



**Australian
Breastfeeding
Association**

Essential Pre- Course Information

11451NAT Diploma of Breastfeeding Management

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 the Standards for RTOs 2025 – Outcome Standards, Compliance Standards and Credential
Policy*

Revision History

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Interested in completing the 11451NAT Diploma of Breastfeeding Management with ABA?

Outcome Standard 2.1

Compliance Standards Part 2 Division 2 sections 7 and 14

We welcome your interest in completing the 11451NAT Diploma of Breastfeeding Management with Australian Breastfeeding Association (ABA).

Before you make your decision to enrol, we encourage you to think carefully about what is involved as completing the diploma course does take time and commitment.

The aim of this **pre-course information booklet** is to provide you with the information you need to make your decision.

How ABA philosophies, policies and ethical conduct underpin the work of the Association

ABA's Vision

Breastfeeding is recognised as important by all Australians and is culturally normal.

ABA's Mission

As Australia's leading authority on breastfeeding, ABA supports, educates and advocates for a breastfeeding inclusive society.

ABA has a *Code of Ethics* that underpins the work that ABA does in supporting mothers and babies. This Code of Ethics includes working collaboratively with hospitals and other health-care providers.

You may like to read *The Code of Ethics* and the *Position Statement on Breastfeeding*. These are available to read and download on the ABA website www.breastfeeding.asn.au.

ABA has position statements on a range of issues including breastfeeding, safe infant sleep, donor milk, the code of marketing of breastmilk substitutes and these may be accessed on the ABA website as above.

The diploma course explores a range of viewpoints and is based on the latest evidence-based research. It also acknowledges the legislative requirements and constraints of working as a health professional in today's health care environment.

All learners are required to comply with copyright provisions for Australian Breastfeeding Association training materials and resources, as they are the intellectual property of the Association. This means any **ABA resources and materials** that are provided during the course cannot be reproduced by part or whole. Acknowledgement needs to be given whenever any ABA resources and materials are quoted or referred to.

The 11451NAT Diploma of Breastfeeding Management

Outcome Standard 2.1

Compliance Standards Part 2 Division 2 sections 7.1, 7.2 and 14

The diploma has 12 units in total to complete, comprising 10 core units and 2 elective units.

The units in the course offer learners skills and knowledge in the following areas:

- taking lactation histories and conducting breastfeeding assessments
- management of common breastfeeding situations and problems
- providing counselling to support breastfeeding
- facilitating infant and maternal nutrition during lactation
- creating environments to protect, promote and support breastfeeding
- legal and ethical framework in providing breastfeeding support
- evaluating and counselling on the use of breastmilk substitutes
- using critical appraisal skills to evaluate human lactation research

The structure of the course and an outline of what each unit covers are provided in this information booklet in **Appendix 3** and **Appendix 4**.

The training program offered by ABA is designed to support learners to finish within 12 months.

The 11451NAT Diploma of Breastfeeding Management replaces the 10960NAT Diploma of Breastfeeding Management and has been deemed equivalent. Learners enrolled in the previous 10960NAT Diploma of Breastfeeding Management course will be supported to transition to the 11451NAT Diploma of Breastfeeding Management, where required.

Enrolments for the 11451NAT Diploma of Breastfeeding Management will open in mid-late 2026.

Am I eligible to do the course?

Outcome Standards 1.8, 2.1, 2.2

This qualification is appropriate for professionals working in the health industry as well as volunteer workers in the breastfeeding information and support industry.

Essential entry requirements

Entrants to the 11451NAT Diploma of Breastfeeding Management must:

- meet the requirements for working with children in the relevant Australian

State/Territory or with the relevant national government.

- live in Australia and be eligible to have a Unique Student Identifier (USI) or be resident in a country that ABA has listed with ASQA to deliver offshore training to
- have access to a workplace environment (volunteer or paid) that provides breastfeeding information and support to women in order to complete required practical assessments
- have high level language, literacy and numeracy levels – sufficient to interpret complex documents, critically evaluate research, document case histories, complete reports, establish and maintain effective communication with a range of clients and reflect on quality of service provided.

Recommended entry requirements

Entrants should have:

- a health professional background or equivalent volunteer or other experience related to the care of women and families

Computer devices and internet connection are essential during training as the delivery of the diploma course will require some flexibility, including options to view online content. Learners need to have basic digital literacy skills to download, save, edit and upload documents in the required file types. All assessment kits are in digital format.

How do I enrol?

- Contact Training Administration at ABA National Support Office on (03)9690-4620 or by emailing training@breastfeeding.asn.au and have a pre-enrolment discussion with a Training and Education officer
- Complete the online enrolment form
- Complete and submit evidence of a Working with Children Check
- Provide evidence of photo identification and evidence of current driver's licence or proof of identity
- Pay the administration fee online

How much does it cost to complete the course?

Outcome Standard 2.1

Compliance Standards Part 2 Division 1 section 7

The 11451NAT Diploma of Breastfeeding Management costs a total of \$9,500 which is paid in instalments as detailed below:

- **Administration fee \$500** (must be paid at enrolment and is non- refundable)
- **12 instalments of \$750**
- **The instalments must be paid prior to commencing a course unit**

The initial enrolment fee includes Virtual Village or volunteer membership to ABA. This is essential to ensure learners are covered for indemnity insurance.

If you are already a Virtual Village or volunteer member of ABA, your membership will be extended by 12 months when you enrol in the diploma course. Learners who take longer than 12 months to complete the course may be eligible for a complimentary renewal of their Virtual Village or volunteer ABA membership based on their course progression.

Also included in the enrolment fee is a copy of *Breastfeeding Management in Australia* 5th ed., edited by Wendy Brodribb.

If you are interested in completing only a select number of units of the 11451NAT Diploma of Breastfeeding Management course, please contact the Training and Education Officer by emailing training@breastfeeding.asn.au or by phoning ABA National Support Office on (03) 9690 4620 and asking for the Training and Education Officer.

Learners may be able to apply for Recognition of Prior Learning (RPL) at a cost of \$350 per unit.

Other costs **may** include:

- incidental telephone, data/internet and/or postage costs related to study
- stationery and computer-related costs
- personal copies of breastfeeding and counselling texts if purchased
- travel/accommodation at workshops if required
- cost of a 'Working with Children Check' or equivalent checks in relevant States / Territories.

Government funding entitlements

Outcome Standard 2.1

Compliance Standards Part 2 Division 1 section 7

You may be accessing Australian government funding entitlements that may reduce your ability to access such funding in the future (such as arrangements that limit funding to one qualification for a person). If you are, please check with your Australian state funding eligibility.

Currently there is no funding assistance available via the Australian government VET Student Loans or VET FEE-HELP programs.

Cancellation policy

Outcome Standards 2.1, 4.1

Compliance Standards Part 2 Division 1 section 7

For enrolments cancelled more than 21 days before program or course commencement:

If a client cancels enrolment in a program or course 21 days or more before commencement, ABA will refund the course fees (non-refundable registration fees are excluded) and charges paid by/for the client for a program or course. ABA will also cancel any remaining payments that have been scheduled in respect of the enrolment.

For enrolments cancelled between 14 to 21 days prior to program or course commencement:

If a client cancels enrolment in a program or course between 14 to 21 days before commencement, ABA will refund 50% of the fees and charges (non-refundable registration fees are excluded) paid by or for the client.

For enrolments cancelled 14 days or less prior to or after course commencement:

If a client cancels enrolment in a program or course 14 days or less, prior to, or after course commencement, ABA will not refund any fees and charges paid by or for the client except in exceptional circumstances.

Refund policy

Outcome Standards 2.1, 4.1

Compliance Standards Part 2 Division 1 section 7

For information on refunds, applicants are directed to the *Training Refunds and Cancellations policy on the ABA website*.

Why the diploma is work-based learning – an explanation of competency-based training and assessment

Outcome Standards 1.1, 1.4, 2.1, 2.2

Compliance Standards Part 2 Division 1 sections 7.1 and 7.2

The diploma delivered by ABA is competency-based training. Competency-based training in the *Vocational Education and Training (VET)* system focuses on the application of skills and knowledge to the standard of performance required in the workplace.

Competency-based training places specific emphasis on:

- the components of jobs
- what you need to know to do a job
- the standard of performance required to do the job
- assessment

In competency-based training, it is a requirement that learners are given opportunities to practise their skills wherever possible in a work environment. As part of the diploma, you will need to apply the material you are learning to your workplace environment or a simulated work environment.

The language, literacy, numeracy and digital skills required in a competency-based training and assessment program need to be consistent with the skills required for the performance of that task role in the particular industry or workplace. In this course we seek to build your communication and empathy skills so you can work effectively with breastfeeding mothers.

Competency-based assessment is the process of collecting evidence and making judgements against set criteria. It is a requirement that competency standards must be demonstrated, not just known. A learner must be able to demonstrate that they are competent in a variety of ways and over a period of time.

Course Expectations

Outcome Standard 2.1

Compliance Standards Part 2 Division 1 sections 7.1, 7.2 and 8

It is expected that learners will have read the background references prior to attending workshops. Learners will also be required to do background reading and preparation of assessment tasks in their own time. Learners will need to be able to apply the material to their workplace or to a simulated workplace.

Learners need to progress through the course in a timely manner. Access to units on the LMS will be linked to the completion of previous units and payment of course fees via instalments. Some units have pre-requisites that must be completed prior to commencing them; the only exception being where some units may be clustered together for delivery purposes.

Flexible Delivery and Assessment at ABA

Outcome Standards 1.1, 1.3, 1.4, 2.1

Compliance Standards Part 2 Division 1 section 7

The diploma course is delivered by blended delivery including options to participate in online workshops or to view online content.

Assessment of learners takes place when learners have completed the competencies required for the unit. It is expected that assessments for each unit are completed and submitted within **six weeks** of the workshop for the unit, or within **6 weeks** of commencing the unit via the LMS. All assessments must follow the guidelines for conducting assessment. All assessments in ABA will be conducted following the principles of assessment.

That is, they will be fair, valid, reliable and flexible and use the rules of evidence to ensure evidence collected of competency is current, valid, authentic and sufficient.

Training is offered in a variety of forms to suit the needs of the learners and to ensure all competencies are met.

Quality Assurance Guarantee

Outcome Standards 1.3, 1.4, 2.7, 4.1, 4.4

Compliance Standards Part 2 Division 1 section 7

ABA is committed to providing a high standard of training to its learners. 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 always be confidential and voluntary.

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

Qualifications of Trainers and Assessors

Outcome Standards 1.5, 3.2, 3.3

Credential Policy – Section 1

Training and assessment is delivered to VET learners by credentialled people with current skills and knowledge in training and assessment. Subject to the Credential Policy all people delivering training and/or assessment must either:

- have one of the training and assessment credentials outlined at section 1A, or
 - be actively working towards one of the training and assessment credentials at section 1C, and work under the direction of a trainer or assessor with one of the relevant training and assessment credentials at section 1E,
- or
- have one of the training and assessment credentials outlined at section 1D, and work under the direction of a trainer or assessor with one of the relevant training and assessment credentials at section 1E.

ABA ensures that:

- 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 procedures in place that ensure the person does not make assessment judgements and is delivering quality training and assessment; and
- 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 learners.
- is delivered by persons with current industry skills and knowledge relevant to the training product.

Issuance of AQF qualifications

Outcome Standard 2.1

Compliance Standards Part 2 Division 2 sections 8, 9, 10, 11 and 12

Australian Qualifications Framework

As an RTO, ABA will issue, record and report on qualifications and statements of attainment that comply with the Australian Qualifications Framework and the Standards for RTOs 2025 Compliance Standards.

If you have successfully completed this training, you are entitled to receive a testamur and a record of results on award of the qualification.

If you have successfully completed only one or a few units, you are entitled to receive a statement of attainment.

All VET students must have a USI – Unique Student Identifier to be issued with a testamur. To obtain a USI, you must reside in Australia and must have permanent residency. ABA cannot issue qualifications or statements of attainment without your valid USI. Information on how to obtain your USI is provided during the enrolment process. Your enrolment in the course cannot be confirmed until ABA has confirmed a valid USI for you. If you are completing studies with other tertiary organisations you will need to provide them with your USI as well.

ABA may be able to deliver training to learners residing in a limited number of countries, pending approval by ASQA. Offshore enrolments do not require a USI and offshore learners will be issued with the qualification or statement of attainment for the units they have completed.

All students residing in Victoria who are aged 25 and under are assigned a Victorian Student Number (VSN). Victorian students with a VSN must include their VSN on all documentation.

You are responsible for the safe storage of your testamur and/or statement of attainment. Replacement diplomas and statements of attainment are available upon proof of identity and a payment of \$25 to cover the search for verification of data and the printing of the new testamur.

Learner Health and Safety

Outcome Standards 1.8, 2.1

ABA is committed to meeting its health and safety and duty of care obligations, and all learners receive safety information related to the activities they do within the Association.

Attending training sessions and workplace training

Outcome Standards 1.8 and 2.1

Safety is of great importance to ABA. We expect all learners to feel safe in undertaking their training, including while travelling to and from and attending ABA training and assessment delivery.

ABA training sessions will be conducted online or at the National Support Office in Melbourne unless alternative training locations have been arranged. Learners will be informed of specific information related to training venues and details on car parking facilities to ensure safety. If weekend face-to-face training workshops are held, learners will be provided with information about safe travel and car parking facilities.

How is training delivered at ABA?

Outcome Standards 1.1, 1.7 and 2.1

Compliance Standards Part 2 Division 1 section 7

ABA uses flexible learning options and blended delivery to meet the needs of its learners. Learners may use different methods and learning pathways to complete units. Learners have the option to complete units by:

- recognition of prior learning (RPL). This means they do not have to attend training but complete an assessment only pathway.
- training delivery and assessment. This means they must complete some method of training for the unit before being assessed.

ABA delivers blended training supported via a learning management system (LMS).

www.breastfeeding.learnbook.com.au

All learners are given access to the LMS site to access eLearning content, view training sessions online, access course resources, assessment materials and processes and course progression. eLearning content is supported by workshops delivered by webinar or face-to-face.

Learners also use a self-paced study guide and recommended texts. The study guide covers the units of competency and includes appropriate reading recommendations and resources.

It is important to have regular discussions with your assessor or training administration after completing each unit.

How long will training take?

Outcome Standards 1.1, 2.1

Compliance Standards Part 2 Division 1 sections 7.2 and 8

The 11451NAT Diploma of Breastfeeding Management course is designed to support learners to complete the course within 12 months. However, some learners complete the course part-time and take around 15–18 months. Learners are given the option to complete the course within a specified time before they are due to extend the enrolment. We encourage all learners to progress through the course in a timely manner.

Learners progressively work through and complete units of competency.

The time learners spend on their study will vary. As a very general estimate, time spent equates to around 10–12 hours per week on average, made up of the following:

- approximately 2 hours of 'attending training', which might involve participating in a training workshop (usually on a weekend) or viewing online content
- another 6–8 hours of self-study (reading and writing up assessments)
- approximately 2 hours completing practical based tasks which may include workplace observation

In general, if learners are completing the units by self-directed learning, each unit should be completed **at a rate of one per 4 – 6 weeks**. You will be sent an automated notification email informing you that your LMS access to the unit is about to expire. You can request additional time to access the unit by sending an email to extend your access to: Training Administration at National Support Office – training@breastfeeding.asn.au

Access to units on the LMS will be linked to completion of previous units and payment of course fees via instalments. Please note that throughout the completion of the course, you will have full access to all completed units and materials on the LMS.

Volume of learning

Outcome Standards 1.1, 1.6, 1.7, 2.1

Compliance Standards Part 2 Division 1 sections 7 and 8

The volume of learning for a course is determined when the course is designed and includes supervised and unsupervised activities. Organisations vary in the way the delivery of training is facilitated and depending on their skills and knowledge, learners may take differing times to complete units and the course.

The volume of learning serves as a guide to the course and unit delivery and assessment time frames. As some learners in ABA have pre-existing skills and knowledge, they can work through course material in less time than the specified course volume of learning. The volume of learning for the 11451NAT Diploma of Breastfeeding Management is available in **Appendix 1**.

To complete your qualification successfully, all assessments must be completed, submitted and assessed as competent.

It is expected that learners make steady progress through their course by being involved in workshops and completing readings and assessment tasks.

What happens when I have finished my enrolment period?

Outcome Standard 2.1

Compliance Standards Part 2 Division 1 sections 7.2 and 8

The training program offered by ABA is designed to support learners to finish within 12 months.

The 11451NAT Diploma of Breastfeeding Management course is the current course. Learners should refer to their enrolment expiry notification for individual completion and extension requirements.

Learners who are enrolled in the former 10960NAT Diploma of Breastfeeding Management course and who have not completed the course by 30th June 2027, will be required to enrol into the subsequent 11451NAT Diploma of Breastfeeding Management course. An enrolment expiry notification will be sent via email from Training Administration. There are three options at enrolment expiry:

- 1. Extending training:**

You are required to notify Training Administration, enrol in the subsequent course, pay the current enrolment extension administration fee of \$200 and continue training. The extension will be valid for 6 months from your original enrolment expiry date, until 31st December 2027.

- 2. Withdraw or cease training:**

You are required to notify Training Administration when ceasing training. You will be issued with a statement of attainment for units completed.

- 3. Transition over to new course:**

Agree to credit transfer completed equivalent units from the 10960NAT Diploma of Breastfeeding Management course and enrol to complete the 11451NAT Diploma of Breastfeeding Management course.

The 10960NAT Diploma of Breastfeeding Management course expired on **30th June 2026**. There is a 12 month teach-out period for the course. This means all units for the 10960NAT Diploma of Breastfeeding Management course must be completed by **30th June 2027** to be awarded this current qualification.

All learners who are enrolled in the course and have not completed the 10960NAT Diploma of Breastfeeding Management course by this date will be facilitated to move across into the 11451NAT Diploma of Breastfeeding Management course. New enrolments for the 11451NAT Diploma of Breastfeeding Management course will open in **mid-late 2026**.

Can I seek recognition for other qualifications or prior learning?

Outcome Standards 1.6, 1.7, 2.1, 4.1

Compliance Standards Part 2 Division 1 section 7; Part 2 Division 2 sections 9, 10, 11 and 12

Applicants who already have evidence of existing relevant skills or qualifications can also apply for a credit transfer or obtain recognition of prior learning. If their application is accepted, this means that they will be given credit for units within the course. This means they will have fewer units to complete their training.

Recognition of prior learning (RPL) is an assessment process that assesses an individual's informal learning to determine the extent to which they have achieved the required learning or competency outcomes through life circumstances such as employment, work experience, voluntary work or non- accredited training, for entry into, and/or partial or total completion of a qualification.

Credit transfer (CT) directly identifies which parts of a new qualification or course a person may already have, based on their current qualifications and courses attended. ABA will give credit transfer for units with the same/equivalent code.

ABA will recognise all AQF qualifications and Statement of Attainments awarded by other Registered Training Organisations (RTO) where the documents are evidenced by:

- AQF certification documentation issued by any other RTO or AQF authorised issuing organisation, or
- authenticated VET transcripts issued by the Registrar.

The units that have been successfully given a credit transfer will not be included in the USI system.

For further information on RPL please refer to ABA's *Policy for Recognition of Prior Learning and Recognition of AQF* available on the ABA website. Contact Training Administration for further information on how to apply for RPL or credit transfer. There is additional information on self-assessment to determine RPL suitability in the course handbook that all new learners receive once accepted into the diploma course.

How will I be assessed?

Outcome Standards 1.3, 1.4, 1.5, 2.1, 3.2, 4.1

Compliance Standards Part 2 Division 1 sections 7 and 8

The 11451NAT Diploma of Breastfeeding Management includes practical aspects for many of the assessment tasks, some of which may be possible to be carried out in your workplace. Assessments will determine whether you are competent or not yet competent. To successfully complete a unit you must complete, submit and be assessed as satisfactory in every assessment task. If your work is assessed as 'not yet satisfactory' and/or 'not yet competent' you will be given clear guidance on how to achieve competency and the opportunity to do this.

As part of our quality assessment processes, all assessment tasks are reviewed and updated regularly. Therefore it is important to ensure that you are using the most current version of the assessment tasks in the LMS.

Learners submit their assessments via the LMS to qualified ABA assessors and receive appropriate written feedback.

An assessor will contact a learner directly if there is any additional work needed to complete. If a significant amount of work is still required, this will count as a second submission. If after a second attempt the assessor feels considerable work is required before another attempt, you will need to have a discussion with the Training and Education Officer. Files submitted in error or non-genuine attempts will be reverted to draft by the assessor allocator and will not count as an attempt.

ABA's Assessment policy

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

ABA assessments comply with the assessment guidelines included in the applicable nationally endorsed Training Packages or the assessment requirements specified in accredited courses. This includes all assessors holding required qualifications, undertaking relevant ongoing education and meeting appropriate vocational competency in the units they assess.

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.

All assessments are submitted via the LMS with a declaration covering the authenticity

of the learner's work.

Refer to the *Assessment policy* for more information, available on the ABA website.

What resource support will I receive when training?

Outcome Standards 1.8, 2.1

Compliance Standards Part 2 Division 1 section 7

ABA provides resources to support your training. Some of these include:

- the ABA website
- access to the 11451NAT Diploma of Breastfeeding Management course on the Learning Management System (LMS)

You will also receive a training package that includes:

- *Breastfeeding Management in Australia*, 5th ed., edited by Wendy Brodribb
- a selection of the breastfeeding information series booklets published by ABA
- the Study Guide
- the Course Handbook.

Material and equipment that the learner must provide

Outcome Standards 1.8, 2.1

Compliance Standards Part 2 Division 1 section 7

As course administration, communication, resource access, assessment lodgement and eLearning options are provided electronically, you are required to have a computer/laptop and internet access during your training.

A minimum standard device suitable for most courses can:

- use a system such as Windows 7 or later, Mac OS X 10.10 or above
- enable the use of a web camera and headset.
- run programs to view videos, create documents, spreadsheets and presentations
- run a modern browser (e.g. current versions of Chrome, Firefox or Safari).

It is important to note that while tablets and smartphones may provide access to certain course communication and learning experiences, there are aspects of the course where the computing capacity of these devices alone is insufficient.

What support will I be given if I have specific needs?

Outcome Standards 1.8, 2.1, 2.2, 2.3, 2.4, 2.5, 2.6, 2.7, 2.8, 4.1

Compliance Standards Part 2 Division 1 sections 7, 19 and 20

ABA can assist learners in many ways to help throughout their training. This may be through various types of support informing learners about:

- Assistance with language, literacy, numeracy and/or digital skills
- Study skills (time management, help-seeking)
- Providing options for accessing training meetings

- e-modules and other resources on the LMS
- one-on-one time with trainers and assessors
- Supporting people from indigenous backgrounds and culture-specific or demographic-specific supports in their local community
- Providing direction to accessing counselling, wellbeing and mental health resources
- Supporting learners experiencing abuse, harassment or violence
- Financial wellbeing support (information about scholarships, grants)
- Reasonable adjustments for those with specific needs

ABA provides as much support as possible for your needs. However, there are limitations to the support ABA is able to provide. ABA does not provide support which require special equipment or professional knowledge and skills outside of breastfeeding education.

Learners are encouraged to consult the Training and Education Officer regarding the type of support assistance available to them prior to commencing training.

Know your rights as a learner

Outcome Standards 1.8, 2.1, 2.3, 2.4, 2.5, 2.6, 4.1

Compliance Standards Part 2 Division 1 sections 7, 19 and 20

How does ABA ensure access and equity?

ABA will comply with all Australian Commonwealth, State/Territory legislation and regulatory requirements to ensure equity. Workplace health and safety, workplace harassment, anti-discrimination, privacy and training legislation will be adhered to at all times. ABA's training and assessment programs attempt wherever possible to be flexible to address any potential barriers to participation in our courses.

Learners are responsible for behaving in a courteous manner when dealing with staff members, volunteers and other learners.

Diversity accounts for the many factors that influence the ability of people to participate and succeed in training. ABA will provide training, assessment and support services that enable members/candidates from diverse backgrounds to successfully participate in ABA training.

Individual needs of people of culturally and linguistically diverse backgrounds, including those of indigenous backgrounds are catered for by means of reasonable adjustment.

For information on the training personnel responsible for learner support, please refer to the *Learner Support Policy* on the ABA website.

What about my personal information and confidentiality?

As a RTO, ABA must keep records of learners' enrolment, progress and results in each course. RTO's do have a requirement of statistical reporting to the State government. ABA will limit the information requested from learners to the minimum required for adequate administration of training and assessment and legislative reporting requirements. All training administration records held are kept securely.

Learners have the right to view their own records. ABA will not disclose information about learners to a third person without learners' written permission. Learners are able to access their personal records and apply to be issued with a course transcript by contacting Training Administration at National Support Office.

Learners can access their results on the secure VETtrak student portal. Information about accessing the VETtrak student portal is available on the LMS. Learners also receive information about this and a password to access this platform in the initial enrolment email from Training Administration.

At the end of each semester, learners should check their results on VETtrak against their own records. If a learner has cross checked their results, and thinks that units completed are missing, they can contact Training Administration for assistance.

ABA will not use photos or the names of learners in promotional activities without their written permission.

ABA records are kept in accordance with the ABA privacy policy. For further information please refer to the *ABA Privacy policy* available on the website.

Complaints and appeals

Outcome Standards 2.1, 2.7, 2.8, 4.2, 4.4

Compliance Standards Part 2 Division 1 sections 7, 21, 22 and 23

ABA will ensure the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process. If at any stage, learners have concerns about any aspect of their training or assessment there are avenues where they can seek assistance. In addition, ABA has formal complaints and appeals processes.

Complaints

If a learner has concerns about what is happening in their training or assessment, they can resolve it by informal means or go through a formal complaints 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 an 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.

Please refer to the training *Complaints Policy and procedures* and training *Appeals Policy and procedures* for more information, available on the ABA website.

Meeting your responsibilities as a learner

Outcome Standards 1.1, 2.1, 4.1

Compliance Standards Part 2 Division 1 sections 7 and 8

Disciplinary Action

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 a learner disputes the assessment decision on the basis of unfair advantage or cheating, the process for appealing assessment decisions will be followed.

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

There are further details about this in the *Course Handbook* and on the website in the *Training misconduct and discipline* policy.

What happens if I do not finish my course?

ABA is aware that however much we think things through and make plans, life intervenes at times.

If you are not able to complete your course, you will be credited with the units in which you have been assessed as competent. If you notify Training Administration that you have withdrawn from the course you will be issued with a statement of attainment for these units. No statement of attainment will be issued if we do not have your USI on the system.

What if I need to take a break during my course?

The current training system is designed to allow learners to complete their course within a 12-month period. As units are completed and assessed as competent, they are recorded on your transcript. A unit that has been assessed as competent does not have to be repeated if a break in learning occurs. It is possible to complete your course over an extended period if you need to, although this is not generally recommended.

If learners need to take breaks, they are encouraged to finalise any assessments and units they are undertaking at that time. A unit that has not been assessed as competent cannot be credited on your transcript.

It is important to be aware that learners who extend their training time due to breaks are

required to pay further enrolment extension fees to keep their enrolments active. This is a nominal administrative fee, and it is not possible to suspend this payment. Learners on breaks still incur administrative costs.

Student number and formal identification

Outcome Standards 1.1, 2.1

Compliance Standards Part 2 Division 1 sections 7 and 8

It is essential that all learners use their **full legal name** on official documentation. Learners must also provide their date of birth.

In addition, it is a RTO requirement that learners provide the Association with a **residential address**, not a post office box.

Once enrolled as a learner, all learners will be given an ABA student identifying number that is unique to them. For ABA, this is the **ABA member number**.

Your ABA member number can be found on the *My ABA* page, the coversheet of your *Essence* magazine, on VETtrak or obtained from the National Support Office. Learners are to record their student number/ABA member number on all submitted assessment work and requests to the National Support Office for information.

Learners must also ensure that when they are communicating as a learner, their role and status is clear. This includes clearly identifying as a learner and not claiming qualifications they do not yet have.

Note: The USI is different from the ABA identifying student member number stated above.

Appendix 1 – Volume of learning for 11451NAT Diploma of Breastfeeding Management

Outcome Standards 1.1, 2.1

Compliance Standards Part 2 Division 1 sections 7 and 8

Nominal duration (supervised hours)	895–990	Unsupervised hours	450	Volume of Learning	1,345 – 1,440 hours
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Volume of Learning

Nominal (supervised) hours: 895 – 990 hours

Unsupervised hours: 450 hours

Total volume of learning: 1,345 – 1,440 hours

Unsupervised activities

- Successful completion of this course will require learners to engage in unsupervised activities including:
- undertaking work experience with an employer;
- completing written assignments/projects;
- completing self-study to revise and reinforce areas of knowledge;
- workplace practice/application of skills and knowledge acquired through supervised learning activities; and
- conducting research to gain up to date industry information.

The time required to undertake these activities will vary between students based on their experience. On average, the unsupervised activities listed above will equate to 450 hours.

A Statement of Attainment will be issued for any unit of competency successfully completed by students if the full qualification is not completed.

Appendix 2 – Nominal hours for the 11451NAT Diploma of Breastfeeding Management

Outcome Standards 1.1, 2.1

Compliance Standards Part 2 Division 1 sections 7 and 8

The nominal hours serve as a guide to the course and unit delivery and assessment time frames. The nominal hours for 11451NAT Diploma of Breastfeeding Management units are available in the following table:

Unit code	Unit title	Nominal hours
Core units		
NAT11451001	Take lactation histories and conduct breastfeeding assessments	75
NAT11451002	Create environments to protect, promote and support breastfeeding	70
NAT11451003	Provide breastfeeding support within a legal and ethical framework	60
NAT11451004	Manage breastfeeding situations and problems	95
NAT11451005	Facilitate infant and maternal nutrition during lactation	75
NAT11451006	Communicate effectively with clients to support breastfeeding	80
NAT11451007	Provide counselling to support breastfeeding	90
NAT11451008	Facilitate culturally appropriate breastfeeding counselling	75
NAT11451009	Counsel clients to manage life changes associated with breastfeeding	90
NAT11451010	Use critical appraisal skills to evaluate human lactation research	60
Total nominal hours (core units)		770
Elective units (Select two)		
NAT11451011	Facilitate breastfeeding for clients with medical conditions	110
NAT11451012	Evaluate and counsel on the use of breastmilk substitutes	65
NAT11451013	Use infant sleep and settling methods that support the breastfeeding relationship	60

NAT11451014	Provide pharmacological information and breastfeeding support to clients	110
NAT11451015	Support infant and young child feeding outcomes in emergency situations	75
Minimum and maximum nominal hours (elective units)		125–220
Total nominal hours (Core + Elective units)		895–990

Appendix 3 – The structure of the 11451NAT Diploma of Breastfeeding Management

Outcome Standards 1.1, 2.1

Compliance Standards Part 2 Division 1 sections 7 and 8

To gain the Diploma of Breastfeeding Management qualification participants must successfully complete 12 units of competency, consisting of:

- 10 core units plus
- 2 elective units

Total number of units =12

A Statement of Attainment will be issued to those who do not complete the full qualification listing any units that they have successfully completed. The table below sets out the core and elective units for this course.

Unit code	Unit title	Pre-requisite
Core units		
NAT11451001	Take lactation histories and conduct breastfeeding assessments	Nil
NAT11451002	Create environments to protect, promote and support breastfeeding	Nil
NAT11451003	Provide breastfeeding support within a legal and ethical framework	Nil
NAT11451004	Manage breastfeeding situations and problems	Nil
NAT11451005	Facilitate infant and maternal nutrition during lactation	Nil
NAT11451006	Communicate effectively with clients to support breastfeeding	Nil
NAT11451007	Provide counselling to support breastfeeding	Nil
NAT11451008	Facilitate culturally appropriate breastfeeding counselling	Nil
NAT11451009	Counsel clients to manage life changes associated with breastfeeding	Nil

NAT11451010	Use critical appraisal skills to evaluate human lactation research	Nil
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Elective units (Select two)

NAT11451011	Facilitate breastfeeding for clients with medical conditions	Nil
NAT11451012	Evaluate and counsel on the use of breastmilk substitutes	Nil
NAT11451013	Use infant sleep and settling methods that support the breastfeeding relationship	Nil
NAT11451014	Provide pharmacological information and breastfeeding support to clients	Nil
NAT11451015	Support infant and young child feeding outcomes in emergency situations	Nil

Clustering of units

The following units may be clustered for delivery at workshops:

Environments that support breastfeeding:

- NAT11451002 Create environments to protect, promote and support breastfeeding
- NAT11451003 Provide breastfeeding support within a legal and ethical framework

Counselling skills:

- NAT11451006 Communicate effectively with clients to support breastfeeding
- NAT11451007 Provide counselling to support breastfeeding
- NAT11451008 Facilitate culturally appropriate breastfeeding counselling

Life changes associated with breastfeeding:

- NAT11451009 Counsel clients to manage life changes associated with breastfeeding
- NAT11451013 Use infant sleep and settling methods that support the breastfeeding relationship

Infant and maternal nutrition:

- NAT11451005 Facilitate infant and maternal nutrition during lactation
- NAT11451012 Evaluate and counsel on the use of breastmilk substitutes

What you need to know about the selection of elective units

The diploma course requires **TWO** electives. ABA currently offers the following electives:

NAT11451012	Evaluate and counsel on the use of breastmilk substitutes
NAT11451013	Use infant sleep and settling methods that support the breastfeeding relationship
NAT11451014	Provide pharmacological information and breastfeeding support to clients
NAT11451015	Support infant and young child feeding outcomes in emergency situations

*Learners are encouraged to choose two elective units that are relevant for their work situation or areas of professional interest. The **two elective units** may be chosen in one of the following combinations:*

A

NAT11451012 Evaluate and counsel on the use of breastmilk substitutes

NAT11451013 Use infant sleep and settling methods that support the breastfeeding relationship

B

NAT11451012 Evaluate and counsel on the use of breastmilk substitutes

NAT11451015 Support infant and young child feeding outcomes in emergency situations

C

NAT11451012 Evaluate and counsel on the use of breastmilk substitutes

NAT11451014 Provide pharmacological information and breastfeeding support to clients

D

NAT11451013 Use infant sleep and settling methods that support the breastfeeding relationship

NAT11451014 Provide pharmacological information and breastfeeding support to clients

E

NAT11451013 Use infant sleep and settling methods that support the breastfeeding relationship

NAT11451015 Support infant and young child feeding outcomes in emergency situations

F

NAT11451014 Provide pharmacological information and breastfeeding support to clients

NAT11451015 Support infant and young child feeding outcomes in emergency situations

Appendix 4 – 11451NAT Diploma of Breastfeeding Management course unit summaries

Outcome Standards 1.1, 2.1

Compliance Standards Part 2 Division 1 sections 7 and 8

Core Units

NAT11451001 Take lactation histories and conduct breastfeeding assessments

This unit describes the performance outcomes, skills and knowledge required to take systematic lactation histories and conduct breastfeeding assessments of the mother-infant dyad.

It requires the ability to communicate with clients, assess breastfeeding situations using principles of human lactation and document client history.

NAT11451002 Create environments to protect, promote and support breastfeeding

This unit describes the performance outcomes, skills and knowledge required to create environments that enable breastfeeding.

It requires the ability to identify and address barriers to breastfeeding, implement strategies to support breastfeeding friendly environments and evaluate the implementation of these strategies.

NAT11451003 Provide breastfeeding support within a legal and ethical framework

This unit describes the performance outcomes, skills and knowledge required to create a professional relationship with colleagues and breastfeeding clients through the application of legal and ethical principles.

It requires the ability to identify and address legal and ethical issues when working with colleagues and clients.

NAT11451004 Manage breastfeeding situations and problems

This unit describes the performance outcomes, skills and knowledge required to work with clients to develop individualised plans to overcome breastfeeding issues.

It requires the ability to apply the principles of anatomy and physiology that underpin lactation and develop strategies in collaboration with clients to manage or address a range of breastfeeding issues.

NAT11451005 Facilitate infant and maternal nutrition during lactation

This unit describes the performance outcomes, skills and knowledge required to

provide guidance to clients on infant and maternal nutritional needs during the breastfeeding period.

It requires the ability to communicate to clients the role of breastfeeding in infant nutrition, the transition to complementary foods and maternal nutritional requirements.

NAT11451006 Communicate effectively with clients to support breastfeeding

This unit describes the performance outcomes, skills and knowledge required to create a professional relationship with breastfeeding clients.

It requires the ability to use a range of communication methods such as active listening, empathy and skilled questioning, and to respect the beliefs, feelings and choices made by clients.

NAT11451007 Provide counselling to support breastfeeding

This unit describes the performance outcomes, skills and knowledge required to counsel breastfeeding clients.

It requires the ability to use the form of breastfeeding counselling developed by the Australian Breastfeeding Association to support and inform clients about breastfeeding situations and issues.

NAT11451008 Facilitate culturally appropriate breastfeeding counselling

This unit describes the performance outcomes, skills and knowledge required to provide breastfeeding counselling to women and families with Aboriginal and Torres Strait Islander and culturally diverse backgrounds by identifying and addressing barriers to communication and providing breastfeeding information and support using culturally sensitive methods.

It requires the ability to use a range of communication methods and to respect the beliefs, values and choices made by others.

NAT11451009 Counsel clients to manage life changes associated with breastfeeding

This unit describes the performance outcomes, skills and knowledge required to examine life changes associated with pregnancy, childbirth and lactation, and counsel clients in managing these changes.

It requires the ability to assist clients to adjust to changes in their lives as a result of pregnancy, childbirth and lactation. It also requires the ability to identify and refer any clients who are experiencing difficulty beyond a normal process of adjustment.

NAT11451010 Use critical appraisal skills to evaluate human lactation research

This unit describes performance outcomes, skills and knowledge required to identify characteristics of high-quality research and apply critical appraisal skills to research into human lactation.

It requires the ability to conduct literature searches, review and interpret human lactation research and identify any potential application for professional lactation practice.

Elective units

NAT11451011 Facilitate breastfeeding for clients with medical conditions

This unit describes the performance outcomes, skills and knowledge required to assist clients with medical conditions to resolve breastfeeding problems.

It requires the ability to work collaboratively with other health professionals and undertake research to provide breastfeeding advice and support to clients with a range of medical conditions. It also requires the ability to provide guidance on how to manage situations when breastfeeding is contraindicated.

NAT11451012 Evaluate and counsel on the use of breastmilk substitutes

This unit describes the performance outcomes, skills and knowledge required to evaluate the use of breastmilk substitutes and assist clients seeking to use them. It requires the ability to provide guidance to clients experiencing a range of breastfeeding situations on the risks and benefits and usage of breastmilk substitutes in accordance with International and national standards.

NAT11451013 Use infant sleep and settling methods that support the breastfeeding relationship

This unit describes the performance outcomes, skills and knowledge required to provide clients with guidance on infant sleep and settling strategies that support the breastfeeding relationship.

It requires the ability to identify sleep and settling methods protective of the breastfeeding relationship and guide clients on how to implement these. Clients are also provided with guidance on how to deal with the personal impact of an unsettled infant.

NAT11451014 Provide pharmacological information and support to breastfeeding clients

This unit describes the performance outcomes, skills and knowledge required to acquire and impart information about the risks and benefits and impact of drug transfer on lactation and breastfeeding to clients.

It requires the ability to assess the client breastfeeding situation and develop management plans in collaboration with the client to minimise impact of drugs on the breastfeeding mother-infant dyad.

NAT11451015 Support infant and young child feeding outcomes in emergency situations

This unit describes the performance outcomes, skills and knowledge required to protect and support breastfeeding and the safe feeding of infants and young children during and after emergency situations.

It requires the ability to work with stakeholders, assess and implement the breastfeeding and infant and young child feeding support required.