



ATDP Update September 2020

Roger's view

Spring is sprung, the grass is ris.
I wonders where the boidies is.
Anon (with a Boston accent)

Hullo again,



Spring already!! I must say that I did not notice Winter passing this year what with being locked up in a warm house since March and no travel or Winter sports activity to look forward to in Gulag Vic.

Back in July you will recall I reported on the first Strategic Governance Board meeting that had been held for 18 months and that I had sought a policy on travel at that meeting given the COVID-19 control measures. The Department responded quickly advising suspension of face to face programs until at least 1st October but indicated a further review would be undertaken in the last week of August.

On Tuesday morning, in the absence of any information relating to the review and knowing that we are all anxious to progress the assessment programs in particular, with over 120 advocates now awaiting assessment, I emailed the Repatriation Commissioner, Don Spinks AM, who is the DVA representative on the SGB, to enquire as to the outcome of the August review and on Wednesday received a phone call and not long after an email response from Don advising the Department's policy. The full text of the email to SGB members has been included by the Department below.

It is difficult to understand the reasoning behind this apparently arbitrary decision, as it makes no reference to any ongoing assessment based on Federal or State Government or Territory policies or indeed the status of the SARS-CoV-2 virus or COVID-19 disease. Nor does it seem to take account of the Government's stated policy to get the economy moving again as soon as possible. Perhaps the decision involves factors other than COVID-19 that we are yet to be informed of.

Please remember you can email any questions to info@atdp.org.au

Please stay safe – and keep your distance

Roger



Roger W Greene OAM JP

Chair

Capability Framework Management Group

Phone: 0411 431 189

Notice of suspension of ‘face to face’ training until at least 1 January 2021

The ATDP have been advised that the suspension of ‘face to face’ training will continue until at least 1 January 2021. Please see the email below from the Repatriation Commissioner, Don Spinks AM to the Strategic Governance Board (SGB) Members.

Dear SGB members,

As part of DVA’s planning for how it will emerge from COVID-19, it has developed a transition blueprint to ensure that staff and veteran wellbeing, as well as operational requirements, are considered. In early July, through the lens of this blueprint, DVA took the decision there would be no face to face training that is either conducted directly by DVA or is resourced/supported by DVA until 1 October 2020. The Department also committed to undertake a review of that decision in the last week of August 2020.

The recently completed review considered the on-going uncertainties around the closure of State Borders, the differing level of COVID-19 restrictions in each jurisdiction and that the current health situation requires the Department to continue to take a measured and cautious approach to the resumption of any activities where our staff, contractors and veterans conduct or attend face to face meetings or training activities. The Department has decided that all departmental conducted or funded face to face training (with the exception of on the job staff training) will be suspended until at least 1 January 2021. This includes all face to face activities relating to ATDP. A decision about face to face activities beyond 1 January 2021 will be made by mid December 2020.

DVA is encouraging all business areas to use the 2020 suspension window to work with staff, volunteers and contractors to develop training solutions appropriate to a longer term COVID-19 safe training environment. This is consistent with the ATDP initiatives implemented since April in respect to the delivery of Level 1 Compensation and Wellbeing Consolidation and Assessment programs employing on-line facilitation techniques and the upcoming Level 2 Wellbeing Consolidation and Assessment pilot on 14 September 2020.

The Department will, for its part be supporting a number of new eLearning modules and other on-line initiatives to support a COVID-19 safe environment. During this time, development work is continuing for Advocacy training, which includes new DVA Train modules, accredited on-line mentoring training and additional Continuing Professional Development (CPD) activities employing on-line technologies’

The decision to continue the suspension of face to face training was taken in the context of the Department’s transition blueprint planning and will have an impact across the Department. DVA firmly believes it accords with community expectations at this time in respect to measures

required to ensure veteran and broader community safety and the longer term objective of transitioning all our activities to a COVID safe environment.

DVA thanks the ATDP volunteers for the innovative work they have done to date and continue to do during this challenging period for which they have both Departmental acknowledgement and its full support.

I trust that you will understand the reasons for the decision to extend the current training suspension period.

Kind Regards
Don (Spinks)
REPATRIATION COMMISSIONER

National Training Manager Report

In my last update I gave some insights to both learners and mentors about why we use the Workplace Experience Log (WEL) and how it assisted a learner by enabling a learner to write down their experiences, based on a topic and use that to go back over later in the training. In recent times we have had a number of mentors question the milestones and make comparisons between those and the assessment requirements for a particular unit of competency. In this article I'd like to expand on the use of the WEL and discuss assessment.



The Units of Competency in course 10620NAT are nationally accredited Units.

As such, all aspects of the delivery of training for the units and the assessment of candidates undertaking the Units must comply with the national standards and guidelines. Therein lies the two aspects in what ATDP does: Train and assess.

A training program must guide a learner from a current level of skills and knowledge to that which is necessary to be able to perform the role for which the Unit of Competency has been designed. The process of training is about taking small steps, learning a bit at each step and using that newly acquired skill or knowledge when taking the next step. An important aspect of this is also making mistakes and learning from those mistakes so as not to repeat at future steps. Another important aspect is being able to make decisions based on previously learned material, applying the decision to a next step and gauging the effect of that decision. The WEL milestones represent each step and allow for the learner to do, reflect, decide and apply, to future steps, that which was learned in earlier steps.

The assessment criteria should not be confused with the steps of learning. Let us use as an example the assessment for Wellbeing level 2. In the unit of Competency requires (in part);

- *Planning and conducting at least three interviews where the client's wellbeing needs are different at each interview. One interview may be completed in a simulated environment.*
- *Completing at least three post-interview action plans. One action plan may be completed in a simulated environment.*
- *Implementing at least three different action pathways as agreed with client. One action pathway may be completed in a simulated environment.*
- *Maintaining records in accordance with organisational requirements.*

The WEL has more milestones in it than the above would suggest. The terminal performance is simply three interviews and three action plans including the follow-up, as well as being able to maintain records. The training to arrive at this point must be more comprehensive. If the WEL only contained the minimal amount of steps, the candidate would have to be able to conduct the ideal interview and produce the ideal action plan from only three attempts. That which is shown in the performance criteria is only part of the evidence needed to infer competency. Another part is evidence of having taken part in a structured training program which gives the learner the opportunity to develop the skills required by the performance evidence.

There is one other aspect from the performance evidence which bears further explanation; that is the allowance for a “simulated environment”. It may be that within a certain workplace it might not be possible for a person to experience something for whatever reason. In my earlier life as a TAFE teacher of electrical trades, we often had to use a simulated environment for apprentices to work with wiring systems they may never encounter while with their employer at the time. We would then have a workshop setup and the materials needed to give them that experience. The work was performed under observation by a qualified assessor.

Where a Unit in 10620NAT has a provision for something to be done in a simulated environment, it too must be done under the observance of an ATDP assessor. It is not something intended as part of the training process. To allow such a thing for any particular candidate, arrangements must be made with ATDP to provide the simulated environment and the participants.

There have been instances where some workplaces were “training” their candidates by doing mock sessions. They may have their place as an adjunct to the experiences in the WEL but should not replace those experiences. Real skills and knowledge acquisition comes from doing the real job end interacting with clients whose needs are aligned to the stream in which the candidate is enrolled.

Until next time.

Regards,



National Training Manager

Region 1 Update – Qld, NT

Region 1 Currently has:

- 23 advocates awaiting an RPL program (4 Comp, 17 Welfare)
- 20 advocates awaiting a C&A program (11 Comp, 10 Welfare)
- 3 SOA's were issued for Region 1 between July-August 2020.

As some restrictions continue into another month it is still difficult to progress any training programs. However, the proposed Mentor Course has been reformed into a distance learning course. It has been transformed into 6 modules, including assessment, and has been distributed among a dozen Mentors for evaluation of the content and process. It requires the use of IT strategies and equipment by advocates, which it is argued will be the way of the future.



The need for improved communication networks between communities of practice within the Region continues to grow and has been highlighted as ESOs, especially those that are remote, require support with the mentoring of new potential advocates. Once again, digital platforms are being utilised and senior advocates may need to focus more on supporting others rather than being the ones to complete primary claims.

Regards,

Dr Bob Grandin

A/g Manager, Regional Implementation Group 1
Training

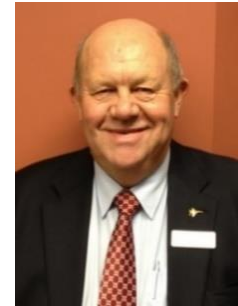
Region 2 Update – NSW, ACT, WA

No formal training activities have been undertaken in RIG 2 recently.

Training Pathway progress in Region Two for the reporting period, is as follows:

	C 1	C 2	C 3	W 1	W 2
Number enrolled	67	17	5	32	1
No activity since enrollment	12 (18 %)	6 (35 %)	2 (40 %)	9 (28 %)	-
No activity since May 2020	29 (43 %)	4 (24 %)	1	3	-
No activity in 2020	7 (10 %)	2	2 (40 %)	8 (25 %)	-

The Table does not highlight the numbers of candidates ready for Consolidation and Assessment training at the various levels, however, the percentages in brackets clearly show the level of stagnation of training across the Compensation stream. I am concerned by these figures and Regional Mentors and Candidate Mentors will be tasked to follow-up on the issue.



Regional Manager Temporary Absence

Due to impending knee surgery, I intend to hand the reins to Lorraine Grey who will stand in for me while I undertake my rehabilitation from the knife. Please refer all pertinent enquiries to her for action in the interim. PSO 2 will advise contact details for Lorraine upon request.

Regards,

Ian Thompson OAM

Manager, Regional Implementation Group 2

Region 3 Update – Vic, SA, TAS

My opening statement in last months update has come to be, additional COVID-19 restrictions are now in force in Victoria For Tasmania and South Australia the situation remains much the same as it did last month.

To those candidates undertaking training, their mentors and supporting ESOs I extend my sincere thanks for your tenacity to continue training under difficult circumstances. Veterans and their families will benefit from your newly gained and/or improved advocacy skills.



For candidates and mentors who have an active Work Experience Log, (WEL) I encourage both of you prior to making a WEL entry to ensure:

1. That you have completed the task explained in the milestone dialogue, and
2. That both the candidate and mentor entries meet or exceed the requirements seen under the message at the top of the WEL. The message is headed **Add new Log**

Auditing of WELs continues. The main reason for auditing is to identify WEL entry issues as early as possible, to advise mentors of the problem and to offer advice on the rectification process. Auditing also assists in the allocation of learning units via DVATrain (after seeking advice from the mentor) and identifies candidates that are approaching readiness for Consolidation and Assessment.

Currently waiting for assessment

Recognition of Prior Learning

- Wellbeing level 1x1
- Wellbeing level 2x3
- Compensation level 2x2
- Compensation level 3x4

Consolidation and Assessment

- Wellbeing level 1x3
- Wellbeing level 2x2
- Compensation level 1x2
- Compensation level 3x1

New nominations

- Compensation level 1x1
- Wellbeing level 1x2
- Wellbeing level 2x2

Requests for eLearning

- 10 across all Units of Competency

Notifications of Consolidation & Assessment

- Wellbeing level 2x2

Keep yourself and your family safe well.

Cheers,

Brian Milner

Manager, Regional Implementation Group 3

Continuing Professional Development

Welcome to spring!

We are now in the third year of CPD for many advocates. As mentioned in the August Update the third year is a significant year for many advocates who still need to gain those 45 important points required to remain **'Current'**.

Just a quick recap, as of 1 July 2021, if your CPD status indicates that you have been 'In Arrears' for three (3) years you will be deemed **'Not Current'**.

As part of our ongoing commitment to assist ESOs to manage their advocates CPD we have developed a facility in the Accredited Advocate Register that will allow ESO Authorised representatives to view the CPD status of their ESOs advocates for professional indemnity insurance and other purposes. The CPD team is planning on sending an email to Authorised representatives in late September advising them on how to use this facility to view their advocates' CPD progress.



In November the ATDP will also be contacting ESO management committees advising them that authorised representatives have access to their advocates CPD information so they can identify those that may require assistance in meeting their CPD obligations before 30 June 2021. Some ESOs may also need to consider the CPD status of their advocates in respect to any implications for their professional indemnity arrangements or other matters specific to the operation or rules of their individual organisations. Don't forget that advocates can also login to their personal CPD page at any time to view their own progress.

The CPD team is always looking for new CPD activities and new ways for advocates to earn CPD points, especially at the Level 3 and 4 level. There are always quite a few advocates submitting



essays and case-studies and the CPD team devote a considerable amount of time reading and checking these submissions. It would be helpful to us, and would earn you CPD points, to assist with the assessment and quality assurance process for these submissions. The CPD team have developed a structured methodology that would provide a basis for you to do this. If you are interested

please send an email to cpd@atdp.org.au or ATDP.communications@dva.gov.au

'We are always on the lookout for new CPD material and would like to hear from anybody who has ideas about what they would like to see in the CPD space. This is your chance to have input into the learning elements of CPD and to help this very small team of volunteers to come up with new material. If you have any suggestions please contact us at cpd@atdp.org.au'.

Further help? If you are having problems in meeting your CPD obligations or you have any general questions relating to CPD, please contact the CPD Team at cpd@atdp.org.au

Regards,

Brett Warner

CPD Team Leader

Program Support Update

We currently have 1 program scheduled for Welfare Level 2 Consolidation and Assessment. This will be running on 14-17 September 2020. This has been by invitation only based on the longest waiting advocates on the 'Ready List'.

The Program Support Officers have been busy with many housekeeping tasks which keep the effective running of the program happening in the background.

During this COVID-19 time, we have many advocates who take this opportunity to work on their Workplace Experience Logbook (WEL) or their e-learning.

We have had a problem with the Non-Liability Health Care e-learning module this past week, but it is now back functioning for those advocates who have it assigned to them.

The Program Support Officers will shortly be requesting the ATDP Accredited Authorised Person(s) for your ESO to provide your Secretary's details if we don't already have them on file. This information is required to assist with correctly addressing correspondence which will be sent out later in the year regarding the Continuing Professional Development (CPD) Status of advocates enrolled at your ESO.

If you would like any assistance from the Program Support Officers during this period, please feel free to contact us. It's business as usual!

Regards,

Elizabeth Owen

Program Support Team Leader



Letter to the Editor

Do you have a 'Letter to the Editor' about advocacy? We will be happy to publish your letters in the ATDP Updates.

If you would like to submit a letter please send it to: ATDP.COMMUNICATIONS@dva.gov.au

If you have any questions about the content of any article, or would like to provide feedback on any article in the *ATDP Update* please send it to info@atdp.org.au and we will respond as soon as possible.



IT Projects Update

Blessen Babu is the resident ATDP IT specialist and provides support to the National Training Manager, the CPD team and the Program Manager on multiple IT projects including the ATDP website, AAR, Online Management System and the CPD online portal.



My ATDP priorities for the past month have been:

ATDP Website

- Updated managing ESOs page by including the details of ESO executives.
- Managing Archived Milestones in the WEL.
- Updating reporting requirements by Region.
- Viewing Personnel notes for candidates in tabular forms.
- Accessing updated Statement of Principles file for candidates.
- Moved the new Orderly room administrative panel to the Orderly room website.
- Worked on known reported issues.

In the CPD space and AAR

- Added Unit of Competency archived date and the ESO join date for CPD point calculations.
- Added the new MILADC005 to the nomination form on the Accredited Advocate Register.
- Added a prototype for CPD statistics in the AAR.

My upcoming priorities for September are:

- Updating comment template for the new Orderly Room Blog.
- Continue support for daily business and activities.

Wayne's Words of Wisdom

This month's Words of Wisdom come from **Otto Von Bismarck** (1 April 1815 to 30 July 1898). He was a conservative German statesman who masterminded the unification of Germany in 1871 and served as its first chancellor until 1890, in which capacity he dominated European affairs for two decades.

Only a fool learns from his own mistakes. The wise man learns from the mistakes of others.



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Region 1 Program Support Officer SA time, 8.30-4.00 Mon-Fri	Amanda Williams	ps01@atdp.org.au 08 8290 0283 or 0484 820 620
Region 2 Program Support Officer SA time, 8.30-4.00 Mon-Fri	Elizabeth Owen	ps02@atdp.org.au 08 8290 0279 or 0484 076 849
Region 3 Program Support Officer SA time, 8.30-4.00 Mon-Fri	Phil Boys	ps03@atdp.org.au 08 8290 0273 or 0484 594 791

ATDP Contacts Acronyms and Abbreviations

AAR	Accredited Advocate Register
AP	Authorised Person (within the AAR)
ATDP	Advocacy Training and Development Program
C&A	Consolidation and Assessment Program
C1	Compensation Advocate Level 1
C2	Compensation Advocate Level 2
C3	Compensation Advocate Level 3
C4	Compensation Advocate Level 4
W1	Wellbeing Advocate Level 1
W2	Wellbeing Advocate Level 2
W3	Wellbeing Advocate Level 3
CoP	Community of Practice
ESO	Ex-Service Organisation
MTS	Major Training Services (ATDP's RTO)
PSO	Program Support Officer
RIG	Regional Implementation Group
RM1, 2 and 3	Regional Managers for the 3 ATDP Regional Implementation Groups
RPL	Recognition of Prior Learning
RTO	Registered Training Organisation
SoA	Statement of Attainment
TIP	Training and Information Program
UoC	Unit of Competency
VITA	Veterans Indemnity and Training Association (https://web.atdp.org.au/docs/vita/VITABrochure2019.pdf)
WEL	Workplace Experience Log