PRACTITIONER COMPETENCIES

Practitioner under training

Has been assessed by the ESO as a prospective compensation officer.

Roles performed include

- Sit in on interviews alongside a senior practitioner (SP), level 2 or higher [with client’s permission]
- Assists SP in gathering and collating evidence to accompany a claim.
- Assists SP in completing the claim form.
- Assists a senior welfare officer (SWO) in undertaking welfare work.*

SP and SWO monitors performance and gives advice to practitioner under training.

Level 1 practitioner

Has gained experience as a practitioner under training and considered suitable for formal training at level 1.

Undertakes the level 1 Welfare officer’s course (this may be a recommendation of the AFS report).

- On completion work under the supervision of a more experienced welfare officer.
- Maintain a log of experience.

Undertakes the level 1 compensation officer’s training stream.

On completion, roles may include

- Conduct preliminary interviews with clients to determine their needs.
- Determine the act under which a claim is to be made
- Gather supporting evidence and documentation to support a claim
- Obtain documents under FOI from various sources
- Complete a claim form for a new simple claim or application for an increase or prepare such a claim on the ESO portal (without final submission)
- Have claim checked by a senior practitioner prior to submission
- Under supervision, receive determination letters, prepare advice for the client and determine whether an appeal may be required.
- Undertakes enhancement training
- Maintains a log of experience

With sufficient experience, and in the judgement of a supervisor &/or mentor, work with increasing autonomy.

When largely autonomous, be recommended to undertake level 2 training.
Concepts and Explanations: Part A

Level 2 practitioner

Undertakes the level 2 welfare course (for practitioners in welfare only).

Undertakes the level 2 compensation training stream. On completion, roles may include

- Maintaining a relationship with a mentor.
- Undertake a mentoring role with practitioners under training. With experience, mentor level 1 practitioners.
- Working in a largely autonomous manner, preparing and submitting claims under any of the three acts.
- Receiving determination letters and examining them for errors or possible appeal under the guidance of a level 3 practitioner.
- Explaining determinations to clients and advising them of their options and where they should obtain expert advice as necessary.
- Assist a level 3 practitioner in preparing submissions for a review or VRB appeal.
- Undertakes enhancement training.
- Maintains a log of experience.

At level 2 a practitioner may elect to exit the compensation training stream. If they do so they should continue maintaining a log of experience and undertake continuing professional development.

Those who choose to progress to level 3 and 4 would ideally be working in a large ESO or regional hub with a high workload. When considered suitable by the supervisor/mentor, undertake level 3 training.

Level 3 practitioner

Nominated by ESO to undertake level 3 training. Acceptance to the training is by way of determination of experience and readiness. Evidence to determine suitability includes

- Experience logs
- Testimonial by mentor
- Completion of level 1 and level 2 formal training streams
- Has undertaken all required enhancement training

Undertakes level 3 practitioner training and is assessed as competent by training staff. Competency inferred by successful completion of the course including any written or oral tests.

On completion roles include

- Oversight/mentoring of level 1 and 2 practitioners
- Overseeing level 2 practitioners in determining grounds for appeals and preparing same.
- Prepare reviews and appeals and conduct appeals at Dispute Resolution Scheme meetings and VRB hearings.
- Assist a level 4 practitioner in preparation of appeals to the AAT
- Undertakes continuing professional development.
Concepts and Explanations: Part A

- Maintains a log of experience

When considered to have suitable experience and a local need is established, ESO may nominate the practitioner for level 4 training.

**Level 4 practitioners**

Nominated by ESO to undertake level 4 training. Acceptance to the training is by way of determination of experience and readiness. Evidence to determine suitability includes

- Experience logs
- Testimonial by mentor
- Completion of level 1, 2 and 3 formal training streams
- Has suitable experience at VRB hearings
- Has undertaken all required enhancement training and continued professional development.

Undertakes level 3 practitioner training and is assessed as competent by training staff. Competency inferred by successful completion of the course including any written or oral tests.

On completion roles include

- Oversight/mentoring of level 1, 2 and 3 practitioners
- Overseeing level 2 and 3 practitioners in determining grounds for appeals and preparing same.
- Prepare appeals and conduct appeals at Dispute Resolution Scheme meetings and AAT hearings.
- Undertakes continuing professional development.
- Maintains a log of experience

**Basic outline of compensation level 1 training**

- Outline of compensation training stream and roles at each level
- Roles of ESOs and hubs/networks
- Mentoring and on-the-job training
- Tools of trade
- Communications and interview techniques
- Eligibility
- Introduction to the 3 acts
- Introduction to SOPs and GARP
- Sources of information
- FOI
- POI
- OBAS
- ESO portal
- Claim process
Basic outline of level 2 training

- Case studies involving eligibility
- Compensation Acts, similarities and differences
- Advanced claim preparation
- Using SOPs
- Using GARP V and GARP M
- Using CLIK
- Determination letters and proofing the determination
- Case studies involving determinations
- Compensation benefits
- Case studies involving benefits
- Communicating outcomes to clients
- Mentoring in AT&DP (advising and assessing practitioners)

Level 3 and 4 training

Maintained as current.

Enhancement training

- SOP user course
- GARP user course
- Advanced CLIK training
- eTools and VPAD
- Case studies in claim preparation
- Case studies in proving determinations
- Changes to laws and environment affecting veterans
- Assisting the current era of veterans
- ..................

Experience logs