

# **11019NAT Course in Military Advocacy**

Version 5, March 2025

## VERSION HISTORY

Version 1	December 2021	Renewal of accreditation – 10620NAT Course in Military Advocacy
Version 2	May 2023	Updates to Section A:2 <ul style="list-style-type: none"><li>• Change to contact details (from Ms Alison Hale to Mr Michael Harper)</li></ul>
Version 3	September 2024	Updates to Section C: Minor amendments to performance evidence for the following two enterprise units: <ul style="list-style-type: none"><li>- NAT11019001</li><li>- NAT11019005</li></ul>
Version 4	November 2024	Update to Section A:2 <ul style="list-style-type: none"><li>• Change to the contact details (from Mr Michael Harper to Mrs Linda Sharrock)</li><li>•</li></ul>
Version 5	March 2025	Updates to Section C: Amendments to NAT11019004 to reflect change of government body from Administrative Appeals Tribunal (AAT) to Administrative Review Tribunal (ART).

## Section A: Copyright and course classification information

<b>1. Person in respect of whom the course is being accredited</b>	<b>Department of Veterans' Affairs</b>  Course owner number - CO10523	
<b>2. Address</b>	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:michael.harper@dva.gov.au">michael.harper@dva.gov.au</a>	
<b>3. Type of submission</b>	Amendment	
<b>4. Copyright acknowledgement</b>	The copyright owner of the units of competency developed for inclusion in this course is the Department of Veterans' Affairs.	
<b>5. Licensing and franchise</b>	There are currently no licensing or franchising arrangements in place for this course.	
<b>6. Course accrediting body</b>	The National VET Regulator	
<b>7. AVETMISS information</b>	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	11019NAT
<b>8. Period of accreditation</b>	28 April 2022 – 27 April 2027 (5 years)	

## Section B: Course information

1. Nomenclature	
1.1 Name of the qualification	11019NAT 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 Outcome(s) of the course	<p><b>Vocational Outcome</b></p> <p>This course will provide individuals, as authorised representatives of bona fide Ex-Service Organisations (ESOs), with the skills and knowledge necessary to fulfill the role of either:</p> <ul style="list-style-type: none"> <li>• Military Compensation Advocate, or</li> <li>• Military Wellbeing Advocate.</li> </ul> <p>Individuals may be volunteers or employed (paid) Advocates.</p>
2.2 Course description	<p>The purpose of the course is to provide individuals, as authorised representatives of bona 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 compensation claims,</li> <li>• assist serving and ex-serving military clients and their dependants and families to connect with government and community-based services and support,</li> <li>• represent serving and ex-serving military clients and their dependants in preparing and presenting a merits review of a primary decision, or</li> <li>• represent serving and ex-serving military clients and their dependants before the Administrative Review Tribunal (ART) 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, education, legislative, enterprise or 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 this course was identified in a major review, the <i>Review of Veterans' Advocacy Training</i>, 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</p>

	<p>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. Subsequent changes in legislation and several high-level Government reviews of veteran's health issues led to an <i>Application to Amend an Accredited Course</i> being submitted to ASQA, which was approved in May 2020.</p> <p>The Course in Military Advocacy was reaccredited by ASQA on 13 December 2021 for the period 28 April 2022 to 27 April 2027.</p> <p>Extensive consultation was conducted in 2023 with ESOs, Veteran Centres, Advocacy Communities of Practice and practicing Advocates to confirm the ongoing need for the Course in Military Advocacy, and to review the Course Documents including the Units of Competency. The outcomes unanimously supported the ongoing need for the Course in Military Advocacy and recommended some minor changes to the Course Documents, specifically the Assessment Requirements for Units of Competency NAT11019001 and NAT11019005 (see Annex A).</p> <p><b>Feedback from key stakeholders.</b></p> <p>No feedback has been sought from stakeholders for this amendment. The change is necessary due to the Commonwealth Governments's decision to reorganise and rename the Administrative Appeals Tribunal (AAT) as the Administrative Review Tribunal (ART).</p> <p><b>Changes to the course content during the development of the amended course document.</b></p> <p>The following changes to the course document (see Annex A) are required:</p> <p><b>NAT11019004</b></p> <ul style="list-style-type: none"> <li>• Change unit title from Administrative Appeals Tribunal as Administrative Review Tribunal</li> <li>• Change references in unit from AAT to ART</li> <li>• Change references in unit from appeals to reviews</li> </ul> <p><b>Equivalence.</b></p> <p>The course submitted is equivalent to the existing course.</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.

## 5. Course rules

The structure of the course is shown in the following table. The two streams are identified in brackets.

Unit code	Unit title	Field of Education	Pre-requisite	Nominal hours
<b>(Rehabilitation and Compensation)</b>				
NAT11019001	Provide military rehabilitation and compensation advocacy services under supervision	090999	Nil	40
NAT11019002	Provide military rehabilitation and compensation advocacy services	090999	NAT11019001	80
NAT11019003	Advocate on behalf of members of the military community for a merits review of a primary decision	090999	NAT11019002	110
NAT11019004	Advocate on behalf of members of the military community before the Administrative Review Tribunal	090999	NAT11019003	80
<b>(Wellbeing)</b>				
NAT11019005	Provide military wellbeing advocacy services under supervision	090515	Nil	40
NAT11019006	Provide military wellbeing advocacy services	090515	NAT11019005	80
<b>Total nominal hours</b>				<b>430</b>

Successful completion of this course will require learners to engage in unsupervised activities including:

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

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.

The course structure identifies one unit of competency (NAT11019001 Provide military rehabilitation and compensation advocacy services under supervision) that provides an early exit point for persons who wish to work as a Military Compensation Advocate Level 1 only.

The course structure identifies one unit of competency (NAT11019005 Provide military wellbeing advocacy services under supervision) that provides an early exit point for persons who wish to work as a Military Wellbeing Advocate Level 1 only.

A Statement of Attainment will be issued for successful completion of individual units of competency.

<b>5.2 Entry requirements</b>	<b>1. Essential entry requirements</b> <p>Entrants to the Course in Military Advocacy must be sponsored by a bona 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 and ex- serving community.</li> <li>• A commitment to continuous improvement in skills and knowledge for as long as they practice as a Military Advocate.</li> <li>• Being prepared to work in accordance with organisational requirements including confidentiality and privacy.</li> <li>• Being prepared to be mentored.</li> <li>• Demonstrated appropriate computer skills.</li> <li>• Demonstrated interpersonal skills.</li> <li>• Demonstrated language, literacy and numeracy skills appropriate to the role of Military Advocate.</li> </ul>
<b>6. Assessment</b>	
<b>6.1 Assessment strategy</b>	<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 simulated clients,</li> <li>• completion of post interview action plans for actual and simulated clients,</li> <li>• completion and submission of claims for actual and simulated clients,</li> <li>• completion and submission of requests for merits reviews of primary decisions,</li> <li>• preparation of documentation required for hearings before the Veterans' Review Board (VRB) or ART,</li> <li>• representing clients at preliminary conferences and other Alternate Dispute Resolution processes,</li> <li>• representing clients at VRB or ART 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 Logbooks 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>• records of communications with clients and other relevant parties,</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 and other relevant qualifications,</li> <li>• copies of applications for merits reviews of primary decisions,</li> <li>• copies of applications for reconsideration submitted to the Military Rehabilitation and Compensation Commission (MRCC),</li> <li>• copies of applications for review submitted to the VRB or ART,</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>• records of client cases represented at the VRB or ART.</li> </ul>
<b>6.2 Assessor competencies</b>	<p>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>.</p> <p>Assessors should also have the required minimum period of industry experience stipulated in the Assessment Requirements for each unit.</p>
<b>7. Delivery</b>	
<b>7.1 Delivery modes</b>	<p><b>Essential delivery modes</b></p> <p>This course will be delivered by a combination of internal, external and workplace-based training.</p> <ul style="list-style-type: none"> <li>• <b>Internal delivery</b> will take the form of consolidation training and revision prior to the learner undertaking assessment. Internal delivery may be conducted face-to-face in a classroom or via an on-line classroom platform.</li> <li>• <b>External delivery</b> will take the form of self-paced eLearning packages delivered through a learning management system.</li> </ul>

	<ul style="list-style-type: none"> <li>• <b>Workplace-based</b> delivery will be undertaken in the learners' ESO under the supervision of experienced and qualified Advocates. The learners will undergo a structured learning program guided by and recorded in a Workplace Experience Logbook.</li> </ul> <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 workplace-based 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><b>Essential facilities and equipment</b></p> <p>Both actual and simulated ART, VRB and ESO work environments 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>The Assistant Secretary, Community Policy, Department of Veterans' Affairs is responsible for the monitoring and evaluation processes during the accreditation period.</p> <p>The course will be reviewed on an annual basis by the Course Advisory Committee. The committee consists of the Assistant Secretary, Community Policy, Department of Veterans' Affairs, the ATDP National Training Manager, RTO Compliance Manager, nominated ESO representatives, and nominated trainers/assessors.</p> <p>The review will evaluate course content against the course accreditation standards to inform compliance and determine any amendments that may be required.</p> <p>Specific attention will be given to the units of competency, focusing on whether the content of the units continues to meet ESO needs.</p> <p>As part of their responsibilities, the Committee will review any changes to the <i>Standards for VET Accredited Courses 2021 and the Australian Qualifications Framework</i>.</p>

	<p>Prior to any application for renewal of accreditation a separate round of consultation and validation will occur with key stakeholders to ensure the ongoing need and support for the course; and that the packaging rules and enterprise units continue to meet industry standards and requirements.</p> <p>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

Enterprise units of competency developed for the course:

Code	Title
NAT11019001	Provide military rehabilitation and compensation advocacy services under supervision
NAT11019002	Provide military rehabilitation and compensation advocacy services
NAT11019003	Advocate on behalf of members of the military community for a merits review of a primary decision
NAT11019004	Advocate on behalf of members of the military community before the Administrative Review Tribunal
NAT11019005	Provide military wellbeing advocacy services under supervision
NAT11019006	Provide military wellbeing advocacy services

<b>UNIT CODE</b>	NAT11019001
<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 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. 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>COMPETENCY FIELD</b>	090999 Law n.e.c.
<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	1.1 Prepare for the interview with the client 1.2 Interview the client to establish the client's needs 1.3 Distribute the record of interview as appropriate 1.4 Develop and analyse options to assist the client and agree the preferred option/s with the supervisor/mentor and client 1.5 Agree a post-interview action plan to assist the client 1.6 Identify and allocate tasks and responsibilities 1.7 Confirm client's needs, action plan, tasks and responsibilities with the supervisor/mentor
2. Undertake research under supervision	2.1 Identify sources of information required to support the client's claim and confirm with supervisor/mentor 2.2 Request all relevant information from the appropriate source 2.3 Compile supporting documentation as it is received 2.4 Advise the supervisor/mentor of progress

3. Complete and lodge the client's claim under supervision	3.1 Identify the appropriate claim lodgement method and confirm with supervisor/mentor 3.2 Complete the claim in conjunction with the client 3.3 Select and complete additional forms and documents as required 3.4 Confirm with the supervisor/mentor that the claim and supporting documentation are complete and correct 3.5 Lodge the claim with the Department of Veterans' Affairs
4. Analyse the decision under supervision	4.1 Analyse and confirm the validity of the decision received from the Department of Veterans' Affairs 4.2 Discuss the decision with the supervisor/mentor, including potential entitlements or benefits and available options 4.3 Discuss the decision with the client, including potential entitlements or benefits and available options 4.4 Assist the client to undertake a needs assessment, where applicable
5. Undertake communications and record keeping	5.1 Maintain communications with the supervisor/mentor and stakeholders throughout the claims process 5.2 Assist in the maintenance of appropriate records throughout the claims process in accordance with organisational and legislative requirements

### FOUNDATION SKILLS

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

<b>UNIT MAPPING INFORMATION</b>	No equivalent unit.
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<b>TITLE</b>	Assessment Requirements for NAT11019001 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 under supervision at least one interview where the client is making a primary claim. The interview may be conducted in a simulated workplace environment.</li> <li>• Completing under supervision, with full supporting documentation, one primary claim 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 three claims). The 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>• Claims processes under the relevant legislation</li> <li>• Factors involved in conducting a successful interview</li> <li>• Self-care and dealing with personal stress and burnout</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 simulated clients</li> <li>• completion of post interview action plans for simulated clients</li> <li>• completion and submission of claims for simulated clients</li> <li>• simulations and scenarios</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 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 (RTOs) 2015</i> mandatory competency requirements for assessors.</p> <p>Assessors should have at least three years' experience as a Compensation Advocate Level 2.</p>

<b>UNIT CODE</b>	NAT11019002
<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>PRE-REQUISITE UNIT</b>	MILADC001 Provide military rehabilitation and compensation advocacy services under supervision
<b>COMPETENCY FIELD</b>	090999 Law n.e.c.
<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	1.1 Prepare for the interview with the client 1.2 Interview the client to establish the client's needs 1.3 Distribute the record of interview as appropriate 1.4 Develop and analyse options to assist the client and agree the preferred option/s with the client 1.5 Agree a post-interview action plan to assist the client 1.6 Identify and allocate tasks and responsibilities
2. Undertake research	2.1 Identify sources of information required to support the client's claim 2.2 Request all relevant information from the appropriate source 2.3 Compile supporting documentation as it is received
3. Complete and lodge the client's claim	3.1 Select the appropriate claim lodgement method 3.2 Complete the claim in conjunction with the client 3.3 Select and complete additional forms and documents as required 3.4 Confirm that the claim and supporting documentation are complete and correct 3.5 Lodge the claim with the Department of Veterans' Affairs.



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 Check the calculation of entitlements and benefits offered to the client, where applicable</p> <p>4.3 Discuss the decision with the client, including potential entitlements or benefits and available options</p> <p>4.4 Assist the client to undertake a needs assessment, where applicable</p> <p>4.5 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>

### FOUNDATION SKILLS

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

<b>UNIT MAPPING INFORMATION</b>	No equivalent unit.
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<b>TITLE</b>	Assessment Requirements for NAT11019002 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 (Defence-related Claims) Act 1988 and the Military Rehabilitation and Compensation Act 2004 (a total of six claims). One claim under each Act 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>• Claims processes under the relevant legislation</li> <li>• Factors involved in conducting a successful interview</li> <li>• Self-care and dealing with personal stress and burnout</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 (Defence-related Claims) Act 1988 and the Military Rehabilitation and Compensation Act 2004</li> <li>• Checking the calculation of entitlements and benefits under the Veterans' Entitlements Act 1986, the Safety Rehabilitation and Compensation (Defence-related Claims) Act 1988 and the Military Rehabilitation and Compensation Act 2004 and the relevant Guides</li> <li>• Disability benefits available under Military superannuation schemes</li> <li>• Procedures for seeking retrospective consideration for invalidity benefits available under Military superannuation schemes</li> <li>• Procedures for seeking change of mode of discharge from the ADF.</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 simulated clients, including records of interviews</li><li>• options developed, analysed and agreed with actual and simulated clients</li><li>• completion of post interview action plans for actual and simulated clients</li><li>• completion and submission of claims for actual and simulated clients</li><li>• simulations and scenarios</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 (RTOs) 2015</i> mandatory competency requirements for assessors.</p> <p>Assessors should have at least three years' experience as a Compensation Advocate Level 2.</p>
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<b>UNIT CODE</b>	NAT11019003
<b>UNIT TITLE</b>	Advocate on behalf of members of the military community for a merits review of a primary decision
<b>APPLICATION</b>	<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 bona 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>
<b>PRE-REQUISITE UNIT</b>	NAT11019002 Provide military rehabilitation and compensation advocacy services
<b>COMPETENCY FIELD</b>	090999 Law n.e.c.
<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 applicant	1.1 Prepare for the initial interview with the client 1.2 Establish the outcome desired by the client 1.3 Assess the case and determine whether the client has grounds to lodge an application for review or reconsideration 1.4 Explain the review or reconsideration process and agree on a case strategy with the client
2. Prepare to represent the client in the merits review	2.1 Follow appropriate review or reconsideration preparation procedures and format in line with Veterans' Review Board (VRB) or Military Rehabilitation and Compensation Commission (the Commission) requirements 2.2 Prepare relevant documents and lodge as required
3. Undertake conferences or Alternate Dispute Resolution processes	3.1 Prepare for mediation or Alternate Dispute Resolution processes to ensure the client will be represented appropriately 3.2 Attempt to resolve issues by agreement if possible 3.3 Comply with any directions resulting from the mediation or Alternate Dispute Resolution processes 3.4 Represent the client at further resolution processes as required

4. Undertake hearing before the Veterans' Review Board as required	4.1 Undertake briefing(s) with the client as necessary 4.1 Finalise relevant documentation including plans, flow charts, submissions or additional evidence required to present the case 4.3 Present arguments and articulate facts clearly, concisely, confidently and accurately 4.4 Comply with VRB procedures in relation to opening and closing statements and presenting the client's case 4.5 Observe appropriate VRB dress, grooming and etiquette codes 4.6 Undertake debriefing with the client
5. Undertake post hearing actions	5.1 Analyse the decision or determination and discuss options for further actions with the client 5.2. Carry out required procedures within time limits if required 5.3 Undertake appropriate actions in accordance with the decision or determination
6. Undertake communications and record keeping	6.1 Maintain communications with all stakeholders throughout the merits review process. 6.2 Maintain appropriate records throughout the merits review process in accordance with organisational and legislative requirements.

### FOUNDATION SKILLS

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

UNIT MAPPING INFORMATION	Code and Title Current Version	Code and Title Previous Version	Comments
	NAT11019003 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

<b>TITLE</b>	Assessment Requirements for NAT11019003 Advocate on behalf of members of the military community for a merits review of a primary decision
<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. The hearing may be conducted in a simulated environment.</li> <li>• Represented a client in a reconsideration by the Military Rehabilitation and Compensation Commission (Commission) under the Safety, Rehabilitation and Compensation (Defence-related Claims) Act 1988. The reconsideration may be conducted in a simulated environment.</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 or Commission</li> <li>• processes, procedures and etiquette of the VRB or Commission</li> <li>• relevant VRB or Commission documentation, including: <ul style="list-style-type: none"> <li>– General Practice Directions</li> <li>– applications for review or reconsideration including electronic applications</li> <li>– certificates of readiness</li> <li>– advice of case preparation</li> <li>– withdrawal of applications for review</li> </ul> </li> <li>• relevant research tools, including: <ul style="list-style-type: none"> <li>– VRB portal</li> <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 (Defence-related Claims) 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 simulated clients</li> <li>• preparation of documentation required for merits reviews</li> <li>• representing clients at preliminary conferences or mediation processes</li> <li>• representing clients at Alternant Dispute Resolution processes</li> <li>• representing clients at VRB hearings</li> <li>• copies of VRB decisions and Commission determinations</li> <li>• simulations and scenarios</li> <li>• theoretical knowledge examinations.</li> </ul> <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><b>Assessor Requirements:</b></p> <p>Assessors must satisfy the <i>Standards for Registered Training Organisations (RTOs) 2015</i> mandatory competency requirements for assessors.</p> <p>Assessors should have at least three years' experience as a Compensation Advocate Level 3.</p>
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<b>UNIT CODE</b>	NAT11019004
<b>UNIT TITLE</b>	Advocate on behalf of members of the military community before the Administrative Review Tribunal
<b>APPLICATION</b>	<p>This unit describes the skills and knowledge required to prepare and present reviews on behalf of members of the serving and ex-serving military community and their dependants before the Administrative Review Tribunal (ART) in relation to compensation and entitlements.</p> <p>It applies to individuals authorised by bona fide Ex-Service Organisations who have responsibility for preparing and presenting reviews on behalf of members of the serving and ex-serving military community and their dependants before the ART 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>PRE-REQUISITE UNIT</b>	NAT11019003 Advocate on behalf of members of the military community for a merits review of a primary decision
<b>COMPETENCY FIELD</b>	090999 Law n.e.c.
<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	1.1 Prepare for the initial interview with the client 1.2 Establish the outcome desired by the client 1.3 Assess the case and determine whether the client has grounds to lodge an application for a hearing 1.4 Agree on a case strategy with the client
2. Prepare to represent the client in tribunal	2.1 Follow appropriate tribunal preparation procedures and format in line with ART and organisation requirements 2.2 Prepare relevant documents prior to ART appearance and lodge as required by the ART
3. Represent the client at preliminary conference(s)	3.1 Prepare for preliminary conference(s) to ensure the client will be represented appropriately 3.2 Attempt to resolve issues by agreement if possible 3.3 Comply with any directions resulting from the preliminary conference(s) 3.4 Represent the client at further dispute resolution processes as required



4. Represent the client in tribunal	4.1 Observe appropriate ART dress, grooming and etiquette codes 4.2 Undertake briefings with the client as necessary 4.3 Finalise relevant documentation including plans, flow charts or submissions required to present the case 4.4 Present arguments and articulate facts clearly, concisely, confidently and accurately 4.5 Comply with ART procedures in relation to opening and closing statements, questioning witnesses, examination in chief, cross examination, concurrent evidence and presenting the client's case
5. Undertake follow up actions from tribunal decision	5.1 Undertake appropriate debriefing with client 5.2 Sign the terms of settlement in accordance with ART procedures 5.3 Analyse the ART's decision and discuss options for further actions with the client 5.4. Carry out required procedures within time limits if required 5.5 Undertake appropriate actions in accordance with the ART's decision
6. Undertake communications and record keeping	6.1 Maintain communications with all stakeholders throughout the review process 6.2 Prepare accurate records, reporting and file updates, as required and resulting from the ART hearing

### FOUNDATION SKILLS

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

<b>UNIT MAPPING INFORMATION</b>	No equivalent unit.
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<b>TITLE</b>	Assessment Requirements for NAT11019004 Advocate on behalf of members of the military community before the Administrative Review 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 ART 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 ART</li> <li>processes, procedures and etiquette of the ART</li> <li>relevant tribunal documentation, including: <ul style="list-style-type: none"> <li>Applications for Review by the ART</li> <li>Statements of Issues</li> <li>Statements of Facts and Contentions</li> </ul> </li> <li>relevant case law 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 (Defence-related Claims) 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 ART</li> <li>representing clients at preliminary conferences</li> <li>representing clients at ART hearings</li> <li>copies of ART decisions</li> <li>simulations and scenarios</li> <li>theoretical knowledge examinations.</li> </ul> <p>Both practical skills and knowledge must be assessed. Assessment must be conducted before an actual ART, including access to all relevant equipment and resources. The ART may be conducted in person, by video conference or by telephone.</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 <i>Standards for Registered Training Organisations (RTOs) 2015</i> mandatory competency requirements for assessors.</p>

	Assessors should have at least three years' experience as a Compensation Advocate Level 4.
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<b>UNIT CODE</b>	NAT11019005
<b>UNIT TITLE</b>	Provide military wellbeing advocacy services under supervision
<b>APPLICATION</b>	<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 and family.</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>COMPETENCY FIELD</b>	090515 Welfare Studies
<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	1.1 Prepare for the interview with the client 1.2 Interview the client to establish the client's needs 1.3 Distribute the record of interview as appropriate 1.4 Develop a post-interview action plan to assist the client 1.5 Identify and agree on tasks and responsibilities 1.6 Confirm client's needs, action plan, tasks and responsibilities with the supervisor/mentor
2. Undertake research under supervision	2.1 Identify options available to meet the client's needs and confirm with the supervisor/mentor 2.2 Liaise with service providers or agencies where required 2.3 Gather and compile information and documentation in relation to available options
3. Agree on and implement action plan under supervision	3.1 Analyse available options to identify advantages and disadvantages of each 3.2 Discuss options with the supervisor/mentor if required 3.3 Discuss options with the client and agree on path forward 3.4 Assist the client to engage with service providers or agencies as required 3.5 Follow up with the client to confirm the client's needs have been met 3.6 Discuss and implement further options if required

4. Undertake communications and record keeping	<p>4.1 Maintain communications with the 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 requirements</p>
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**FOUNDATION SKILLS**

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

<b>UNIT MAPPING INFORMATION</b>	No equivalent unit.
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<b>TITLE</b>	Assessment Requirements for NAT11019005 Provide military wellbeing 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 one interview. The interview may be completed in a simulated environment.</li> <li>• Preparing at least one post-interview action plans for a client with wellbeing needs. The action plan 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 wellbeing support to the service and ex-service communities and their dependants and families</li> <li>• Wellbeing 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>• Self-care and dealing with personal stress and burnout</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 simulated clients</li> <li>• completion of post interview action plans for actual or 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 (RTOs) 2015</i> mandatory competency requirements for assessors.</p>

	Assessors should have at least three years' experience as a Wellbeing Advocate Level 2.
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<b>UNIT CODE</b>	NAT11019006
<b>UNIT TITLE</b>	Provide military wellbeing advocacy services
<b>APPLICATION</b>	<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 and family.</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 and family 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>
<b>PRE-REQUISITE UNIT</b>	NAT11019005 Provide military wellbeing advocacy services under supervision
<b>COMPETENCY FIELD</b>	090515 Welfare Studies
<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	1.1 Prepare for the interview with the client 1.2 Interview the client to establish the client's needs 1.3 Distribute the record of interview as appropriate 1.4 Develop a post-interview action plan to assist the client 1.5 Identify and agree on tasks and responsibilities
2. Undertake research	2.1 Identify options available to meet the client's needs 2.2 Liaise with service providers or agencies where required 2.3 Gather and compile information and documentation in relation to available options
3. Agree on and implement action plan	3.1 Analyse available options to identify advantages and disadvantages of each 3.2 Discuss options with the client and agree on a path forward 3.3 Assist client to engage with service providers or agencies as required 3.4 Follow up with client to confirm client's needs have been met 3.5 Discuss and implement further options if required



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>
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**FOUNDATION SKILLS**

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

<b>UNIT MAPPING INFORMATION</b>	No equivalent unit.
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<b>TITLE</b>	Assessment Requirements for NAT11019006 Provide military wellbeing 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 wellbeing 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 wellbeing support to the service and ex-service communities and their dependants and families</li> <li>• Wellbeing 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>• Self-care and dealing with personal stress and burnout</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 simulated clients</li> <li>• completion of post interview action plans for actual and simulated clients</li> <li>• simulations and scenarios</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 (RTOs) 2015</i> mandatory competency requirements for assessors.</p> <p>Assessors should have at least three years' experience as a Wellbeing Advocate Level 2.</p>
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