representing clients at VRB hearings,</li> <li>• copies of VRB decisions,</li> <li>• simulations and scenarios, and</li> <li>• theoretical knowledge examinations.</li> </ul>

	<p>Both practical skills and knowledge must be assessed. Assessment must be conducted before an actual VRB, including access to all relevant equipment and resources.</p> <p>All assessment must be completed in accordance with work health and safety standards and procedures.</p> <p>Evidence may also be gathered from Workplace Experience Logs and formative assessments to demonstrate consistent performance in the workplace or simulated workplace.</p> <p><b>Assessor Requirements:</b></p> <p>Assessors must satisfy the Standards for Registered Training Organisations (RTOs) 2015 mandatory competency requirements for assessors.</p>
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<b>UNIT CODE</b>	MILADC002
<b>UNIT TITLE</b>	Provide military rehabilitation and compensation advocacy services
<b>APPLICATION</b>	<p>This unit describes the skills and knowledge required to advise and assist clients within the serving and ex-serving military community and their dependants with rehabilitation and compensation claims.</p> <p>It applies to individuals authorised by bona-fide ex-Service Organisations who have responsibility for advising and assisting serving and ex-serving military clients and their dependants with rehabilitation and compensation claims. This may include volunteer and paid advocates who may work under no or limited supervision.</p> <p>No licensing, legislative or certification requirements apply to this unit at the time of publication.</p>
<b>ELEMENTS</b>	<b>PERFORMANCE CRITERIA</b>
Elements describe the essential outcomes of the unit	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Conduct initial interview	<p>1.1 Prepare for the initial interview with the client.</p> <p>1.2 Establish the client's needs.</p> <p>1.3 Agree a post-interview action plan to assist the client.</p> <p>1.4 Identify and allocate tasks and responsibilities.</p>
2. Undertake research	<p>2.1 Identify sources of information required to support the client's claim.</p> <p>2.2 Request all relevant information from the appropriate source.</p> <p>2.3 Compile supporting documentation as it is received.</p>
3. Complete and lodge the client's claim	<p>3.1 Select the appropriate claim form.</p> <p>3.2 Complete the claim form in conjunction with the client.</p> <p>3.3 Select and complete additional forms and documents as required.</p> <p>3.4 Confirm that the claim form and supporting documentation are complete and correct.</p> <p>3.5 Lodge the claim form with the Department of Veterans' Affairs.</p>
4. Analyse the decision	<p>4.1 Analyse and confirm the validity of the decision received from the Department of Veterans' Affairs.</p> <p>4.2 Discuss the decision with the client, including potential entitlements or benefits and available options.</p> <p>4.3 Discuss the decision and available options with a Compensation Advocate Level 3 if required.</p>

5. Undertake communications and record keeping	5.1 Maintain communications with all stakeholders throughout the claims process. 5.2 Maintain appropriate records throughout the claims process in accordance with organisational and legislative requirements.
<b>FOUNDATION SKILLS</b> The Foundation Skills describe those required skills (language, literacy, numeracy and employment skills) that are essential to performance. Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.	
<b>UNIT MAPPING INFORMATION</b>	No equivalent unit.

<b>TITLE</b>	Assessment Requirements for MILADC002 Provide military rehabilitation and compensation advocacy services
<b>PERFORMANCE EVIDENCE</b>	<p>The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, including:</p> <ul style="list-style-type: none"> <li>• Planning and conducting at least three interviews where the client is making a primary claim.</li> <li>• Completing, with full supporting documentation, two primary claims each for Veterans' Entitlements Act 1986, the Safety Rehabilitation and Compensation Act 1988 and the Military Rehabilitation and Compensation Act 2004 (a total of six claims). Up to two claims may be completed in a simulated workplace environment.</li> <li>• Receiving, analysing and validating a claim determination and communicating the ramifications with the client.</li> <li>• Maintaining records in accordance with organisational requirements.</li> </ul>
<b>KNOWLEDGE EVIDENCE</b>	<p>The candidate must be able to demonstrate essential knowledge to effectively complete the task outlined in the elements and performance criteria of this unit. This includes knowledge of:</p> <ul style="list-style-type: none"> <li>• Relevant legislation, policy and claims processes required for a successful rehabilitation and compensation claim for a service related condition or injury.</li> <li>• Factors involved in conducting a successful interview.</li> <li>• Acceptable behaviour in the advocate/client relationship.</li> <li>• Best practice for working with clients with behaviour issues.</li> <li>• Relevant IT based record keeping systems.</li> <li>• Entitlements and benefits available under the Veterans' Entitlements Act 1986, the Safety Rehabilitation and Compensation Act 1988 and the Military Rehabilitation and Compensation Act 2004.</li> </ul>
<b>ASSESSMENT CONDITIONS</b>	<p>Assessment will be in the form of:</p> <ul style="list-style-type: none"> <li>• interviews performed with actual and, if necessary, simulated clients,</li> <li>• completion of post interview action plans for actual and, if necessary, simulated clients,</li> <li>• completion and submission of claims for actual and, if necessary, simulated clients,</li> <li>• simulations and scenarios, and</li> <li>• theoretical knowledge examinations.</li> </ul> <p>Both practical skills and knowledge must be assessed. Assessments conducted in actual working environments require access to all the relevant equipment and resources of that working environment. Simulated assessment environments must simulate the real-life working environment including access to all the relevant equipment and resources of a real-life working environment.</p> <p>All assessment must be completed in accordance with work health and safety</p>

standards, policies and procedures.

Evidence may also be gathered from Workplace Experience Logs and formative assessments to demonstrate consistent performance in the workplace or simulated workplace.

**Assessor Requirements:**

Assessors must satisfy the *Standards for Registered Training Organisations (RTOs) 2015* mandatory competency requirements for assessors.



<b>UNIT CODE</b>	MILADC001
<b>UNIT TITLE</b>	Provide military rehabilitation and compensation advocacy services under supervision
<b>APPLICATION</b>	<p>This unit describes the skills and knowledge required to advise and assist clients within the serving and ex-serving military community and their dependants with rehabilitation and compensation claims, under the supervision of a supervisor or mentor.</p> <p>It applies to volunteers authorised by bone-fide Ex-Service Organisations who have responsibility for advising and assisting serving and ex-serving military clients and their dependants with rehabilitation and compensation claims. The level of supervision may range from close one-on-one supervision/mentoring to a supervisor/mentor being available as required by electronic means only.</p> <p>No licensing, legislative or certification requirements apply to this unit at the time of publication.</p>
<b>ELEMENTS</b>	<b>PERFORMANCE CRITERIA</b>
Elements describe the essential outcomes of the unit	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Conduct initial interview under supervision	<p>1.1 Prepare for the initial interview with the client.</p> <p>1.2 Establish the client's needs.</p> <p>1.3 Develop an action plan to assist the client.</p> <p>1.4 Prepare a post-interview action plan and allocate tasks and responsibilities.</p> <p>1.5 Confirm client's needs, action plan, tasks and responsibilities with the supervisor/mentor.</p>
2. Undertake research under supervision	<p>2.1 Identify sources of information required to support the client's claim and confirm with supervisor/mentor.</p> <p>2.2 Request all relevant information from the appropriate source.</p> <p>2.3 Compile supporting documentation as it is received.</p> <p>2.4 Advise the supervisor/mentor of progress.</p>
3. Complete and lodge the client's claim under supervision	<p>3.1 Identify the appropriate claim form and confirm with supervisor/mentor.</p> <p>3.2 Complete the claim form in conjunction with the client.</p> <p>3.3 Select and complete additional forms and documents as required.</p> <p>3.4 Confirm that the claim form and supporting documentation are complete and correct.</p> <p>3.5 Submit the completed claim form and supporting documentation to the supervisor/mentor for approval to lodge.</p>

	3.6 Lodge the claim form with the Department of Veterans' Affairs.
4. Analyse the decision under supervision	<p>4.1 Analyse and confirm the validity of the decision received from the Department of Veterans' Affairs.</p> <p>4.2 Discuss the decision with the supervisor/mentor, including potential entitlements or benefits and available options.</p> <p>4.3 Discuss the decision with the client, including potential entitlements or benefits and available options.</p>
5. Undertake communications and record keeping	<p>5.1 Maintain communications with supervisor/mentor and stakeholders throughout the claims process.</p> <p>5.2 Assist in the maintenance of appropriate records throughout the claims process in accordance with organisational and legislative requirements.</p>
<p><b>FOUNDATION SKILLS</b></p> <p>The Foundation Skills describe those required skills (language, literacy, numeracy and employment skills) that are essential to performance.</p> <p>Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.</p>	
<b>UNIT MAPPING INFORMATION</b>	No equivalent unit.

<b>TITLE</b>	Assessment Requirements for MILADC001 Provide military rehabilitation and compensation advocacy services under supervision
<b>PERFORMANCE EVIDENCE</b>	<p>The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, including:</p> <ul style="list-style-type: none"> <li>• Planning and conducting at least two interviews where the client is making a primary claim.</li> <li>• Completing, with full supporting documentation, two primary claims each for the Veterans' Entitlements Act 1986, the Safety Rehabilitation and Compensation Act 1988 and the Military Rehabilitation and Compensation Act 2004 (a total of six claims). Up to three claims may be completed in a simulated workplace environment.</li> <li>• Maintaining records in accordance with organisational requirements.</li> </ul>
<b>KNOWLEDGE EVIDENCE</b>	<p>The candidate must be able to demonstrate essential knowledge to effectively complete the task outlined in the elements and performance criteria of this unit. This includes knowledge of:</p> <ul style="list-style-type: none"> <li>• Relevant legislation and policy required for lodgement of a rehabilitation or compensation claim for a service related condition or injury.</li> <li>• Factors involved in conducting a successful interview.</li> <li>• Acceptable behaviour in the advocate/client relationship.</li> <li>• Need to include others where clients display behavioural issues.</li> <li>• Relevant IT based record keeping systems.</li> </ul>
<b>ASSESSMENT CONDITIONS</b>	<p>Assessment will be in the form of:</p> <ul style="list-style-type: none"> <li>• interviews performed with actual and, if necessary, simulated clients,</li> <li>• completion of post interview action plans for actual and, if necessary, simulated clients,</li> <li>• completion and submission of claims for actual and, if necessary, simulated clients,</li> <li>• simulations and scenarios, and</li> <li>• theoretical knowledge examinations.</li> </ul> <p>Both practical skills and knowledge must be assessed. Assessments conducted in actual working environments require access to all the relevant equipment and resources of that working environment. Simulated assessment environments must simulate the real-life working environment including access to all the relevant equipment and resources of a real-life working environment.</p> <p>All assessment must be completed in accordance with work health and safety standards, policies and procedures.</p> <p>Evidence may also be gathered from Workplace Experience Logs and formative assessments to demonstrate consistent performance in the workplace or simulated workplace.</p> <p><b>Assessor Requirements:</b></p> <p>Assessors must satisfy the <i>Standards for Registered Training Organisations</i></p>

	(RTOs) 2015 mandatory competency requirements for assessors.
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<b>UNIT CODE</b>	MILADW002
<b>UNIT TITLE</b>	Provide military welfare advocacy services
<b>APPLICATION</b>	<p>This unit describes the skills and knowledge required to advise and assist clients within the serving and ex-serving military community and their dependants with compensation and rehabilitation claims.</p> <p>It applies to individuals authorised by bona-fide Ex-Service Organisations who have responsibility for advising and assisting serving and ex-serving military clients and their dependants with compensation and rehabilitation claims. This may include volunteer and paid advocates who may work under no or limited supervision.</p> <p>No licensing, legislative or certification requirements apply to this unit at the time of publication.</p>
<b>ELEMENTS</b>	<b>PERFORMANCE CRITERIA</b>
Elements describe the essential outcomes of the unit	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Conduct initial interview	<p>1.1 Prepare for the initial interview with the client.</p> <p>1.2 Establish the client's needs.</p> <p>1.3 Develop a post-interview action plan to assist the client.</p> <p>1.4 Identify and agree on tasks and responsibilities.</p>
2. Undertake research	<p>2.1 Identify options available to meet the client's needs.</p> <p>2.2 Liaise with service providers or agencies where required.</p> <p>2.3 Gather and compile information and documentation in relation to available options.</p>
3. Agree on and implement action plan	<p>3.1 Analyse available options to identify advantages and disadvantages of each.</p> <p>3.2 Discuss options with the client and agree on path forward.</p> <p>3.3 Assist client to engage with service providers or agencies as required.</p> <p>3.4 Follow up with client to confirm client's needs have been met.</p> <p>3.5 Discuss and implement further options if required.</p>
4. Undertake communications and record keeping	<p>4.1 Maintain communications with all stakeholders throughout the conduct of the process.</p> <p>4.2 Maintain appropriate records throughout the process in accordance with organisational and legislative requirements.</p>

**FOUNDATION SKILLS**

The Foundation Skills describe those required skills (language, literacy, numeracy and employment skills) that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

**UNIT MAPPING  
INFORMATION**

No equivalent unit.

<b>TITLE</b>	Assessment Requirements for MILADW002 Provide military welfare advocacy services
<b>PERFORMANCE EVIDENCE</b>	<p>The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, including:</p> <ul style="list-style-type: none"> <li>• Planning and conducting at least three interviews where the client's welfare needs are different at each interview. One interview may be completed in a simulated environment.</li> <li>• Completing at least three post-interview action plans. One action plan may be completed in a simulated environment.</li> <li>• Implementing at least three different action pathways as agreed with client. One action pathway may be completed in a simulated environment.</li> <li>• Maintaining records in accordance with organisational requirements.</li> </ul>
<b>KNOWLEDGE EVIDENCE</b>	<p>The candidate must be able to demonstrate essential knowledge to effectively complete the task outlined in the elements and performance criteria of this unit. This includes knowledge of:</p> <ul style="list-style-type: none"> <li>• Legislation and policy relevant to welfare support to the service and ex-service communities and their dependants</li> <li>• Welfare support available from government- and community-based service providers and agencies.</li> <li>• Entitlements and benefits available from DVA as well as government- and community-based service providers and agencies.</li> <li>• Factors involved in conducting a successful interview.</li> <li>• Acceptable behaviour in the advocate/client relationship.</li> <li>• Best practice for working with clients with behaviour issues.</li> <li>• Relevant IT based record keeping systems.</li> </ul>
<b>ASSESSMENT CONDITIONS</b>	<p>Assessment will be in the form of:</p> <ul style="list-style-type: none"> <li>• interviews performed with actual and, if necessary, simulated clients,</li> <li>• completion of post interview action plans for actual and, if necessary, simulated clients,</li> <li>• simulations and scenarios, and</li> <li>• theoretical knowledge examinations.</li> </ul> <p>Both practical skills and knowledge must be assessed. Assessments conducted in actual working environments require access to all the relevant equipment and resources of that working environment. Simulated assessment environments must simulate the real-life working environment including access to all the relevant equipment and resources of a real-life working environment.</p> <p>All assessment must be completed in accordance with work health and safety standards, policies and procedures.</p> <p>Evidence may also be gathered from Workplace Experience Logs and formative assessments to demonstrate consistent performance in the</p>

workplace or simulated workplace.

**Assessor Requirements:**

Assessors must satisfy the *Standards for Registered Training Organisations (RTOs) 2015* mandatory competency requirements for assessors.



<b>UNIT CODE</b>	MILADW001
<b>UNIT TITLE</b>	Provide military welfare advocacy services under supervision
<b>APPLICATION</b>	<p>This unit describes the skills and knowledge required to participate in the provision of welfare assistance to clients within the serving and ex-serving military community and their dependants.</p> <p>It applies to individuals authorised by bona-fide Ex-Service Organisations who have responsibility for assisting serving and ex-serving military clients and their dependants to connect with government and community-based services and support. This may include volunteer and paid advocates who work under supervision.</p> <p>No licensing, legislative or certification requirements apply to this unit at the time of publication.</p>
<b>ELEMENTS</b>	<b>PERFORMANCE CRITERIA</b>
Elements describe the essential outcomes of the unit	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Conduct initial interview under supervision	<p>1.1 Prepare for the initial interview with the client.</p> <p>1.2 Establish the client's needs.</p> <p>1.3 Develop a post-interview action plan to assist the client.</p> <p>1.4 Identify and agree on tasks and responsibilities.</p> <p>1.5 Confirm client's needs, action plan, tasks and responsibilities with the supervisor/mentor.</p>
2. Undertake research under supervision	<p>2.1 Identify options available to meet the client's needs and confirm with the supervisor/mentor.</p> <p>2.2 Liaise with service providers or agencies where required.</p> <p>2.3 Gather and compile information and documentation in relation to available options.</p>
3. Agree on and implement action plan under supervision	<p>3.1 Analyse available options to identify advantages and disadvantages of each.</p> <p>3.2 Discuss options with the supervisor/mentor if required.</p> <p>3.3 Discuss options with the client and agree on path forward.</p> <p>3.4 Assist client to engage with service providers or agencies as required.</p> <p>3.5 Follow up with client to confirm client's needs have been met.</p> <p>3.6 Discuss and implement further options if required.</p>

4. Undertake communications and record keeping	<p>4.1 Maintain communications with supervisor/mentor and stakeholders throughout the claims process.</p> <p>4.2 Assist in the maintenance of appropriate records throughout the process in accordance with organisational and legislative requirements.</p>
<p><b>FOUNDATION SKILLS</b></p> <p>The Foundation Skills describe those required skills (language, literacy, numeracy and employment skills) that are essential to performance.</p> <p>Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.</p>	
<b>UNIT MAPPING INFORMATION</b>	No equivalent unit.

<b>TITLE</b>	Assessment Requirements for MILADW001 Provide military welfare advocacy services under supervision
<b>PERFORMANCE EVIDENCE</b>	<p>The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, including:</p> <ul style="list-style-type: none"> <li>• Planning and conducting at least two interviews. One interview may be completed in a simulated environment.</li> <li>• Preparing at least two post-interview action plans for clients with different needs. One action plan may be completed in a simulated environment.</li> <li>• Implementing at least two different action pathways as agreed with client. One action pathway may be completed in a simulated environment.</li> <li>• Maintaining records in accordance with organisational requirements.</li> </ul>
<b>KNOWLEDGE EVIDENCE</b>	<p>The candidate must be able to demonstrate essential knowledge to effectively complete the task outlined in the elements and performance criteria of this unit. This includes knowledge of:</p> <ul style="list-style-type: none"> <li>• Legislation and policy relevant to welfare support to the service and ex-service communities and their dependants</li> <li>• Welfare support available from government- and community-based service providers and agencies.</li> <li>• Entitlements and benefits available from DVA as well as government- and community-based service providers and agencies.</li> <li>• Factors involved in conducting a successful interview.</li> <li>• Acceptable behaviour in the advocate/client relationship.</li> <li>• Best practice for working with clients with behaviour issues.</li> <li>• Relevant IT based record keeping systems.</li> </ul>
<b>ASSESSMENT CONDITIONS</b>	<p>Assessment will be in the form of:</p> <ul style="list-style-type: none"> <li>• interviews performed with actual or, if necessary, simulated clients,</li> <li>• completion of post interview action plans for actual or, if necessary, simulated clients,</li> <li>• simulations and scenarios, and</li> <li>• theoretical knowledge examinations.</li> </ul> <p>Both practical skills and knowledge must be assessed. Assessments conducted in actual working environments require access to all the relevant equipment and resources of that working environment. Simulated assessment environments must simulate the real-life working environment including access to all the relevant equipment and resources of a real-life working environment.</p> <p>All assessment must be completed in accordance with work health and safety standards, policies and procedures.</p> <p>Evidence may also be gathered from Workplace Experience Logs and formative assessments to demonstrate consistent performance in the workplace or simulated workplace.</p>

	<b>Assessor Requirements:</b>
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	Assessors must satisfy the <i>Standards for Registered Training Organisations (RTOs) 2015</i> mandatory competency requirements for assessors.
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