



# ATDP Update

February 2021

## *Roger's view*

As I write this the frustrations attributable to the differing views of our State and Territory Health Authorities continue. For the fourth time this year one or more facilitator/assessors has had their travel to a program prevented by a response to COVID-19 detection by another State. While ATDP assessment programs might not be seen as 'essential' by any particular State or Territory their interruption is very disruptive to a significant number of people. We do the best we can to accommodate last minute changes in travel restrictions but I do ask that you try to understand if your particular program is disrupted.



Nevertheless, the training team is conscious of the backlog for both Consolidation and Assessment and Recognition of Prior Learning. We have now conducted C&A Programs in Perth(2), Brisbane(2) and Adelaide (2) since travel became a little easier. Further C&A programs are planned for Melbourne and Brisbane before the end of this month and planning is well advanced for next month which will see the first of many RPL programs we intend to run before the end of June in addition to C&A.

Our National Training Manager, Greg Hoving, has devoted his contribution this month to addressing several of the questions that are often raised in relation to ATDP. I hope that you will find the time to read his contribution and be able to assist in promoting a better understanding of how and why ATDP operates the way it does. We do need to ensure that we maintain a high and consistent standard Nationally in our training and accreditation.

With the easing of travel restrictions it is to be hoped that not only are our assessment programs subject to less disruption but most importantly that Regional Managers and others can resume regular personal contact with CoPs and advocates. Our obsession with technology (and COVID-19) has, I fear, caused us to lose sight of the importance of human contact and interaction: and the younger generations are not the only ones who seem to be affected.

Finally, may 2021 bring you and your loved ones everything you hope for,

Stay safe; and keep your distance,

**Roger**



*Roger W Greene* OAM JP

Chair

Capability Framework Management Group

Phone: 0411 431 189

## National Training Manager Report

I'm sure that by now most readers will be fed up with reading or hearing about COVID-19 and the disruption it has caused to many aspects of our lives. COVID-19 has also caused a flurry of emails from advocates and trainees regarding continuation of training and specifically the assessment of candidates.



There is no doubt that COVID and the requirements of the various states, as well as DVA, have impacted the ability of ATDP to do its job and get candidates, ready for assessment, assessed and certified in a timely manner. Correspondents to ATDP have tendered many alternatives to what we do and the way we do it and I'd like to address some of the common criticisms or conceptions held.

### **Why is ATDP not conducting online assessments using ZOOM or similar?**

We have trialled online assessments using a web meeting platform. In short, they were found to be unsatisfactory from an assessor confidence perspective, due to a large number of issues. Later surveys of some of the candidates who participated, indicated that they too felt that they got little learning from the experience.

The issues ranged from individuals trying to speak when their microphones were muted, to others leaving them on while background noise created an issue for all other participants. Time zone differences created another issue as well as quality of internet service available to all participants.

All assessments require evidence to make a judgement about competence. When assessments are conducted remotely, the confidential evidence required as a significant part of the evidence, must be sent to an assessor. This is a weakness in confidentiality assurance. Face to face assessments means the assessor sights the confidential evidence but never gets to keep or copy the evidence. It remains in the candidate's possession at all times.

### **My mentor is best placed to assess me!**

Any assessor in the Vocational Training & Education (VET) sector must hold a minimum of two qualifications in order to assess candidates. Firstly, they must hold the unit of compensation in which they are assessing; secondly, they must hold at least the units of competency in enterprise training and assessment and work under supervision of a person with higher qualifications or they must hold the certificate IV TAE40116 or a higher qualification in adult education. Lastly, the assessor has to be deemed suitable by a Registered Training Organisation which has the course on their scope of registration. ATDP is a third-party provider of the training and assessment on behalf of the RTO so any assessor must also satisfy the requirements of ATDP.

Some correspondents seem to think these requirements are all ATDP policy: They are the requirements of the VET regulator which is the Australian Skills Quality Authority (ASQA).

### **The proof that I have met requirements is in my WEL!**

The Workplace Experience Log has been designed to guide a learner through a range of experiences, to which they become exposed in their workplace over time. Completion of all the milestones in the WEL should allow a learner to meet all the requirements of the Unit of Competency in terms of the performance and knowledge elements.

What an assessor must do is inspect the actual case file evidence cited at each milestone in order to validate the WEL entry. Assessors must also test the knowledge of a candidate by written and oral questioning as well as providing other exercised to assess skills.

Every assessment is done using an assessment instrument which has been developed by a subject matter expert, validated by another, as well as a qualified assessor and reviewed at regular intervals. The reason for this is to remove any notion of bias and to ensure consistency.

Take the scenario of a learner driver wanting to get a driver's licence. Learners are required to accumulate a number of hours of practical driving experience. Once their logbook is complete, granting a licence is certainly not done automatically. The logbook must be validated in terms of driving skill, by undertaking an assessment.

### **ATDP policy is preventing advocates from better serving veterans!**

Some correspondents seem to think that it is only they who are serving the veteran community and that ATDP is a hindrance. One such correspondent wrote *"my personal opinion that all this red tape and politics within the training regime need to be cut, and streamlined, so we can get more effective advocates on board and out in the community assisting veterans ASAP"*.

As pointed out above, ATDP does not make policy with regard to training and assessment requirements; ASQA does. ATDP just follows the rules.

It also needs to be understood that as advocates themselves, ATDP assessors also share the desire to serve the veteran community in the best way possible. That occurs by ensuring that only well trained, properly assessed advocates are available to the veteran community. Any weakening of the assessment process can only mean inconsistent standards and a lower level of advocacy service provision.

Until next time



**National Training Manager**

## Region 1 Update – Qld, NT

Level 1 and 3 C&As have been held in Region 1 and future programs for February, March and April are L1 Wellbeing; RPL; and L2 Compensation.

A set of modules has been placed upon the CPD activity site. To whom it will be available and whether it is a requirement for being a mentor is yet to be determined. Training will include the use of IT strategies and equipment by advocates, which it is argued will be the way of the future.

As we approach a significant turning point with the pandemic, it is hoped that support-based activity can be generated and we all regain the sense of working together.

Regards,

**Dr Bob Grandin**

A/g Manager, Regional Implementation Group 1



## Region 2 Update – NSW, ACT, WA

### Training

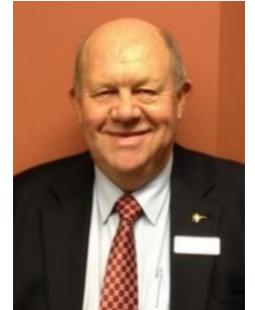
“No formal training activities have been undertaken in RIG 2 during the reporting period”. I guess by now readers are fed up with that statement, but I am happy to say that it is no longer the case. In early January, the ATDP Training Team travelled to Perth to conduct assessments across the Compensation and Well-being spectrum.

The opportunity reflected commencement of RIG 2 Consolidation and Assessment Programs following the events of 2020, however, all did not go to plan since CFMG Chair and NTM were unable to gain entry permits into WA. The absence of these key players meant that there were insufficient assessors on site and the C & A W1 was not conducted as scheduled. Our current intention is that additional C & A will be advertised for WA candidates as the need arises.

With approximately 80 candidates Nationwide, awaiting various assessment opportunities, ATDP intends to reduce the backlog as quickly as possible and this is apparent given that I have been ‘deployed’ to three assessment programs already in 2021 – and the year is only one month old!!

Following the general hiatus of ATDP consolidation and assessment during 2020, and the current upsurge in ATDP Programs, it now behoves all Mentors to encourage their candidates to strive to meet assessment criteria as quickly as they are able, commensurate with the ESO workload.

Another of my current tasks is to assign DVA Train eLearning modules to candidates as various WEL Modules are completed. I am surprised at the number of requests submitted to the PSO seeking assignment of eLearning despite significant deficiencies evident in the WEL records. A gentle reminder to all candidates that I am unable (*due to Regulatory requirements*) to assign



learning if all preceding Milestones have not been completed and recorded by the candidate, and furthermore, Mentor comments are included for all entries prior to the request for DVA Train access. Failure to comply with the stated requirements results in frustration for all parties concerned when I reject the request for additional eLearning modules.

### **Regional Manager Activities for the Period**

- Attended C & A 2 Program, Perth RSL, 12 to 15 January 2021
- Attended C & A 3 Program, Brisbane DVA, 19 to 22 January 2021
- Attended C & A 1 Program, Adelaide, 02 to 05 February 2021
- Reviewed ATDP Mentoring eLearning Module
- Reviewed ATDP VEA eLearning Module
- Attended Advocacy Workshop, 29 January 2021

Welcome to 2021 and a very successful training period to all.

Regards,

***Ian Thompson OAM***

Manager, Regional Implementation Group 2

## **Region 3 Update – Vic, SA, TAS**

Welcome to 2021, let's hope that it is more normal than last year. Already there are indications of improvement with face to face Consolidation and Assessment programs taking place and more candidates and their mentors able to gain access to their normal workplace.

Entries into **Work Experience Logs (WEL)** are also on the increase. With that in mind I want to repeat some of the comments I made in last November's update relating to **Mentors**:

- Schedule how often you check WEL entries.
- Establish an agreed method, location and timings for communication with your candidate.
- Ensure that WEL entries address the milestone requirement.
- Milestone entries must indicate what has been learnt and any difficulties encountered. If the entries do not address the milestone and/or what has been learnt then, you as the mentor need to discuss any shortcomings with the candidate ASAP. If the comment needs removing please contact me by email.



I encourage you to read again the article written by Greg Hoving (*ATDP National Training Manager - NTM*) in the December 2020 ATDP update. It expands on my comments above and

leaves no doubt as to the importance of being able to produce evidence when consideration is being evaluated for a candidate to attend a Consolidation and Assessment program. The milestones that require evidence (*for Compensation and Wellbeing levels 1&2*) are notated “*Documentary records created during the conduct of this milestone required for C&A*”, or similar wording.

<b>Candidates panelled for Consolidation &amp; Assessment</b>	<b>Candidates waiting for Consolidation and Assessment</b>	<b>Advocates waiting for Recognition of Prior Learning</b>
Compensation level 1 x 4	Compensation level 1x 2	Compensation level 2 x 2
Compensation level 2 x 5	Compensation level 2 x 3	Compensation level 3 x 4
Wellbeing level 1 x 3	Compensation level 3 x 1	Wellbeing level 2 x 3
	Wellbeing level 1 x 4	
	Wellbeing level 2 x 2	
<b>Mentor Notifications</b>	<b>New Enrolments</b>	<b>Archived</b>
eLearning x 8	Compensation level 1 x 3	Compensation x 7
Consolidation & Assessment x 5	Compensation level 3 x 2	Wellbeing x 7
	Wellbeing level 1 x 2	
	Wellbeing level 2 x 1	

A Region 3 meeting is scheduled for 3 March 2021 via electronic means.

Remain wise, safe and well.

**Brian Milner**

Manager, Regional Implementation Group 3

## Continuing Professional Development

Welcome to 2021 and goodbye to 2020, what a year it was. Starting 2021 in WA has been interesting as we are now in a five day lockdown, fires are destroying homes and cyclones moving through up North.

With the commencement of 2021 and the pandemic retreating (on some fronts) ATDP is resuming some sort of normality. We have already held Consolidation and Assessment courses in Brisbane and Adelaide with more courses scheduled as the year progresses.

In the last CPD article for 2020, I informed you of some great offerings particularly for Mentors which I'd like to mention again as one is available as of now and the other is nearing completion.

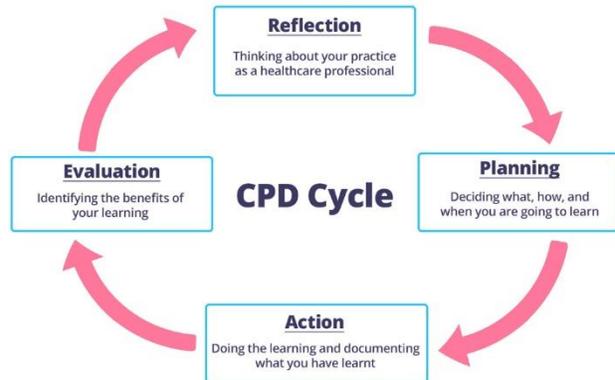
The new CPD activity ***Mentoring in the ATDP - Continuing Professional Development (CPD)*** is directed specifically towards the support and continued professional development needs of those Advocates who are approved ATDP Mentors. This new CPD activity can be found in the CPD home page under the tab **CPD Workspace**. It consists of Five (5) Units, all of which have a specific focus.



Each Unit contains a PowerPoint presentation together with voice over and once a presentation has been previewed, a Mentor can then take an online quiz. Successful completion of the quiz will earn Two (2) CPD points. A Mentor must answer all quiz questions correctly before proceeding to the next Unit. All Units must be completed sequentially. Once all Units are successfully completed, a Mentor can earn 10 CPD points for their effort. An email is to be sent out in the next couple of days advising all ATDP authorised Mentors that this option is now available.

The second offering that will soon be available is Mentor eLearning. This activity will enable Mentors to complete the same eLearning Units as their Mentees with the added benefit of being able to earn CPD points.

Mentors will be able to register their intent to participate by completing an On-line application form. This form can be found in the CPD Homepage by going to Workplace Activities, clicking on the item **Mentor eLearning** and once completed, the form can then be submitted online. The development of the module **Mentor eLearning** is almost completed will be available to Mentors very soon. I'll provide more detailed information then.



On the administrative front, the CPD team will be holding a meeting this month to review the 'State of play' of CPD. This will include, reviewing how CPD is travelling, what changes need to be made to make it easier to access for advocates, finalising arrangements for the end of Year Three (3) (where it is possible for an advocate to become '**Not Current**' for CPD if they have not completed the required 45 points over the current three year rolling period) and reviewing current CPD offerings and identifying new opportunities for 2021. **Remember, failure to achieve the 45 CPD point target MAY mean that you WILL NOT have VITA Professional Indemnity Insurance cover for 2021.**

Talk next month.

**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](mailto:cpd@atdp.org.au)

Regards,

**Brett Warner**

CPD Team Leader

## Letters to the Editor



Do you have a **'Letter to the Editor'** about advocacy? The Update and Advocacy News are wanting your stories to tell...

If you would like to submit a letter or article please send it to: [ATDP.COMMUNICATIONS@dva.gov.au](mailto:ATDP.COMMUNICATIONS@dva.gov.au)

## Program Support Update

The New Year has seen us hit the ground running with over 18 nominations for new training already received in January. All of the Program Support Officers (PSOs) were back at work on 4 January to help deal with the enquiries which came in over the Christmas break.

We have reached another milestone in the number of Units of Competency which have been awarded as of 25 January; 1100 Units of Competency has been issued since the inception of the ATDP program. This is a great achievement for the program and for the advocates who have earned their award. But where are these advocates located? *Here is a breakdown by location:*



### Advocates Numbers by State

Stream	ACT	NSW	VIC	QLD	SA	TAS	NT	WA	Total
Both	1	34	27	84	8	4	2	12	172
Wellbeing	2	53	62	81	10	8	0	10	226
Compensation	14	98	65	92	13	6	1	19	308
Total	17	185	154	257	31	18	3	41	706

The PSOs continue to provide support services for RMs, advocates, ESOs and the Training Team. I wish everyone a successful and prosperous 2021.

Regards,

**Elizabeth Owen**

Program Support Team Leader

**February 2021**

## 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:***

- Complete 5 Mentor CPD units and Quiz's. This is now available on the CPD Workspace for all Mentors to access.
- Complete the interface for CPD admin and Regional Mentors.
- A new Mentor eLearning module is currently under testing and will be available for mentors in the coming weeks.
- Prepared and posted group emails to all ESOs regarding CPD compliance.
- Working on the file management process between the ATDP main domain and the ATDP website.
- The Accredited Advocate Register database has been updated to the latest version.
- Continuing to implement the security testing recommendations for the ATDP website.
- I have continued to make changes and improve the upcoming Orderly Room blogsite. (The development and implementation of this function has been delayed due to website security testing priorities and CPD development and will be implemented soon).

Regards,

***Blessen***

ATDP IT specialist

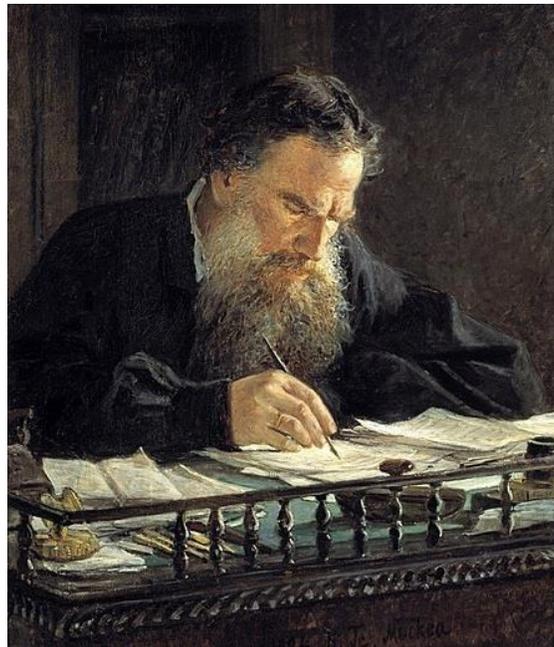
## Wayne's Words of Wisdom

This month's *Wayne's Words of Wisdom* comes from *Leo Tolstoy*.

Count Lev Nikolayevich Tolstoy, usually referred to in English as Leo Tolstoy, was a Russian writer who is regarded as one of the greatest authors of all time. He received nominations for the Nobel Prize in Literature every year from 1902 to 1906 and for the Nobel Peace Prize in 1901, 1902, and 1909. Born to an aristocratic Russian family in 1828, Tolstoy is best known for the novels *War and Peace* (1869) and *Anna Karenina* (1878), which are often cited as pinnacles of realist fiction.

**The quote for this month is...**

*"A man is like a fraction whose numerator is what he is and whose denominator is what he thinks of himself. The larger the denominator, the smaller the fraction".*



## ATDP Contacts

	Information	<a href="mailto:info@atdp.org.au">info@atdp.org.au</a>
<b>ATDP Enquiries</b>	Enquiries	<a href="mailto:ATDPenquiries@dva.gov.au">ATDPenquiries@dva.gov.au</a>
<b>ATDP Communications</b>	Communications	<a href="mailto:communications@atdp.org.au">communications@atdp.org.au</a>
<b>ATDP National Training Manager (NTM)</b>	Greg Hoving	<a href="mailto:ntm@atdp.org.au">ntm@atdp.org.au</a>
<b>Continuing Professional Development (CPD) - Manager</b>	Brett Warner	<a href="mailto:cpd@atdp.org.au">cpd@atdp.org.au</a>
<b>Regional Manager (RM) 1 - Qld/NT</b>	Bob Grandin	<a href="mailto:rm1@atdp.org.au">rm1@atdp.org.au</a>
<b>Regional Manager (RM) 2 - NSW/WA/ACT</b>	Ian Thompson	<a href="mailto:rm2@atdp.org.au">rm2@atdp.org.au</a>
<b>Regional Manager (RM) 3 - Vic/SA/Tas</b>	Brian Milner	<a href="mailto:rm3@atdp.org.au">rm3@atdp.org.au</a>
<b>Program Support Team Leader SA time, 8.30-4.00, Mon-Fri</b>	Elizabeth Owen	<a href="mailto:psomanager@atdp.org.au">psomanager@atdp.org.au</a> 08 8290 0499 or 0484 093 016
<b>Region 1 Program Support Officer (PSO) SA time, 8.30-4.00, Mon-Fri</b>	Amanda Williams	<a href="mailto:pso1@atdp.org.au">pso1@atdp.org.au</a> 08 8290 0283 or 0484 820 620
<b>Region 2 Program Support Officer (PSO) EST time, 9.00-5.00, Mon-Fri</b>	Samone Mason	<a href="mailto:pso2@atdp.org.au">pso2@atdp.org.au</a> 02 6276 4828
<b>Region 3 Program Support Officer (PSO) SA time, 8.30-4.00, Mon-Fri</b>	Phil Boys	<a href="mailto:pso3@atdp.org.au">pso3@atdp.org.au</a> 08 8290 0273 or 0484 594 791

## ATDP Acronyms and Abbreviations

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