



**Australian
Breastfeeding
Association**

Interested in training as a community breastfeeding mentor?

**Essential pre-course information for the 10961NAT Course in
Community Breastfeeding Mentoring**

**ALL RELEVANT ABA POLICIES CAN BE ACCESSED ON THE ABA WEBSITE
www.breastfeeding.asn.au**

*The Australian Breastfeeding Association receives funding from the Australian Government
Complies with SRT0 2025 - Outcome Standards / Compliance Standards / Credential Policy*

Revision History

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1.1	May 2022	Revisions to formatting and minor amendments to text
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Interested in training to be a community breastfeeding mentor?



Some answers to questions you might have

What is a breastfeeding community mentor?

Outcome Standard 2.1

Are you interested in helping your community to be healthier? Are you interested in breastfeeding and helping mothers? If so, becoming a breastfeeding community mentor is something you might like to do.

Mothers need to learn how to breastfeed and be a mother. They need help and support while they learn this.

The best people to help and support them are people they know, respect and trust in their community. Community breastfeeding mentors talk to mothers in their own language and build their trust and respect.

Community breastfeeding mentors are people who know the basics of breastfeeding and are trained to support mothers in their own community to breastfeed. Mentors are trained to give mothers information on where they are able to get the help they need if they are having breastfeeding problems.

Community breastfeeding mentors also promote breastfeeding in the community.

Community breastfeeding mentors may do this role as part of their work or something they do as a community volunteer.

Community mentors do not give advice or fix family problems.

Community breastfeeding mentors are trained to:

- listen and talk to mothers and families about breastfeeding
- give breastfeeding information to mothers and families
- promote and encourage breastfeeding in the community
- respect mother's decisions and beliefs
- keep information about other people private
- guide mothers to ask for help if they have difficult breastfeeding problems
- follow any mandatory reporting or workplace requirements

Who can train as a breastfeeding community mentor?

Outcome Standard 2.1

Volunteers and health, education and other community workers can be community breastfeeding mentors. Mentors need to be people that others in the community feel comfortable with and who have similar cultural backgrounds. Mentors can be parents, grandparents, aunties, uncles, and young adults.

What are the responsibilities of a breastfeeding community mentor?

Outcome Standard 2.1

When you are a community breastfeeding mentor you will have the following responsibilities:

1. Confidentiality and respect

People will tell community breastfeeding mentors their stories and personal information because they trust them not to tell others. A community breastfeeding mentor must keep other people's stories and information private.

Community breastfeeding mentors do not boss mothers and their families around. They give information and encouragement to mothers learning to breastfeed their babies and care for their families.

Community breastfeeding mentors do not tell mothers that they have to breastfeed their babies. They respect what mothers decide to do. Mentors talk about breastfeeding, give out breastfeeding information and answer some breastfeeding questions.

When mothers have bigger breastfeeding questions or problems, mentors tell them who can help.

Community breastfeeding mentors can only look after or touch the baby if the mother says they can.

2. Mandatory and other reporting

In some states, community breastfeeding mentors need to know about mandatory reporting laws. Community breastfeeding mentors who work for an Aboriginal Medical Service or other community organisation or health service will need to know about and follow any procedures for records or reports they have to keep.

3. Giving the right information about breastfeeding

Community breastfeeding mentors keep learning about breastfeeding so they can give the right information and answer any stories about breastfeeding that are not true.

Community breastfeeding mentors find ways to let the community know how important breastfeeding is.

4. Other responsibilities

If you work as a community breastfeeding mentor for an Aboriginal Medical Service or other workplace, you may have other responsibilities. You need to check what these are.

Will the training give me a qualification?

Outcome Standard 2.1

Compliance Standard Part 2 Division 1 7, 8, Division 2 9, 10, 11

The training to become a community breastfeeding mentor is a nationally recognised short course – the **10961NAT Course in Community Breastfeeding Mentoring** under the Australian Qualifications Framework (AQF) in Vocational Education and Training (VET).

Because the Australian Breastfeeding Association (ABA) is an RTO, if you successfully complete all the work for the course and are assessed as competent you will be issued with a Statement of Attainment for the 10961NAT Course in Community Breastfeeding Mentoring that complies with the AQF. ABA will record and report on all Qualifications and Statement of Attainments issued to the regulating bodies.

If you do not complete the assessment work you will get a Certificate of Participation.

What happens if I lose my Statement of Attainment?

Outcome Standard 2.1

You are responsible for the safe storage of your Statement of Attainment. If you do lose it and you want to get a new copy, replacement certificates are available from ABA upon proof of identity and payment of \$25 to cover the search for verification of data and the printing of the new Statement of Attainment.

Can I get professional point recognition for the workshop?

Outcome Standard 2.1

Yes, ABA can organise the allocation of IBCLC and Midwifery points if you successfully complete it.

Your certificate for the workshop can also be used as evidence of continuing professional development for a number of health professional ongoing registration requirements.

How much training do I have to do?

Outcome Standard 2.1

Compliance Standard Part 2 Division 1 7

The community breastfeeding mentor training is delivered as a two-day workshop where you work in small groups together to do activities and talk about and practise what you are learning. There are a maximum of 15 participants in a workshop and two trainers to help you so there is always help if you ever think you do not know something or feel uncomfortable.

All of the assessment work is part of the workshop activities, and you will complete the tasks for the assessments at different times during the workshop. You will be working with others from your community to be a breastfeeding community mentor. If you think or feel you are not ready for any of the activities, you will be able to have more time and another go later.

Sometimes things happen that mean you are not able to attend all the workshop. You can still learn a lot about breastfeeding by coming to as much of the workshop as you can. You can choose not to finish the assessments, but you can also talk to the trainers about how to finish and submit the assessments.

At the end of each workshop, we always ask if people enjoyed it and whether they learnt anything and they always tell us how much they learnt and enjoyed the workshop! If you want to ask more about this, you can contact us at training@breastfeeding.asn.au

What will I learn?

Outcome Standard 2.1

Compliance Standard Part 2 Division 1 7, 8

Breastfeeding is the normal way for a mother to feed a baby, but breastfeeding takes time to learn.

During the workshop you will learn and practise breastfeeding and mentoring skills and knowledge to help mothers in your community.

Breastfeeding skills and knowledge

1. There are health and other reasons for mothers and babies to breastfeed
2. How breasts make and give milk – this explains:
 - The structure (anatomy) of a mother's breast
 - All about breastmilk
 - Let down reflex
 - Understanding supply and demand
 - How to work out if babies are getting enough breastmilk
3. Getting baby onto the breast
4. How most babies tell us what they need – this explains:
 - How babies tell us they are hungry
 - Why babies need frequent breastfeeds
 - What breastfed babies weight gains and growth patterns tell us
 - Why babies cry and fuss
 - Babies sleep patterns and breastfeeding
 - What breastfed babies poos and wees and vomit tell us
 - Sleep and breastfeeding
 - What breastfed babies' poos and wees tell us
5. How to deal with basic breastfeeding problems
6. Starting family foods and weaning
7. When a mother is away from her baby
8. How fathers, partners, family and friends can help

9. Wrong stories about breastfeeding
10. What parents need to know about using formula

Mentoring skills and knowledge

1. Respecting a mother's breastfeeding and parenting decisions
2. Keeping mothers' breastfeeding stories private
3. Listening to what mothers are really saying
4. Using empathy to help mothers understand how they feel
5. Encouraging and supporting mothers
6. Providing and explaining up-to-date breastfeeding information and resources
7. Sticking to what you are trained to do as a mentor and referring mothers for more help
8. Promoting breastfeeding in the local community
9. Exploring with mum other help she can get and ending the mentoring relationship
10. Debriefing and self-review

What support will I get if I have problems with learning?

Outcome Standard 2.1, 2.2, 2.3, 2.4, 2.5, 2.6, 4.1

If you are worried that your reading and writing skills will be a problem for you, this workshop has been designed for practical learning for learners with a wide range of learning backgrounds and skill levels. There is individual support available from the trainers during the workshop.

If you have a specific need or if you think you may need more help you can discuss this with us. ABA provides as much support as possible and where needed makes reasonable adjustments. However, there are limitations to the support ABA is able to provide. ABA does not provide support which requires special equipment or professional knowledge and skills outside of breastfeeding education.

For further information, please refer to the Learner Support Policy and Procedures on ABA's website for further information.

What resources will I get to help me be a community breastfeeding mentor?

Outcome Standard 2.1, 1.8

By doing this workshop you will get a number of great ABA resources to help mothers in your community to breastfeed.

One of the great resources you will get is a 12-month membership of ABA. This gives you access to all the wonderful resources of the Association. These include:

- a copy of *Breastfeeding... naturally* – our book that can help answer the questions every parent has about breastfeeding
- Essence Magazine which shares stories of other mothers' experiences and has up-to-date information about breastfeeding and is published every three months
- Monthly eNewsletters with information about current activities and resources to support breastfeeding and parenting

During the workshop you will also receive a range of resources to use. These include:

- The Learner Guide
- The Community Breastfeeding Mentor Flipbook
- Normal Nappies Fact Sheet
- Feeding Cues Chart
- Ideas to try when your baby needs soothing chart

Plus, you will also work with your small group to think about what kind of breastfeeding resource would work best for your community and develop your own community resource.

How much will it cost me?

Outcome Standard 2.1

Compliance Standard Part 2 Division 1 7

If you are doing this course your enrolment and workshop costs are usually being sponsored by funding or by an organisation who has organised for ABA to deliver the course.

You will need to check with the organisation sponsoring your enrolment and participation what costs you may occur.

What do I need to do to enrol?

Outcome Standard 2.1

Compliance Standard Part 2 Division 2 12

To enrol in this course you must first tell the organisation who is paying for the workshop that you are going to attend. There is a maximum of 15 in each workshop and they need to

know you are going to be there! They will give you the information about the dates for the workshop and the time to arrive each day.

At this stage you may need to complete and return some pre-enrolment information to the workshop organiser.

When you attend the workshop, the trainers will explain how to complete the enrolment form and help you if you are not sure what to do.

Because you are enrolling in a nationally recognised course in the VET system you will need to have a USI – Unique Student Identifier.

What is a USI

Outcome Standard 2.1

Compliance Standard Part 2 Division 2 12

All students in Australia who do nationally recognised courses – (VET or at Uni) – now are given their own USI – Unique Student Identifier they must use every time they enrol in a course.

ABA cannot issue you with qualifications or statements of attainment without your USI. Your enrolment in the course cannot be confirmed until ABA has verified a valid USI for you.

If you already have a USI from doing another course:

Please bring to the workshop:

- your USI
- A copy of the ID (as above) that you registered for your USI

Note: *We need to verify your USI in the system. Therefore, your **date of birth** and the **address** must be matched to the information you gave to the USI.*

If you think you might have a USI but are not sure what it is:

No problem! Simply call USI on 13 38 73 and they can give you this information.

Unfortunately, due to privacy laws, this is not something we can do for you.

Then please bring the USI and the ID along with you.

If you DO NOT have a USI do not worry - we can create one for you if you bring a copy of ONE of the following to the workshop:

- Current Driver's License
- Medicare Card
- Birth Certificate (Australian)
- Citizenship Certificate (Australian)

- Passport (Australian)
- Certificate of Registration by Descent

For students who are exempt from getting a USI, the results of their training will not be included in the USI system.

Where you can get more information and help

Outcome Standard 2.1, 2.3

For information and help you can contact the training administration team at the ABA National Support Office. This office is open between 9.00am to 5.00pm Eastern Standard time Monday to Friday.

Contact details are:

Email: training@breastfeeding.asn.au

Phone number: 03 9690 4620

Postal address: PO BOX 33221, Melbourne VIC 3004

You can also get further information regarding courses offered by ABA and the policies and procedures that apply when enrolling in a course with ABA by going to:

www.breastfeeding.asn.au/training

Information we need to tell you about doing VET training with ABA

Our quality assurance guarantee

Outcome Standard 2.1, 1.4, 1.5, 4.4

ABA's mission is:

As Australia's leading authority on breastfeeding:

- To educate society and support mothers, using up-to-date research findings and the practical experiences of many women.
- To influence society to acknowledge breastfeeding as normal, and important to skilled and loving parenting.

ABA is committed to providing a high standard of training in support of breastfeeding. ABA has in place ongoing review systems that address learner needs, training delivery and assessment and organisational management. To assist with this process ABA will request feedback from learners. This will at all times be confidential and voluntary.

ABA will advise you as soon as practicable if there is a change in ownership.

Qualifications of our trainers and assessors

Outcome Standard 2.1, 3.2, 3.3

Credential Policy Section 1 1

Training and assessment is delivered to VET students by credentialed people with current skills and knowledge in training and assessment.

Training and assessment is only delivered by persons who hold the appropriate credentials for the delivery of training and assessment as specified in the Credential Policy

Where the Credential Policy permits a person to deliver any training or assessment under direction, ABA has systems in place that ensure the person does not make assessment judgements and is delivering quality training and assessment

ABA ensures all trainers and assessors undertake continuing professional development to maintain current skills and knowledge in training and assessment, including skills and knowledge relating to engaging and supporting VET students.

Training and assessment is delivered by people with current industry skills and knowledge relevant to this qualification.

Each person delivering training or assessment:

- (i) has industry competencies, skills and knowledge that are relevant to, and at least to the

- level of, the training product being delivered and/or assessed
- (ii) maintains an understanding of current industry practices

Confidentiality, accessing records and student numbers

Outcome Standard 2.1, 4.1

Compliance Standard Part 2 Division 3 20

ABA needs to keep records of learners' enrolment, progress and results in each course. Registered Training Organisations have a requirement for statistical reporting to the Government. ABA will limit the information requested from learners to the minimum required for adequate administration of training and assessment and legislative reporting requirements.

ABA and those acting on its behalf have in place measures to safeguard any confidential information obtained from students. All records are kept in accordance with ABA's Privacy Policy.

Except when required by law ABA will not divulge to any third party ANY information about a person – including whether or not that person is actually enrolled. ABA will not use photos or the names of learners in promotional activities without their written permission.

Students are able to access their personal records and apply to be issued with a course transcript. Students wishing to access their records must apply using the Student Information and Result Request form, available from National Office.

All ABA members are provided with a unique membership number. Learners are expected to use their membership number on all submitted assessment work and requests to National Office for information.

For further information, please refer to the Privacy policy for Training available on the ABA website

Complaints and appeals

Outcome Standard 2.1, 2.7, 2.8, 4.1, 4.4

ABA will address all complaints and appeals in an efficient, fair, impartial and transparent manner in accordance with the principles of natural justice and equity

Complaints

If a learner has concerns about what is happening in their training and/or assessment they can resolve it by informal means or go through a formal appeals process.

The formal complaints process provides the learner with the right to have an independent person review the complaint and provide written feedback with reasons for the decision reached within a specified time frame. The learner has the right to present their case in person.

Appeals

All learners have the right to appeal the assessment decision if they feel the assessment process has not made an appropriate assessment of their competence.

An appeal would, in most cases, be followed by reassessment by a different assessor.

Written feedback will be provided to the learner on the outcomes of this assessment. Further appeal processes are available.

For more detailed information please refer to the Complaints and Appeals policy and resolution procedure available on the ABA website.

Assessment processes and policy

Outcome Standard 2.1, 1.1, 1.3, 1.4, 4.1

ABA uses competency-based assessment to check what you know or have learned.

Competency based assessment is the process of collecting evidence and making judgments against set criteria. Learners must demonstrate that they are competent in a variety of ways and over a period of time. ABA's assessments meet the requirements of the endorsed components of Training Packages and the outcomes specified in accredited courses within the scope of its registration.

As a Registered Training Organisation, the Australian Breastfeeding Association must adhere to the principles, standards and protocols of the Vocational Education and Training Framework, including those relating to assessment.

Assessments in ABA will take a variety of forms to provide a sufficient range of evidence that is valid, current, sufficient and authentic to enable judgements to be made about the learner's achievement of competency and follow the principles of validity, reliability, fairness and flexibility.

ABA assessments provide for applicants to be informed of the context and purpose of the assessment and the assessment process and focus on the application of knowledge and skill to the standard of performance required in the work environment.

Learners are to submit assessments with a signed coversheet declaring the authenticity of their work. Assessments for units of competency are graded as competent or not yet competent. Tasks completed to gather evidence for competency in a unit are graded as satisfactory or not yet satisfactory.

For further information, please refer to the Assessment policy available on the ABA website

Cheating and disciplinary action

Outcome Standard 2.1, 4.1

Cheating during assessments can take a number of forms, including but not limited to:

- Plagiarism, where learners use another person's work (see below)
- Unauthorised use of assessment guidelines for responses to ensure correct answers

Plagiarism

It is essential that the work learners are assessed on is their own. For example, copying or using the work, writing, drawings or photographs created by other people and passing them off as your own is plagiarism. Learners must make it clear if and when they are quoting or using another person's work.

Penalties

Trainers and assessors will review submitted assessments for evidence of cheating or plagiarism. If learners are found to have submitted work that is not their own or have used unfair means to gain advantage in the assessment process, the assessment in question will be cancelled and another assessment event substituted. Learners will be counselled on their actions. If learners dispute the assessment decision on their unfair advantage or cheating the process for appealing assessment decisions is to be followed.

Repeated proven episodes of cheating during the assessment process will result in the discontinuation of training to learners.

For further information, please refer to the Misconduct Policy for Training available on the ABA website.