



Major Training  
Services

# Learner Handbook



Advocacy Training and  
Development Program

Version 2.03

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## Introduction

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Major Training Services Pty Ltd (MTS) (RTO 90748) offers nationally accredited, competency-based training under a contractual arrangement with the Department of Veterans' Affairs (DVA), who govern the Advocacy Training and Development Program (ATDP). The course associated with this arrangement is:

- 11019NAT Course in Military Advocacy

**NOTE:**

1. 11019NAT Course in Military Advocacy is only available to candidates/trainees nominated by ESOs that **do not charge any fees** for providing wellbeing and compensation advocacy services to Veterans and their families.
2. Trainees must be affiliated with a nominating ESO for the duration of the Course in Military Advocacy. Nomination and affiliation are at the discretion of the ESO. If an ESO or trainee cease their affiliation with each other at any stage of the training program, the trainee will be unable to continue until the ESO reinstates its endorsement or an alternative ESO makes a nomination.

This handbook provides general information about our obligations to you as the appointed Registered Training Organisation (RTO) and your obligations to us and your fellow learners as a participant in ATDP courses.

Whilst both MTS and DVA strive to make your learning and assessment experience as safe, enjoyable and rewarding as possible, any concerns you may have about your selection or nomination to participate in a course should be addressed via the Complaints and Appeals process found on page 11 of this document.

DVA or MTS may at any stage, vary the conditions of provision of services. In that event, any affected candidates will be informed in accordance clause 5.4 of the Standards for Registered Training Organisations.

## Legislation and regulation

We are obliged to conduct ourselves in accordance with a range of laws, regulations, policies and directions from the national VET regulator – the Australian Skills Quality Authority (ASQA). These are listed below.

- a. Age Discrimination Act 2004
- b. Age Discrimination Regulations 2020
- c. Copyright Act 1968
- d. Copyright Amendment (Digital Agenda) Act 2000
- e. Disability Discrimination Act 1992
- f. Disability Discrimination Amendment (Education Standards) Act 2005
- g. Equal Employment Opportunity (Commonwealth Authorities) Act 1987
- h. Fair Work Act 2009

- i. Fair Work (Registered Organisations) Amendment Act 2016
- j. National Vocational Education and Training Regulator Act 2011
- k. National Vocational Education and Training Regulator Regulations 2011
- l. National Vocational Education and Training Regulator (Data Provision Requirements) Instrument 2020
- m. Privacy Act 1988 and subsequent enhancements
- n. Privacy Amendment (Public Health Contact Information) Act 2020
- o. Racial Discrimination Act 1975
- p. Sex Discrimination Act 1984
- q. Sex and Age Discrimination Legislation Amendment Act 2011
- r. Standards for Registered Training Organisations (RTOs) 2015
- s. Work Health and Safety Act 2011
- t. Work Health and Safety Regulations 2011
- u. Australian Qualifications Framework Second Edition 2013
- v. Application of the Australian Qualifications Framework Qualifications Issuance within the VET Sector National Skills Standards Council Policy Statement Version One dated March 2013
- w. Nationally Recognised Training (NRT) Logo Specifications ASQA June 2011
- x. Australian Skills Quality Authority General directions as maintained at <https://www.asqa.gov.au/rto/responsibilities/complying-asqa-requirements/general-directions>

## Obligations, responsibilities and rights

### Your obligations

**As a participant in the ATDP program and a candidate for assessment you are required to:**

- Attend all sessions and record your attendance by signing the program attendance sheet that will be available on each day of your program (by doing so you are agreeing to abide by the obligations, responsibilities and rights described in this handbook).
- Participate actively in all program activities.
- Treat all other participants and the Trainer / Assessor with respect and without discrimination, regardless of religious, cultural, racial and gender differences, sexual orientation, marital status, age, disability or socio-economic status.
- Abide by ATDP's ESO Advocate Code of Ethics and directions relating to your responsibilities and standards of behaviour.

**NOTE:** Breaches of the ATDP ESO Advocate Code of Ethics may result in removal from the program.

- Read all relevant course and training information.
- If required, enquire with your Trainer / Assessor and / or the ATDP Program Support Officer to review your progress.
- Prepare yourself for assessment at the scheduled times.

- Submit all assessment tasks.
- Ensure all assessment products are your own work.
- Raise any concerns you may have regarding the delivery of the training program, session activities and your ability to learn with your Trainer / Assessor and / or the ATDP Program Support Officer.
- Notify the Trainer / Assessor of any Workplace Health and Safety issues you may identify throughout the program.
- Follow the directions of the Trainer / Assessor or the training venue coordinator in the case of an emergency.
- Indicate on your application/enrolment form if you have any special needs or need any adaptive equipment to complete training.
- Participate in the course evaluation process.

## Your rights

- To be treated with respect by others, to be treated fairly and without discrimination, regardless of religious, cultural, racial and gender differences, sexual orientation, marital status, age, disability or socio-economic status.
- To be free from all forms of intimidation and bullying.
- To work in a safe, clean, orderly and cooperative environment.
- To have any disputes in which you are involved, settled in a fair and rational manner.
- To work and learn in a supportive environment without interference from others.
- To express and share ideas and to ask questions.
- To be treated with politeness and courtesy at all times.

## Our responsibilities to you

### We will:

- Not limit access to training or act in any way as to discriminate on the basis of religious, cultural, racial and gender differences, sexual orientation, marital status, age, disability or socio-economic status or any other criterion which is not intrinsic to good business management and professional training practice.
- Make sure that you have a safe and healthy learning environment.
- Provide you with a description of the unit/s of competency associated with your program.
- Treat you with respect.
- Provide opportunities to practice the skills and apply the knowledge acquired throughout the program.
- Deliver training and record the outcomes of your assessment.
- Provide you with access to your learning and assessment record on request.
- Provide training materials and recommend other resources for further learning opportunities.

- Provide you with support in preparing you for assessment and advise you where, when and how assessment will occur.
- Assess your skills and knowledge through observation and questioning using assessment tools developed for the purpose.
- Give feedback to you and develop a suitable remedial pathway, if gaps are identified.
- Provide results and regularly review the assessment process after assessment.
- Remind you of the appeals process and options for further assessments if you are unhappy with the results.

## Unique Student Identifier - USI

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### What is a USI?

The USI is an Australia-wide student number required by students who are completing nationally accredited vocational education and training. The reference number is made up of ten numbers and letters that:

- creates a secure online record of your recognised training and qualifications gained in Australia, from all training providers you undertake recognised training with.
- will give you access to your training records and transcripts.
- can be accessed online, anytime and anywhere.
- is free and easy to create, and
- stays with you for life and recorded against any completed nationally recognised VET course or qualification.

### Who needs a USI and why?

If you are a new or continuing student undertaking nationally recognised training, you need a USI in order to receive your nationally recognised statement of attainment. Students are required to provide their USI at the time of enrolment with MTS.

### Procedure

- Every enrolling student is to provide their USI. This will be recorded within the ATDP Portal and the MTS Student Management System.
- The MTS Client Administrator will verify the USI through the MTS Student Management System.
- MTS will not issue certification documentation to an individual without being in receipt of a verified USI for that individual.

## Entry requirements – Training Pathway

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Enrolment in the training pathway will only be accepted by MTS when the applicant provides evidence of the following entry requirements directly to MTS.

### 11019NAT Course in Military Advocacy

- Enrolment into Level 1 unit of competency being either ***NAT11019001 Provide military rehabilitation and compensation advocacy services under supervision*** and/or ***NAT11019005 Provide military wellbeing advocacy services under supervision***  
Provide evidence to MTS that the applicant holds a Certificate III or higher qualification. Where the applicant **cannot** provide evidence of holding a Certificate III or higher qualification, the applicant **must** successfully complete the MTS LLN assessment, ACSF Level 3, to satisfy the enrolment entry requirement. A link to the LLN assessment will be provided via email by MTS.
- Enrolment into Level 2 unit of competency being either ***NAT11019002 Provide military rehabilitation and compensation advocacy services*** and/or ***NAT11019006 Provide military wellbeing advocacy services***  
Applicant must hold the prerequisite Level 1 unit in relevant training stream.
- Enrolment into Level 3 being ***NAT11019003 Advocate on behalf of members of the military community for a merits review of a primary decision***  
Applicant must hold the prerequisite Level 2 unit of competency.
- Enrolment into Level 4 unit of competency being ***NAT11019004 Advocate on behalf of members of the military community before the Administrative Appeals Tribunal***. Applicant must hold the prerequisite Level 3 unit of competency.

## Resources

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You will be provided with course material for the relevant level of training you attend.

Participants are also welcome to bring along their own laptops to face to face training sessions (if offered), so you can access online resources relevant to your learning and so assessment tasks can be provided electronically for ease of completion.

## Learning Support & Reasonable Adjustment

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You will be given every opportunity to achieve your training objectives.

If you have indicated on your enrolment application that you are unable to complete any aspect of the course requirements due to a disability or other special need, you will be contacted to determine provisions and/or reasonable adjustment for completion (i.e., re-attendance, re-assessment or other options customised to suit the individual, within reason).

## Trainers and Assessors

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Ex-military personnel conduct much of the training associated with your course who use common tools to assess competency.

All trainers and assessors hold the necessary qualifications mandated by the *Standards for Registered Training Organisations (RTOs) 2015* and are committed to continuous learning and development and are subject to regular performance reviews.

## Assessment

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Assessment will consist of an open book knowledge quiz and an interview with Assessors. You will be required to provide documentary evidence to support your claims at interview.

It is your responsibility to submit your quiz assessment on time using the agreed format and method.

Quiz answers must be in your own words or appropriately referenced if used from another source. A section explaining plagiarism is provided later in this Handbook.

The format and method of assessment will be described to you in detail at the commencement of and throughout the program.

To be deemed competent, you must score at least 80% in the quiz.

Quiz assessments must be submitted within the timeframe described to you. Applications for an extension for submission of the quiz assessment will be considered on a case by case basis.

We aim to advise you of the outcome of assessment within 20 working days from the date the quiz assessment **has been marked**. This turnaround time will not apply from 20 December to 31 January.

You will be assessed as either 'Competent' or 'Not Yet Competent'. If you are assessed as Competent you will be issued a Statement of Attainment.

In exceptional circumstances and at the sole discretion of the assessor, you may be allowed a second attempt at some or all of the questions to achieve a score of at least 80%. Under no circumstances will a third attempt be allowed.



Advocates cannot re-attend an assessment session until 6 months after the initial attempt.

If you are initially assessed as Not Yet Competent (NYC), you will be offered the opportunity to address the deficiencies in your evidence. If you are unable to provide the evidence required to support an assessment of Competent, you will be advised accordingly.

If gaps are identified in your skills and knowledge, you and your mentor will be provided with a plan to address your development needs.

The process for appealing assessment decisions is described later in this Handbook.

## Privacy of Veteran's Information (for assessment use)

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You as an Advocate are reminded that, under the Australian Privacy Principles (APP), you and your sponsoring ESOs are responsible for maintaining the privacy of information provided to you by your veteran and dependant clients.

The APPs require that information of a private nature that would allow an individual to be identified must not be passed to a third party without the specific consent of the individual.

The issue for Advocates undertaking competency based assessment (and their sponsoring ESOs) is that real client case files, interview notes, compensation claims, and wellbeing action plans must be viewed by an assessor as part of the required evidence of competency.

There are **two** possible solutions to this dilemma:

- **Redaction.** Documents that are to be produced as assessment evidence must have details that would easily allow the document to be identified to an individual obscured or covered. This includes names, addresses, contact details, bank account details, service numbers, DVA file numbers etc. No other information should be redacted (medical conditions etc.) once the identifying details are removed.
- **Consent.** This is the preferred method. The Advocate should obtain the written consent of the veteran or dependant to use their records for the purpose of assessment. A Consent Form has developed for this purpose, available under the Documents tab on the ATDP website.

## Your Statement of Attainment

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Every endeavour will be made to ensure your Statement of Attainment is issued within 20 working days of you being deemed competent.

Your Statement/s of Attainment will:

- Be signed by the Managing Director of MTS.

- Include the name, logo and national provider number of MTS, the Nationally Recognised Training logo, course code, a certificate number, and date of you being marked competent.
- Identify you by name.
- List the unit(s) of competency achieved.

## Collection of your personal information and privacy

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### For reporting provision

So as to provide you with a quality service, including the accuracy of personal details contained in the Statement of Attainment issued to you and to facilitate requests you may make regarding your training and assessment record, you have provided us with certain information through The ATDP registration form which is used as our Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) compliant enrolment form.

As a registered training organisation (RTO), we collect personal information so we can process and manage enrolments in a vocational education and training (VET) course.

We use personal information to enable us to deliver VET courses, and otherwise, as needed, to comply with our obligations as an RTO.

We are required by law (under the *National Vocational Education and Training Regulator Act 2011* (Cth) (NVETR Act)) to disclose the personal information we collect about the student to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

NCVER is authorised to disclose information to the Australian Government Department of Education and Workplace Relations (DEWR), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

NCVER does not intend to disclose personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at [www.ncver.edu.au/privacy](http://www.ncver.edu.au/privacy).

To correct personal information, in the first instance, learners are to contact Major Training Services directly.

DEWR is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how DEWR will handle your personal information, please refer to the DEWR VET Privacy Notice at <https://www.dewr.gov.au/national-vet-data/vet-privacy-notice>.

## Surveys

Students may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Students may opt out of the survey at the time of being contacted.

As an RTO, we are also required to provide information about the services we have provided to the National VET Regulator, the Australian Skills Quality Authority (ASQA), regarding the quality of your experience. To capture this information, you will be invited to complete a Learner Questionnaire at the completion of your training. Information provided to the Regulator will not contain any personal information.

## Accessing your records

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If in the future you wish to access and / or correct any information held by MTS, please email [admin@majortraining.com.au](mailto:admin@majortraining.com.au).

You will be asked to verify your identity and to provide certain information that will assist us in locating your records.

## Complaints and appeals procedures

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MTS is committed to providing you with a quality training experience and assessment service.

Should you wish to make a complaint about the service delivery or appeal against an assessment decision, please follow the following procedures.

### Complaints (other than assessment outcomes)

#### 1. Discuss the issue with the person involved

In the first instance, the complaint should be discussed with the person involved. Anyone with a complaint is encouraged to talk directly to the person involved to see if the matter can be resolved

at this level. The complaint should be brought to the attention of the related parties within ten (10) days of the issue having taken place.

## **2. Discuss the issue with a Manager**

Where step 1 is not appropriate, the complaint can be discussed with the MTS Administration Manager via phone on 02 9907 2375 or email [admin@majortraining.com.au](mailto:admin@majortraining.com.au). An immediate resolution of the matter will be sought where possible.

## **3. Fill in the complaints and appeals form for consideration**

If the complainant is not satisfied with the suggested resolutions above, the complainant will need to complete the Complaints and Appeals Form and return to the MTS office or send an email with the details of the complaint. The form can be obtained by email to [admin@majortraining.com.au](mailto:admin@majortraining.com.au) or via the MTS or ATDP websites.

Information should be provided as listed below:

- A description of the complaint or appeal
- state whether complainant wishes to formally present their case
- steps taken thus far to deal with issue / complaint
- the outcomes the complainant would like to achieve
- any suggestion for future improvement

MTS will consider the written complaint within 2 days of receipt and will advise DVA and your ESO of the complaint. Where the matter may involve a volunteer trainer and assessor, they will be consulted to consider the complaint and the resolution proposed. This will make the process fair and transparent.

## **4. Notification of the complaint resolution**

A meeting or phone conference may be offered to the complainant. Details of any meetings with the complainant will be recorded in writing and the complainant will be informed within ten (10) working days of the decision being made relating to the complaint.

## **5. Final decision of internal complaints resolution process**

If agreement still cannot be reached, and the complainant wishes to pursue the matter, MTS will offer a mediation service and will appoint an independent external person to resolve the issued if required. The complainant will be given the opportunity to formally present their case.

The time frame for this process should not be longer than 60 days, unless there is a significant reason why the matter may take longer. The complainant will be advised in writing of any delays beyond the 60 day timeframe.

All relevant parties involved will receive a written statement of the outcomes, including reasons for the decision. This is the final step in the internal complaints resolution process.

## Appeals Procedure (relating to assessment results)

### 1. Discuss your results with the Assessor who marked your work

For all assessment tasks, if the student appeals the results, the Assessor will immediately discuss the feedback provided and the assessment outcome to clarify the decision of Not Satisfactory or Not Yet Competent. This must be done within 14 days after notification of your result.

### 2. Request a re-marking by the same Assessor or another Assessor

If agreement cannot be reached, the student has the right to request a re-marking where the work is assessed again by the same Assessor, or another Assessor undertakes the marking of the submitted work for assessment. This must be done within 14 days after notification of your result.

### 3. Fill in and send a Complaints and Appeals form that will be considered by the MTS CEO

If the assessment decision remains Not Satisfactory or Not Yet Competent after the re-marking and the student is still not satisfied, then the CEO shall discuss the assessment decision with the student and the Assessor. The request must be submitted in writing using the Complaints and Appeals form within 30 days of the date of the remarked results. Your sponsoring ESO will also be advised of your complaint.

### 4. Written notification of the decision

A meeting or phone conference may be offered to the student who is appealing the decision. Details will be recorded in writing and the appellant informed within 30 days of receipt of the written appeal of MTS's decision related to the appeal.

### 5. Timeframe to submit assessment appeals

Formal written appeals against an assessment decision must be submitted within 3 months of the submission date of the assessment. Appeals will not be considered after that date.

### 6. External Appeals Process

When the complainant has been advised that all internal complaints / appeals processes have been exhausted, the complainant will be advised of external appeal processes. This includes providing contact details for;

- The Australian Skills Quality Authority (ASQA)

**NB: ASQA will only accept a complaint if all of the above avenues have failed to resolve the issue.**

## Access and Equity

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MTS is committed in providing all students with equal opportunity to pursue their training and development. This policy and procedure is used by MTS to integrate access and equity principles into all training and assessment activities it conducts or is conducted on its behalf.

### Policy and Procedure

- 1) MTS will, where possible, remove barriers and open-up developmental opportunities for all students by creating a training environment that is free from discrimination, harassment, bigotry, prejudice, racism and offensive behaviour.
- 2) All students will receive fair and equitable treatment in all aspects of training without regard to political affiliation, race, colour, religion, national origin, sex, marital status, or physical, intellectual and/or mental disability.
- 3) A person with a disability may be excluded under this policy if the disability could cause occupational health and safety risks to the person and / or other students.
- 4) All trainers / assessors are responsible for observing and being advocates for the policy.

## Plagiarism

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### What is plagiarism?

Plagiarism is the presentation by a participant of an assignment or assessment task that has been copied in whole or in part from another participant's work, or from any other source (e.g. published books or periodicals or internet sites) without proper acknowledgment.

The following list outlines some of the activities for which a learner can be accused of plagiarism.

- Presenting any work by another individual as their own unintentionally.
- Handing in assessments markedly similar to or copied from another learner.
- Presenting the work of another individual or group as their own work.
- Handing in assessments without the adequate acknowledgement of sources used, including assessments taken totally or in part, from the internet and other printed sources.

If you have any doubts about including the work of other authors in your assessment, please consult with your trainer/assessor.

All assessment tasks must be your own work and any suspected case of plagiarism will be investigated.

## Consequences of plagiarism

In a case of proven plagiarism, we may elect to take one of the following actions:

1. Mark the submitted assessment as NYC and allow a re-submission of plagiarised questions.
2. Mark the submitted assessment as NYC and allow a re-submission of a supplementary task, or
3. NOT allow a re-submission and advise the candidate to attend another program after an elapsed period of either 6 or 12 months from the time the quiz was received.

The RTO will then record the outcome on the candidate's record.

## Fees and refunds

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The fees associated with your participation in the nationally recognised ATDP programs are funded through DVA.

We can, on request, re-issue a replacement SOA.

## Glossary:

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ATDP:	Advocacy Training and Development Program being a partnership between DVA and ESOs
Candidate:	Advocate registering to complete the training
DVA:	Department of Veteran Affairs – Industry body and course owner
PSO1:	ATDP Program Support Officer for ASO Region 1 Qld & NT ( <a href="mailto:ps01@atdp.org.au">ps01@atdp.org.au</a> )
PSO2:	ATDP Program Support Officer for ASO Region 2 NSW, ACT & WA ( <a href="mailto:ps02@atdp.org.au">ps02@atdp.org.au</a> )
PSO3:	ATDP Program Support Officer for ASO Region 3 SA, VIC & TAS ( <a href="mailto:ps03@atdp.org.au">ps03@atdp.org.au</a> )
RTO:	Registered Training Organisation being Major Training Services Pty Ltd (RTO 90748)







# Major Training Services

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