

10620NAT Course in Military Advocacy

Version 2 May, 2020

VERSION HISTORY

Version 1	April 2017	Initial Accreditation
Version 2	May 2020	Minor amendments: <ul style="list-style-type: none">- Update to referenced legislation- MILADC003 enterprise unit updated, recoded and equivalent to MILADC005- Military Advocacy Stream renamed from Welfare to Wellbeing.

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> Alison.Hale@dva.gov.au		
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	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	
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>Vocational outcome</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"> • advise and assist serving and ex-serving military clients and their dependants with rehabilitation and compensation claims, • assist serving and ex-serving military clients and their dependants 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. <p>Individuals may be volunteers or employed (paid) advocates.</p>
3. Development of the course	
3.1 Industry / enterprise / community needs	<p>Enterprise/Community Need</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>Enterprise/Community Support</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</p>

	<p>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 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.</p> <p>This led to the development and implementation of the Advocacy Training and Development Programme (ATDP). The ATDP, assisted by the contracted RTO Major Training Services Pty Ltd, developed the Course in Military Advocacy and submitted an application to ASQA for accreditation as an Enterprise Training Course. The Course in Military Advocacy was approved by ASQA on 27 April 2017 as 10620NAT.</p> <p>Following implementation of the Course in Military Advocacy, changes in the Military Advocacy landscape have necessitated amendments to the Units of Competency in the Rehabilitation and Compensation Stream and the Welfare Stream.</p> <p>Firstly, in April 2018 the Australian Parliament approved a new Act, <i>the Safety, Rehabilitation and Compensation (Defence-related Claims) Act 1988</i> (DRCA) which, for military personnel, replaced the previous <i>Safety, Rehabilitation and Compensation Act 1988</i> (SRCA). All reference to the SRCA in the Units of Competency need to be replaced by the DRCA.</p> <p>Secondly, Unit of Competency <i>MILADC003 Advocate on behalf of members of the military community before the Veterans' Review Board</i> was reviewed by a group of enterprise Subject Matter Experts and found to be inadequate in describing the requirements of the role. Of particular note was that the Unit did not describe the requirement to assist current and ex-serving military members and their dependants with applications for review of decisions under the DRCA, over which the Veteran's Review Board has no legal jurisdiction. A replacement Unit of Competency has been drafted and approved by the ATDP Capability Framework Management Group and Strategic Governance Board. The replacement Unit of Competency is <i>MILADC005 Advocate on behalf of members of the military community for a merits review of a primary decision</i>.</p> <p>Thirdly, a number of Government high-level reviews of veteran's health issues, including mental health, homelessness, suicide and veterans' advocacy services have resulted in a change of focus in the Military Welfare Advocacy Stream. One of the recommendations related to changing the term Welfare (which has some negative connotations, especially for younger veterans) to Wellbeing. Although a minor change in terms of the accredited Course in Military Advocacy this change of name will assist in meeting the current and future needs of veterans and their dependants.</p>
<p>3.2 Review for renewal of</p>	<p>Not applicable.</p>

accreditation																													
4. Course outcomes																													
4.1 Qualification level	While this course meets an identified industry/enterprise or community need it does not have the depth and breadth required of a qualification.																												
4.2 Foundation skills	Foundation skills applicable to the outcomes of this course are identified in the units of competency.																												
4.3 Recognition given to the course	Not applicable.																												
4.4 Licensing/regulatory requirements	Not applicable.																												
5. Course rules																													
5.1 Course structure	<p>1. Outline the structure of the course and rules for completion.</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">(Administrative Appeals Tribunal)</td> </tr> <tr> <td>MILADC004</td> <td>Advocate on behalf of members of the military community before the Administrative Appeals Tribunal</td> <td>MILADC005</td> <td>80</td> </tr> <tr> <td colspan="4">(Merits Review)</td> </tr> <tr> <td>MILADC005</td> <td>Advocate on behalf of members of the military community for a merits review of a primary decision</td> <td>MILADC002</td> <td>110</td> </tr> <tr> <td colspan="4">(Rehabilitation and Compensation)</td> </tr> <tr> <td>MILADC002</td> <td>Provide military rehabilitation and compensation advocacy services</td> <td>MILADC001</td> <td>60</td> </tr> </tbody> </table>	Unit code	Unit title	Pre-requisite	Nominal hours	(Administrative Appeals Tribunal)				MILADC004	Advocate on behalf of members of the military community before the Administrative Appeals Tribunal	MILADC005	80	(Merits Review)				MILADC005	Advocate on behalf of members of the military community for a merits review of a primary decision	MILADC002	110	(Rehabilitation and Compensation)				MILADC002	Provide military rehabilitation and compensation advocacy services	MILADC001	60
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5.2 Entry requirements	<p data-bbox="481 1758 1426 1803">1. Essential entry requirements</p> <p data-bbox="481 1818 1426 1919">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 data-bbox="481 1935 1426 2000">ESO's will undertake an interview process to assess an individual's suitability prior to providing sponsorship to the course. Suitability criteria</p>																				

	<p>will include:</p> <ul style="list-style-type: none"> • A desire to provide advocacy services to any member of the serving/ex- serving community. • A commitment to continuous improvement in skills and knowledge for as long as they practice as an advocate. • Being prepared to work in accordance of organisational requirements including confidentiality and privacy. • Being prepared to be mentored and to act as a mentor for others. • Demonstrated appropriate computer skills. • Demonstrated excellent interpersonal skills. • Demonstrated language, literacy and numeracy skills appropriate to the role of Military Advocate.
<p>6. Assessment</p>	
<p>6.1 Assessment strategy</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"> • interviews performed with actual and, if necessary, simulated clients, • completion of post interview action plans for actual and, if necessary simulated clients, • completion and submission of claims for actual and, if necessary simulated clients, • completion and submission of requests for merits reviews of primary decisions, • preparation of documentation required for hearings before the VRB or AAT, • representing clients at preliminary conferences, • representing clients at VRB or AAT hearings, • simulations and scenarios, and • theoretical knowledge examinations. <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</p>

	<p>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"> • records of client interviews conducted, • copies of post interview action plans completed, • copies of claims and supporting documents completed and submitted, • copies of decision letters received and analysed, • training records from TIP courses completed, • copies of applications for merits reviews of primary decisions, • copies of applications for review submitted to the VRB or AAT, • copies of case strategies or plans completed, • copies of Statements of Issues and Statements of Facts and Contentions produced, • transcripts of client cases represented at the VRB or AAT.
6.2 Assessor competencies	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> .
7. Delivery	
7.1 Delivery modes	<p>Delivery modes</p> <p>This course will be delivered by a combination of on-the-job training, face-to-face training and eLearning.</p> <p>Limitation to delivery modes</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>
7.2 Resources	<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>Trainer competence</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> .
8. Pathways and articulation	
8.1 Pathways and articulation	Not applicable.
9. Ongoing monitoring and evaluation	
9.1 Ongoing monitoring and evaluation	<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>

Section C—Units of competency

Enterprise units of competency developed for the course:

- MILADC004 Advocate on behalf of members of the military community before the Administrative Appeals Tribunal
- MILADC005 Advocate on behalf of members of the military community for a merits review of a primary decision
- MILADC002 Provide military rehabilitation and compensation advocacy services
- MILADC001 Provide military rehabilitation and compensation advocacy services under supervision
- MILADW002 Provide military wellbeing advocacy services
- MILADW001 Provide military wellbeing advocacy services under supervision

UNIT CODE	MILADC004
UNIT TITLE	Advocate on behalf of members of the military community before the Administrative Appeals Tribunal
APPLICATION	<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>
ELEMENTS	PERFORMANCE CRITERIA
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,</p>

	<p>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>FOUNDATION SKILLS</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>	
UNIT MAPPING INFORMATION	No equivalent unit.

TITLE	Assessment Requirements for MILADC004 Advocate on behalf of members of the military community before the Administrative Appeals Tribunal
PERFORMANCE EVIDENCE	<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"> • represented a client in an AAT hearing on at least one occasion including preparing for and following up on the hearing.
KNOWLEDGE EVIDENCE	<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"> • relevant legislation relating to the AAT; • processes, procedures and etiquette of the AAT; • relevant tribunal documentation, including: <ul style="list-style-type: none"> - Applications for Review by the AAT, - Statements of Issues, - Statements of Facts and Contentions; • relevant legal research tools, including: <ul style="list-style-type: none"> - Federal Register of Legislation, - Australian Legal Information Institute; • responsibilities under privacy and freedom of information legislation; • relevant record keeping systems, • entitlements and benefits available under the Veterans' Entitlements Act 1986, the Safety, Rehabilitation and Compensation (Defence-related Claims) Act 1988 and the Military Rehabilitation and Compensation Act 2004.
ASSESSMENT CONDITIONS	<p>Assessment will be in the form of:</p> <ul style="list-style-type: none"> • interviews performed with clients and witnesses, • preparation of documentation required for hearings before the AAT, • representing clients at preliminary conferences, • representing clients at AAT hearings, • copies of AAT decisions, • simulations and scenarios, and • theoretical knowledge examinations. <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 formative assessments to demonstrate consistent performance in the workplace or simulated workplace.</p> <p>Assessor Requirements:</p> <p>Assessors must satisfy the Standards for Registered Training Organisations (RTOs) 2015 mandatory competency requirements for assessors.</p>
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UNIT CODE	MILADC005
UNIT TITLE	Advocate on behalf of members of the military community for a merits review of a primary decision
APPLICATION	<p>This unit describes the skills and knowledge required to prepare and present a merits review on behalf of members of the serving and ex-serving military community and their dependants 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 cases for merits review on behalf of members of the serving and ex-serving military community and their dependants in relation to compensation and entitlement decisions under the Veterans' Entitlements Act 1986, the Safety, Rehabilitation and Compensation (Defence-related Claims) Act 1988 and the Military Rehabilitation and Compensation Act 2004. 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>
ELEMENTS	PERFORMANCE CRITERIA
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 applicant	<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 or reconsideration</p> <p>1.4 Explain the review or reconsideration process and agree on a case strategy with the client</p>
2. Prepare to represent the client in the merits review	<p>2.1 Follow appropriate review or reconsideration preparation procedures and format in line with Veterans' Review Board (the Board) or Military Rehabilitation and Compensation Commission (the Commission) requirements</p> <p>2.2 Prepare relevant documents and lodge as required</p>
3. Undertake conferences or Alternate Dispute Resolution processes	<p>3.1 Prepare for mediation or Alternate Dispute Resolution 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 mediation or Alternate Dispute Resolution processes</p> <p>3.4 Represent the client at further resolution processes as required</p>
4. Undertake hearing before the Veterans' Review Board as	<p>4.1 Undertake briefing(s) with client as necessary</p> <p>4.1 Finalise relevant documentation including plans, flow charts,</p>

required	<p>submissions or additional evidence required to present the case</p> <p>4.3 Present arguments and articulate facts clearly, concisely, confidently and accurately</p> <p>4.4 Comply with Veterans' Review Board procedures in relation to opening and closing statements, questioning witnesses and presenting the client's case</p> <p>4.5 Observe appropriate Veterans' Review Board dress, grooming and etiquette codes</p> <p>4.6 Undertake debriefing with client</p>
5. Undertake post hearing actions	<p>5.1 Analyse the decision or determination and discuss options for further actions with the client</p> <p>5.2. Carry out required procedures within time limits if required</p> <p>5.3 Undertake appropriate actions in accordance with the decision or determination</p>
6. Undertake communications and record keeping	<p>6.1 Maintain communications with all stakeholders throughout the merits review process.</p> <p>6.2 Maintain appropriate records throughout the merits review process in accordance with organisational and legislative requirements.</p>
<p>FOUNDATION SKILLS</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>	

UNIT MAPPING INFORMATION	Code and Title Current Version	Code and Title Previous Version	Comments
	MILADC005 Advocate on behalf of members of the military community for a merits review of a primary decision	MILADC003 Advocate on behalf of members of the military community before the Veterans' Review Board	Equivalent

TITLE	Assessment Requirements for MILADC005 Advocate on behalf of members of the military community for a merits review of a primary decision
PERFORMANCE EVIDENCE	<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"> • represented a client in a Veterans' Review Board hearing on at least one occasion, including preparing for and following up on the hearing. The hearing may be conducted in a simulated environment; • represented a client in a reconsideration by the Military Rehabilitation and Compensation Commission (the Commission) under the Safety, Rehabilitation and Compensation (Defence-related Claims) Act 1988.
KNOWLEDGE EVIDENCE	<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"> • role, structure and powers of the Board or Commission; • processes, procedures and etiquette of the Board or Commission; • relevant Board or Commission documentation, including: <ul style="list-style-type: none"> – General Practice Directions, – Applications for review or reconsideration including electronic applications, – Certificates of readiness, – Advice of case preparation, – Withdrawal of applications for review; • relevant legal research tools, including: <ul style="list-style-type: none"> – Federal Register of Legislation, – Australian Legal Information Institute; • responsibilities under privacy and freedom of information legislation; • relevant record keeping systems; • eligibility, entitlements and benefits available under the Veterans' Entitlements Act 1986, the Safety, Rehabilitation and Compensation (Defence-related Claims) Act 1988 and the Military Rehabilitation and Compensation Act 2004.
ASSESSMENT CONDITIONS	<p>Assessment will be in the form of:</p> <ul style="list-style-type: none"> • interviews performed with actual clients, • preparation of documentation required for merits reviews • representing clients at preliminary conferences or mediation processes • representing clients at Alternant Dispute Resolution processes,

	<ul style="list-style-type: none">• representing clients at Board hearings,• copies of Board decisions and Commission determinations,• simulations and scenarios, and• theoretical knowledge examinations. <p>Both practical skills and knowledge must be assessed. Simulated assessment environments must simulate the real-life working environment with access to all the relevant equipment and resources of that 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 conditions that are safe and replicate the workplace.</p> <p>Assessor Requirements:</p> <p>Assessors must satisfy the Standards for Registered Training Organisations (RTOs) 2015 mandatory competency requirements for assessors.</p>
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UNIT CODE	MILADC002
UNIT TITLE	Provide military rehabilitation and compensation advocacy services
APPLICATION	<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 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. 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>
ELEMENTS	PERFORMANCE CRITERIA
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	<p>5.1 Maintain communications with all stakeholders throughout the claims process.</p> <p>5.2 Maintain appropriate records throughout the claims process in accordance with organisational and legislative requirements.</p>
<p>FOUNDATION SKILLS</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>	
UNIT MAPPING INFORMATION	No equivalent unit.

TITLE	Assessment Requirements for MILADC002 Provide military rehabilitation and compensation advocacy services
PERFORMANCE EVIDENCE	<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"> • Planning and conducting at least three interviews where the client is making a primary claim. • Completing, with full supporting documentation, two primary claims each for Veterans' Entitlements Act 1986, the Safety Rehabilitation and Compensation (Defence-related Claims) 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. • Receiving, analysing and validating a claim determination and communicating the ramifications with the client. • Maintaining records in accordance with organisational requirements.
KNOWLEDGE EVIDENCE	<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"> • Relevant legislation, policy and claims processes required for a successful rehabilitation and compensation claim for a service-related condition or injury. • Factors involved in conducting a successful interview. • Acceptable behaviour in the advocate/client relationship. • Best practice for working with clients with behaviour issues. • Relevant IT based record keeping systems. • Entitlements and benefits available under the Veterans' Entitlements Act 1986, the Safety Rehabilitation and Compensation (Defence-related Claims) Act 1988 and the Military Rehabilitation and Compensation Act 2004.
ASSESSMENT CONDITIONS	<p>Assessment will be in the form of:</p> <ul style="list-style-type: none"> • interviews performed with actual and, if necessary, simulated clients, • completion of post interview action plans for actual and, if necessary, simulated clients, • completion and submission of claims for actual and, if necessary, simulated clients, • simulations and scenarios, and • theoretical knowledge examinations. <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</p>

	<p>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>Assessor Requirements:</p> <p>Assessors must satisfy the Standards for Registered Training Organisations (RTOs) 2015 mandatory competency requirements for assessors.</p>
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UNIT CODE	MILADC001
UNIT TITLE	Provide military rehabilitation and compensation advocacy services under supervision
APPLICATION	<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>
ELEMENTS	PERFORMANCE CRITERIA
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> <p>3.6 Lodge the claim form with the Department of Veterans' Affairs.</p>
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>FOUNDATION SKILLS</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>	
UNIT MAPPING INFORMATION	No equivalent unit.

TITLE	Assessment Requirements for MILADC001 Provide military rehabilitation and compensation advocacy services under supervision
PERFORMANCE EVIDENCE	<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"> • Planning and conducting at least two interviews where the client is making a primary claim. • Completing, with full supporting documentation, two primary claims each for the Veterans' Entitlements Act 1986, the Safety Rehabilitation and Compensation (Defence-related Claims) 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. • Maintaining records in accordance with organisational requirements.
KNOWLEDGE EVIDENCE	<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"> • Relevant legislation and policy required for lodgement of a rehabilitation or compensation claim for a service-related condition or injury. • Factors involved in conducting a successful interview. • Acceptable behaviour in the advocate/client relationship. • Need to include others where clients display behavioural issues. • Relevant IT based record keeping systems.
ASSESSMENT CONDITIONS	<p>Assessment will be in the form of:</p> <ul style="list-style-type: none"> • interviews performed with actual and, if necessary, simulated clients, • completion of post interview action plans for actual and, if necessary, simulated clients, • completion and submission of claims for actual and, if necessary, simulated clients, • simulations and scenarios, and • theoretical knowledge examinations. <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>

	<p>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.

UNIT CODE	MILADW002
UNIT TITLE	Provide military wellbeing advocacy services
APPLICATION	<p>This unit describes the skills and knowledge required to provide wellbeing advice and assistance to clients within the serving and ex-serving military community and their dependants.</p> <p>It applies to individuals authorised by bone-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 may work under no or limited supervision or work autonomously.</p> <p>No licensing, legislative or certification requirements apply to this unit at the time of publication.</p>
ELEMENTS	PERFORMANCE CRITERIA
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.

TITLE	Assessment Requirements for MILADW002 Provide military wellbeing advocacy services
PERFORMANCE EVIDENCE	<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"> • Planning and conducting at least three interviews where the client's wellbeing needs are different at each interview. One interview may be completed in a simulated environment. • Completing at least three post-interview action plans. One action plan may be completed in a simulated environment. • Implementing at least three different action pathways as agreed with client. One action pathway may be completed in a simulated environment. • Maintaining records in accordance with organisational requirements.
KNOWLEDGE EVIDENCE	<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"> • Legislation and policy relevant to wellbeing support to the service and ex-service communities and their dependants • Wellbeing support available from government- and community-based service providers and agencies. • Entitlements and benefits available from DVA as well as government- and community-based service providers and agencies. • Factors involved in conducting a successful interview. • Acceptable behaviour in the advocate/client relationship. • Best practice for working with clients with behaviour issues. • Relevant IT based record keeping systems.
ASSESSMENT CONDITIONS	<p>Assessment will be in the form of:</p> <ul style="list-style-type: none"> • interviews performed with actual and, if necessary, simulated clients, • completion of post interview action plans for actual and, if necessary, simulated clients, • simulations and scenarios, and • theoretical knowledge examinations. <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</p>

	<p>formative assessments to demonstrate consistent performance in the workplace or simulated workplace.</p> <p>Assessor Requirements:</p> <p>Assessors must satisfy the Standards for Registered Training Organisations (RTOs) 2015 mandatory competency requirements for assessors.</p>
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UNIT CODE	MILADW001
UNIT TITLE	Provide military wellbeing advocacy services under supervision
APPLICATION	<p>This unit describes the skills and knowledge required to participate in the provision of wellbeing assistance to clients within the serving and ex-serving military community and their dependants.</p> <p>It applies to individuals authorised by bone-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>
ELEMENTS	PERFORMANCE CRITERIA
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 process.</p> <p>4.2 Assist in the maintenance of appropriate records throughout the process in accordance with organisational and legislative</p>

	requirements.
FOUNDATION SKILLS	<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>
UNIT MAPPING INFORMATION	No equivalent unit.

TITLE	Assessment Requirements for MILADW001 Provide military wellbeing advocacy services under supervision
PERFORMANCE EVIDENCE	<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"> • Planning and conducting at least two interviews. One interview may be completed in a simulated environment. • Preparing at least two post-interview action plans for clients with different wellbeing needs. One action plan may be completed in a simulated environment. • Implementing at least two different action pathways as agreed with client. One action pathway may be completed in a simulated environment. • Maintaining records in accordance with organisational requirements.
KNOWLEDGE EVIDENCE	<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"> • Legislation and policy relevant to wellbeing support to the service and ex-service communities and their dependants • Wellbeing support available from government- and community-based service providers and agencies. • Entitlements and benefits available from DVA as well as government- and community-based service providers and agencies. • Factors involved in conducting a successful interview. • Acceptable behaviour in the advocate/client relationship. • Best practice for working with clients with behaviour issues. • Relevant IT based record keeping systems.
ASSESSMENT CONDITIONS	<p>Assessment will be in the form of:</p> <ul style="list-style-type: none"> • interviews performed with actual or, if necessary, simulated clients, • completion of post interview action plans for actual or, if necessary, simulated clients, • simulations and scenarios, and • theoretical knowledge examinations. <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>

	<p>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.