

How to Guide

What to Expect as a Level 1 Trainee

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Purpose

The purpose of this guide is to explain the ATDP training for Level 1 trainees. It includes an explanation of Wellbeing and Compensation Advocacy training information and practical system instructions applicable to a Level 1 Trainee.

What is Advocate Training?

Advocate training is delivered through the Advocacy Training and Development Program (ATDP) by the completion of relevant Units of Competency (UoC) within the Course in Military Advocacy (CiMA). On completion of the training the advocate will have developed skills and understanding to support veterans and families.

The CiMA is conducted by a Registered Training Organisation (RTO) and has received accreditation from Australian Skills Quality Authority (ASQA). This training is funded by the Department of Veterans Affairs and comes at no cost to the Ex-Service Organisation (ESO).

Training is only available to trainees who are affiliated with an ESO that provides free or low-cost services to the veteran community. If you leave an ESO you will not be able to continue your training. You can recommence your training once you are affiliated with an ESO.

Advocate training is aimed to support the following roles within Advocacy:

- Wellbeing Advocates;
- Compensation Advocates;
- Mentors.

What is a Wellbeing Advocate?

Wellbeing Advocates assist veterans and their families to connect with government and community-based services and support including:

- Providing information and/or referrals for health, rehabilitation, housing, transport, household assistance, education schemes, and other government or community services and benefits
- Providing advice and information about government services for transitioning from the military to civilian life
- Providing information and/or referrals for medical, financial, legal and police matters
- Providing information and/or referrals for funeral arrangements and bereavement assistance, and
- Other wellbeing advice and information as determined in discussion with the client.

What is Wellbeing training?

There are two levels of training (UoCs) for Wellbeing Advocates. The different levels help identify the type of services the advocate can provide:

Wellbeing Advocate Level 1 - Advocate qualified to assist a veteran or dependents in obtaining the wellbeing assistance they require **under the direct supervision** of a suitably qualified advocate.

Wellbeing Advocate Level 2 - Advocate qualified to assist a veteran or dependents in obtaining the wellbeing assistance they require **without** direct supervision.

What is a Compensation Advocate?

Compensation Advocates assist veterans and their families with rehabilitation and compensation claims, Veterans Review Board (VRB) appeals or Administrative Appeals Tribunal (AAT) appeals.

Compensation Advocates may provide the following services:

- Prepare and/or lodge initial liability, compensation and income support claims
- Prepare requests for review of DVA decisions
- Prepare appeals for review by the Veterans' Review Board or the Administrative Appeals Tribunal
- Provide representation at hearings by the Veterans' Review Board and Administrative Appeals Tribunal.

Important: A Compensation Advocate is required to complete additional Levels of Training to be qualified to provide VRB or AAT appeal support.

What is Compensation training?

There are four levels of training (UoCs) for individuals who want to be a Compensation Advocate. The different levels help identify the type of service the advocate can provide:

Compensation Advocate Level 1 - Advocate qualified to complete a primary claim, **under the direct supervision** of a suitably qualified advocate.

Compensation Advocate Level 2 - Advocate qualified to complete a primary claim without direct supervision.

Compensation Advocate Level 3 - Advocate qualified for representation of clients at the Veterans' Review Board (VRB) or assist clients to seek a reconsideration of a DVA delegate's determination.

Compensation Advocate Level 4 - Advocate qualified for representation of clients at the Administrative Appeals Tribunal (AAT).

How do I become a Trainee?

If you are interested in providing support to veterans and their families, then you should contact an ESO in your local area. Each ESO will have their own induction and selection process which may include considerations contained within the [Guidelines for the selection of trainees for the ATDP](#).

You should also review the [ESO Advocate Code of Ethics](#). This was established to help guide the principles, values and behaviours expected of advocates and trainees. It is expected that all ATDP advocates and trainees abide by the ATDP Code of Conduct. If you have more questions about the Code of Conduct, you should speak to your ESO.

Your ESO has an Authorised Person who will nominate you for the training through the ATDP Advocacy Register. They will require your name, email address and mobile phone number.

What is Level One Training?

Level 1 training provides a trainee with the entry level skills and knowledge that will enable them to support veterans and families in their community under supervision.

It is recommended that all trainees complete both wellbeing and compensation modules as it provides you with an insight into holistic supports available to veterans and families. However, trainees can choose to complete one advocacy stream.

What Does the Training Involve?

Module 1 – Introduction and Shared Skills (Required for both Wellbeing and Compensation)			
DVAtrain eLearning	Trainee	Communication and Interview Techniques	45 mins
		Non-Liability Health Care	30 mins
		Estimated Total time for eLearning:	1.25 hours
Facilitated Training	Trainer, Assessors and Trainee	Module 1 – Introduction and Shared Skills <ul style="list-style-type: none"> • Introduction to Military Advocacy • Course in Military Advocacy • Responsibilities of ESOs and Advocates • Professional Indemnity Insurance • Fraud and Ethics • Communications • Interview Techniques • Non-Liability Health Care • Department of Veterans’ Affairs • Stress and Burn Out • Privacy and Confidentiality • Record Keeping • <i>Introduction to Wellbeing (for those participating in Compensation Advocate training only)</i> 	1 day
Candidate Assessment Book – Module 1	Trainee and Assessor	Trainee to complete and return to assessor for marking	Varies
Module 2 – Wellbeing			
DVAtrain eLearning	Trainee	Wellbeing Level 1	3 – 5 hours
Facilitated Training	Trainer, Assessors and Trainee	Module 2 – Wellbeing <ul style="list-style-type: none"> • Veteran Cards • Networking • Relationships • Tools of the Trade • Types of Wellbeing Support • Introduction to Compensation 	2 days
Candidate Assessment Book – Module 2	Trainee and Assessor	Trainee to complete and return to assessor for marking	Varies
Module 3 – Compensation			
DVA Train eLearning	Trainee	MRCA 1: Basic	4.3hrs – 13 hrs
		• 13 Modules (20 – 60 mins per module)	
		Veterans’ Entitlements Act – 1986 – Basic	40 mins
		DRCA – Basic	1.3 hrs – 2.67 hrs
		Estimated Max time for eLearning:	16.5 hours
Facilitated Training	Trainer, Assessors and Trainee	Module 3: Compensation <ul style="list-style-type: none"> • VEA Basics • DRCA Basics • MRCA Basics • Basics of Eligibility • Introduction to Statements of Principles (SOPs) • Completing and Submitting Claims • Decisions and Needs Assessments 	3 days
Candidate Assessment Book – Module 3	Trainee and Assessor	Trainee to complete and return to assessor for marking	Varies

Note:

- Facilitated training can be offered online or in person.
- Modules 1 & 2 are grouped together in 3 consecutive days (usually from a Tuesday-Thursday).
- Module 3 is usually delivered Tuesday – Thursday.

Your eLearning needs to be complete before you can be invited to the Facilitated Training session.

In-Person Training

ATDP can offer in person training for the facilitated sessions if there are a minimum of 8 trainees in that location. Requests for in-person training need to come from an ESO's Authorised Person or Training Co-Ordinator. Requests can be emailed to ATDPEnquiries@dva.gov.au for consideration.

Note: ATDP is unable to pay for travel for trainees to attend the training. ATDP offers online facilitated training as an alternative.

Facilitated Training Modules

To be eligible to attend a Facilitated Training Module, you need to have completed all the pre-requisite eLearning within DVAttrain.

Within the ATDP Portal there is an eLearning log that enables you to record your eLearning progress. You need to mark your eLearning as complete before you can be invited to a facilitated module. Instructions on how to do this are within this document.

You will be invited to up to three Facilitated Training Modules. If you can't attend, your enrolment will be withdrawn.

If you have chosen to cancel your enrolment or had your enrolment withdrawn and then decide to re-enrol for Level 1 training, you will need to re-do the DVAttrain eLearning.

Individual cases for exemptions can be considered by the Registered Training Organisation. These requests need to be in writing.

Candidate Assessment Books (CABs)

You will receive one Candidate Assessment Book during each facilitated module (a total of three). These need to be completed and returned so that they can be assessed to finalise your training. Email your CABs to ATDP.QUIZ@dva.gov.au.

CABs must be completed and returned within 14 days of your facilitated training.

You will receive the following reminders from the assessor or National Training Manager if you don't return your CAB:

- 14 days after the facilitated training session
- 1 month after the facilitated training session

Your enrolment will be cancelled if you have not returned your CAB within 2 months of the facilitated training session.

Our team understands that you may have other circumstances that may impact on your ability to complete the CAB within the timeframes as stated above. Individual cases for extensions can be considered by the Registered Training Organisation. These requests need to be in writing.

In the event you choose to recommence your training, you will need to start from the beginning. This includes completing all eLearning again before you can attend a facilitated session. Your PSO will need to confirm that your eLearning has a second completion date before being able to invite you to a Facilitated Training Module.

Outcome of Training

Following the assessment of your Candidate Assessment Books you will be rated as either:

Competent	Not Yet Competent
You will be awarded a Statement of Attainment for the Unit/s of Competency that you have been assessed for.	If it is identified that you have gaps in the evidence that you produce, you will be assessed as not-yet-competent. In this situation, the assessor will provide you with a pathway to assist you to meet the required standards for the Unit of Competency.

Statement of Attainment (SoA)

If you have been assessed as Competent you will receive a Statement of Attainment via your postal address as recorded in the ATDP Portal.

You will receive a separate Statement of Attainment on the completion of each Unit of Competency. This means that if you complete both Wellbeing and Compensation, you will receive two Statement of Attainments issued on different completion dates.

Appeals Procedure

If you are dissatisfied with your assessment result there is an appeals pathway. Information about the Appeals Procedure can be found in the [MTS Learner Handbook](#).

How to enrol in Level 1 Training?

Step One: Contact your ESO

Your ESO will consider the [Guidelines](#) for the Selection of Trainee Advocates and then nominate you for training in the ATDP Advocacy Register:

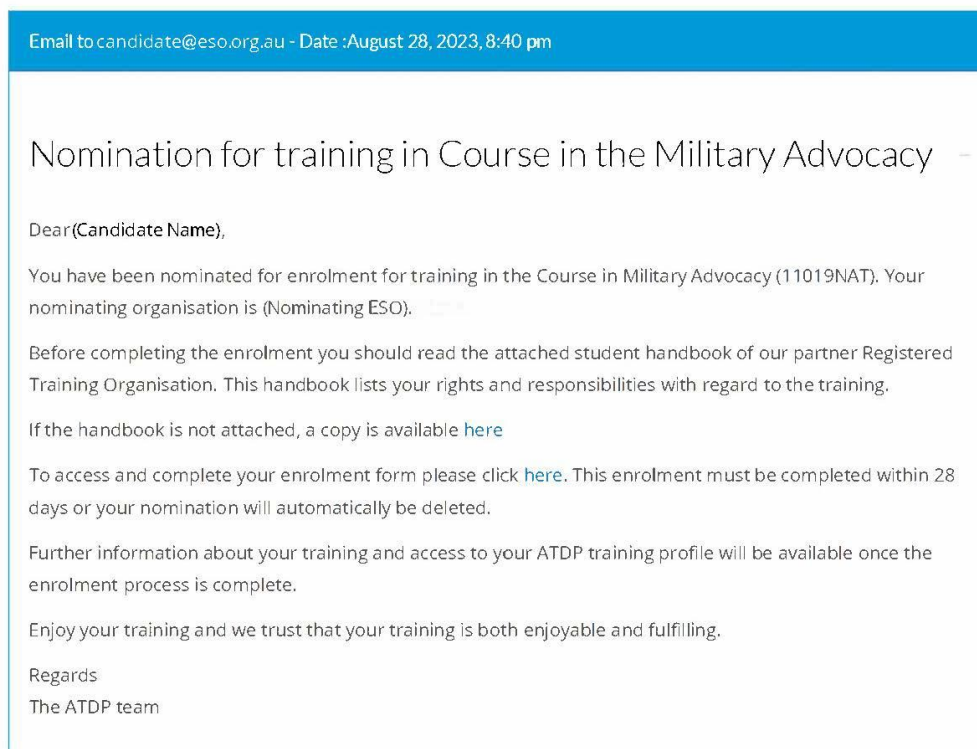
To proceed with your nomination, they will require:

- Your full name;
- Your email address;
- Your mobile number;
- The Unit/s of Competency you are to be enrolled in.

Step Two: Complete Enrolment Form

Once your ESO has completed the nomination form the following will occur:

- a) An enrolment email will be sent to you to be completed within 28 days. This email is specific to you and can't be shared (example below).



Within this email is a link to the [MTS Learner Handbook](#).

- b) You will need to complete the enrolment form which is contained in the above email ([MTS Enrolment Form](#)).
 - You will need your Unique Student Identifier number to complete this form.
 - NB. If you do not have a USI or do not remember what your USI is, go to: [Get a USI | Unique Student Identifier](#)
 - You need to complete your Enrolment form within 28 days otherwise the ESO nomination will be cancelled.
- c) When you complete the online Enrolment Form (via the link in the above email), and click SUBMIT, you will receive a confirmation email outlining the next steps.

Step Three – RTO Validation of USI

Following completion of the enrolment form, The Registered Training Organisation (RTO) will need to validate your USI with their database. They will also send you a separate email regarding Language, Literacy and Numeracy requirements.

This may take several days.

Step Four – ATDP System Access

Once the above has been completed, the ATDP team will arrange system access (where applicable):

1. ATDP Online Portal

The ATDP Portal is the system that records your contact information, your ESO, your qualifications, training pathway and Continuing Professional Development (CPD) activities.

You will receive an email with a username and password. This will allow you to access to the ATDP online portal (Please refer to [How to login to your ATDP profile](#)).

2. DVAttrain

DVAttrain is DVA's learning management system that contains a number of eLearning activities that are relevant to the Unit of Competencies within the CiMA.

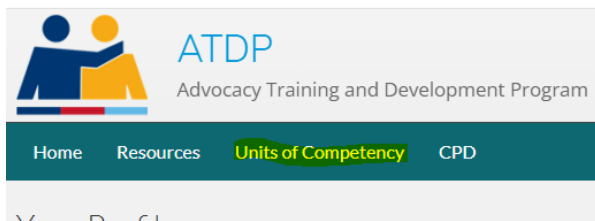
You will also be provided with a separate username and password to access DVAttrain. You will be able to access all eLearning activities that are relevant to the Unit of Competency that you are being assessed for.

Please check your JUNK or SPAM folders if you have not received your access information. You can also contact your Program Support Officer (PSO) for assistance. Contact details are below.

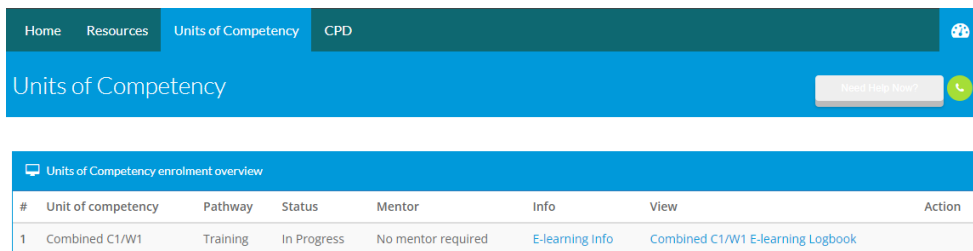
How to complete your E-learning Logbook?

Step 1: [How To Guide - Login to the ATDP Portal.pdf](#).

Step 2: Select the “Units of Competency” link on the home bar.

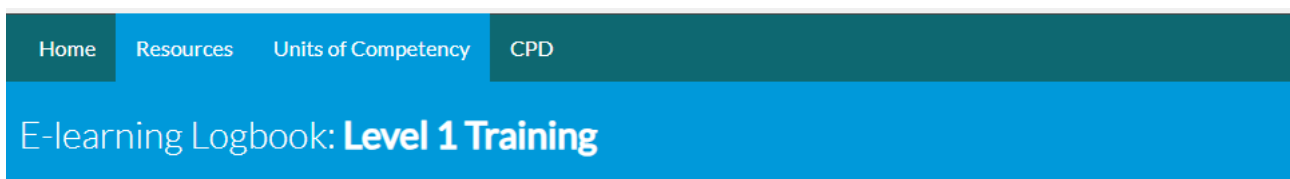


Step 3. Click on the “Combined C1/W1 E-learning Logbook” link located under View.



You will now be able to see your logbook.

Step 4:



Modules 1 & 2 - required to attend the Shared Skills and Wellbeing training		
Module	Description of E-Learning	DVAtrain E-Learning Status Manually select the appropriate option - this is not linked to DVAtrain
Module 1	Communications & Interview Techniques	<input type="radio"/> Not Started <input type="radio"/> In Progress <input type="radio"/> Completed
Module 1	Non-Liability Health Care (2023)	<input type="radio"/> Not Started <input type="radio"/> In Progress <input type="radio"/> Completed
Module 2	Welbeing Level 1	<input type="radio"/> Not Started <input type="radio"/> In Progress <input type="radio"/> Completed

Click on the **Nofity ATDP** button when you have completed all of the above e-learning. This will place you on the waiting list for the next available Level One Wellbeing Training.

Modules 3 - required to attend the Compensation training		
Module	Description of E-Learning	DVAtrain E-Learning Status Manually select the appropriate option - this is not linked to DVAtrain
Module 3	MRCA 1 : Basic	<input type="button" value="Not Started"/> <input type="button" value="In Progress"/> <input type="button" value="Completed"/>
Module 3	Veterans' Entitlements Act 1986 - Basic	<input type="button" value="Not Started"/> <input type="button" value="In Progress"/> <input type="button" value="Completed"/>
Module 3	DRCA - Basic	<input type="button" value="Not Started"/> <input type="button" value="In Progress"/> <input type="button" value="Completed"/>
Click on the Notify ATDP button when you have completed all of the above e-learning. This will place you on the waiting list for the next available Level One Compensation Training.		<input type="button" value="Notify ATDP"/>

Your E-learning Logbook lists the pre-requisite eLearning that needs to be completed before you can be invited to a Facilitated Training Module.

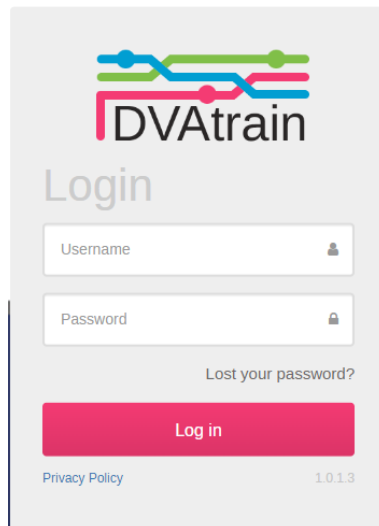
You can select “In Progress” or “Completed” depending on your progress.

When all three eLearning modules are completed in DVAtrain, update your E-learning Logbook and then select **NOTIFY ATDP**.

This will send a message to the Program Support Officer (PSO) so that they can verify your eLearning completion and then invite you to the next available Facilitated Training Module.

How to access and navigate my DVAttrain eLearning?

Step 1: [Login to DVAttrain](#) with your login and password as provided to you in an email following confirmation of your enrolment.

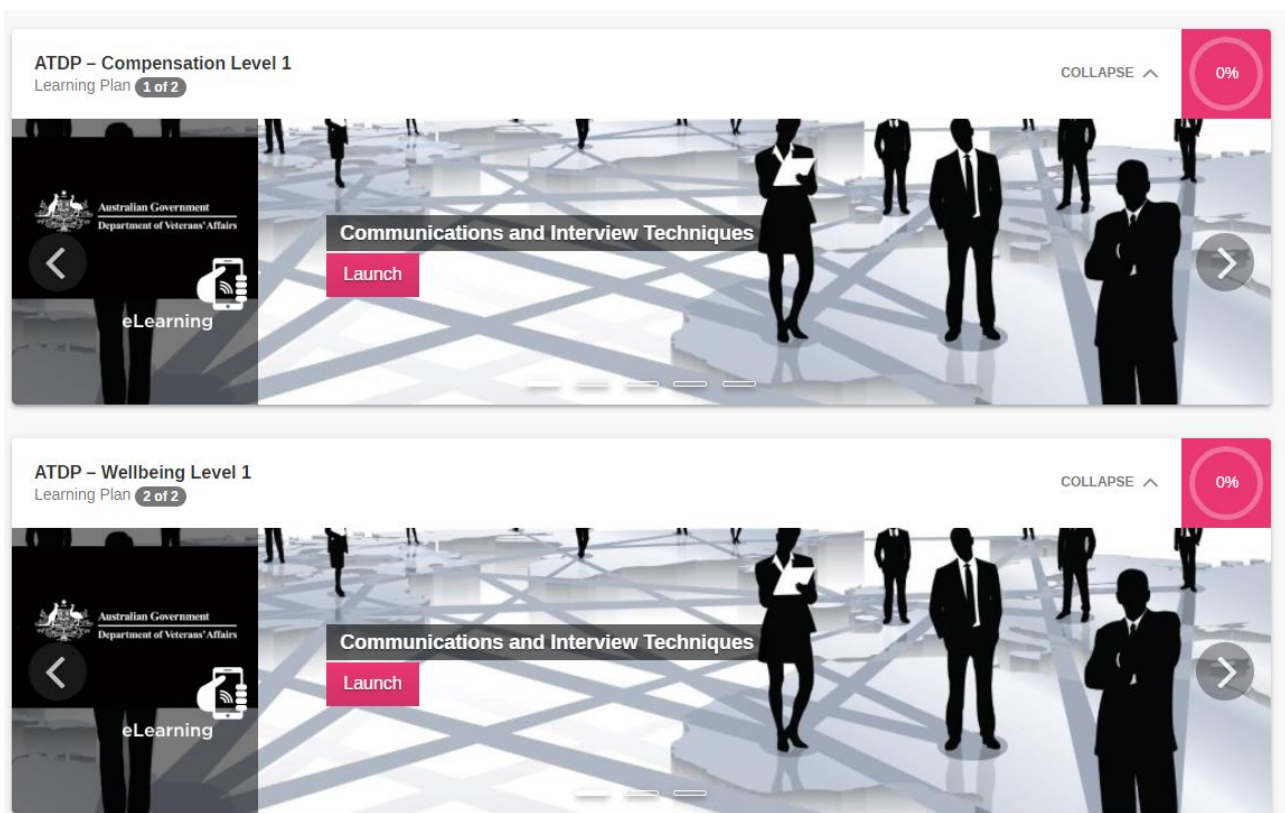




The image shows the DVAttrain login interface. At the top is the DVAttrain logo, which consists of a stylized circuit board with blue, green, and red lines above the text 'DVAttrain'. Below the logo is the word 'Login' in a large, grey font. There are two input fields: 'Username' with a person icon and 'Password' with a lock icon. Below the password field is a link that says 'Lost your password?'. A prominent red button labeled 'Log in' is centered below the fields. At the bottom left, there is a link for 'Privacy Policy', and at the bottom right, the version number '1.0.1.3' is displayed.

Note: Your login to DVAttrain is different to the ATDP Portal.

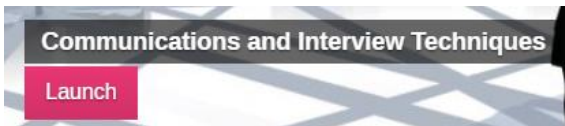
If you need support, please contact your Program Support Officer (PSO). Contact details are below.

Step 2: You will see one or two Learning plans on the Home Screen (depending on which UoCs you have enrolled in):



 To navigate to all the eLearning within your Learning Plan you need to use the navigation arrows on either side of the box. 

Once you can see the eLearning that you want to complete – select **LAUNCH**.



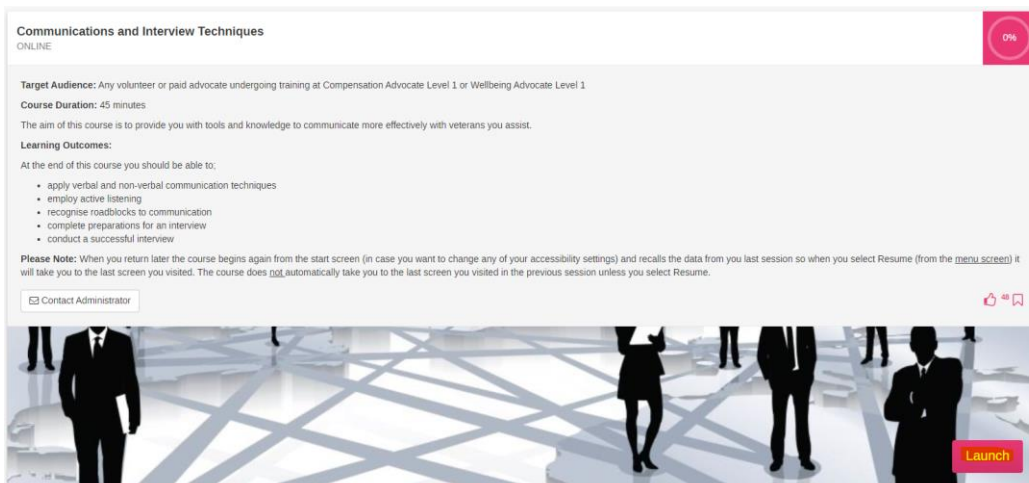
Note: If you are doing both Wellbeing and Compensation training, you should access your learning plans in the following order:

1. ATDP – Wellbeing Level 1 Learning Plan;
2. ATDP – Compensation Level 1 Learning Plan.

Important: The Compensation Level 1 Learning plan also includes eLearning within the Wellbeing Level 1 Learning Plan. **You are not required to do any eLearning twice.** If you have completed the Communications and Interview Techniques and NLHC modules in the Wellbeing Learning Plan – do not complete it in the Compensation Learning Plan.

This is a short-term issue. We are in the process of further IT changes following the implementation of the combined level one training.

Step 3: You will then see more information about the eLearning that you are about to commence.



select **LAUNCH** to commence your eLearning.

Step 4: The eLearning will load. In some cases you may need to select **START** to commence:



Step 5: There are also some accessibility options.


ACCESSIBILITY

This course has a range of accessibility features built in.

Select the features you wish to activate from this list then select the 'X' button (which we call the *Close* button) or **select *Close now*** if you don't require accessibility assistance. Default settings are audio on, captions off, text alternatives off, tab navigation on and keystroke shortcuts on. These features may also be changed from within the course.

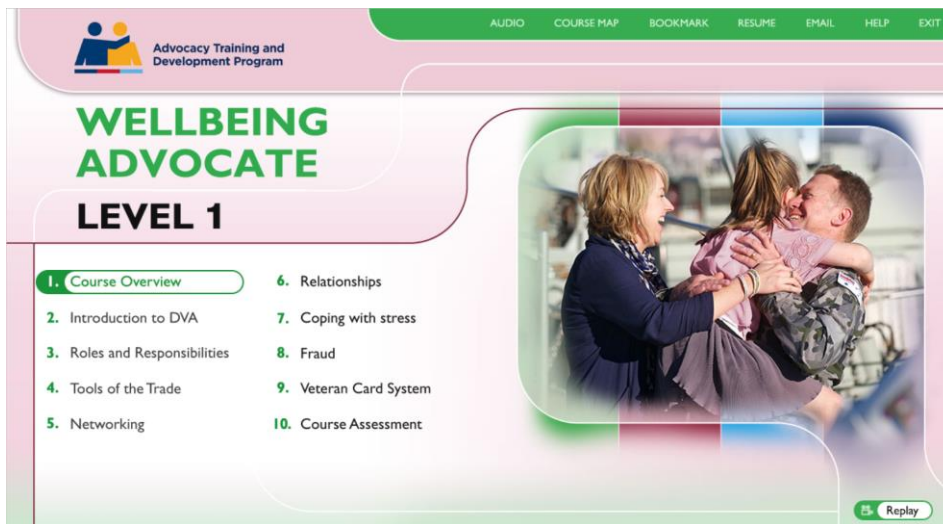
Make your selection:

- I am using a screen reader.** This means audio is turned off. A text alternative will be displayed instead. Additionally, text alternatives will be automatically displayed for any complex animations. To select press space.
- I am using Dragon Naturally Speaking.** This means additional instructions will be displayed. Also check this if you primarily use keyboard entry instead of a mouse. To select press space.
- Turn **captions** on for audio. This means audios play with closed captions showing by default. To select press space.



Select any requirements and then select the green cross in the top right-hand corner.

Step 6: Some eLearning has multiple sections:



The screenshot shows a course interface for 'WELLBEING ADVOCATE LEVEL 1' under the 'Advocacy Training and Development Program'. The top navigation bar includes links for AUDIO, COURSE MAP, BOOKMARK, RESUME, EMAIL, HELP, and EXIT. The main content area features a list of 10 modules:

1. Course Overview
2. Introduction to DVA
3. Roles and Responsibilities
4. Tools of the Trade
5. Networking
6. Relationships
7. Coping with stress
8. Fraud
9. Veteran Card System
10. Course Assessment

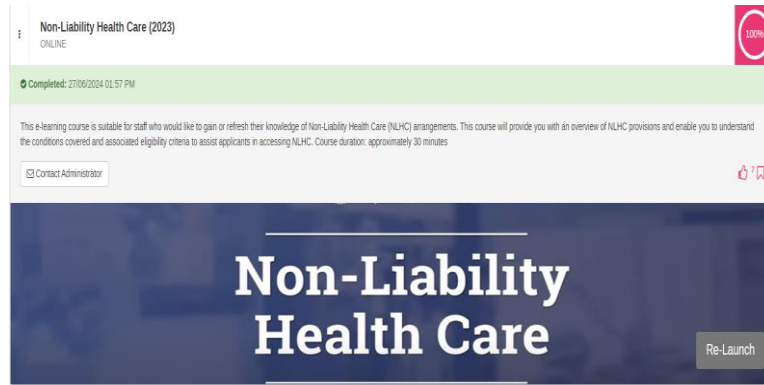
A 'Replay' button is visible in the bottom right corner of the course content area.

You need to complete the course in order.

Left Click on the first module to commence the training.

Within the eLearning you will need to interact to move through the screens. You will also be required to complete a Knowledge Check to complete the training.

Step 7: On the completion of your eLearning you will be taken back to DVAtrain. You will see a green band that confirms the completion date and time:



Note: Don't forget to update this information into your E-learning Logbook located in the ATDP Portal. Instructions for this are above.

How to Guides

You can find more How to Guides on the ATDP website.

[ATDP - How To Guides \(web.atdp.org.au/psMsg\)](http://web.atdp.org.au/psMsg)

Additional Support and Contact Details

If you require additional support, please contact your Program Support Officer (PSO):

Name	Region	Email	Mobile
William	Region 1 (QLD/NT)	ATDP.PSO1@dva.gov.au	0472 704 592
Samone	Region 2 (NSW/ACT/WA)	ATDP.PSO2@dva.gov.au	0472 674 665
Phil	Region 3 (VIC/SA/TAS)	ATDP.PSO3@dva.gov.au	0472 704 948

Alternatively, you can email ATDPEnquiries@dva.gov.au.