Essential Pre-Course Information

10998NAT Certificate IV in Breastfeeding Education

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
Aligned with the 2025 Standards for Registered Training Organisations: Outcome Standards, Compliance Standards and Credential Policy.

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The regulatory references shown throughout this booklet identify the principal 2025 Standards relevant to each section. They are provided as a document-control aid and should be read with the applicable legislative instruments, ASQA practice guides and ABA's supporting policies, procedures and evidence.

Revision History

Revision	Date	Description of modifications
1	February 2022	Original – based on old V5.4
1.1	April 2022	Updated role descriptors and practicum section
1.2	June 2022	Updated pre-requisite unit for NAT10998010 and changed the course duration to 12–15 months to ensure consistency across all related documents.
1.3	September 2022	Updated details regarding the process for assessment submissions and details regarding ABA training venues
1.4	June 2023	Added in details relating to course reaccreditation.
1.5	July 2023	Updated currency of information including section regarding helpline shift availability; references to updated website; improved wording and some terms for currency
1.6	November 2023	Updating role titles and programs for currency (ie Senior Manager Learning and Innovation instead of Senior Manager Training and Education; Virtual Village instead of Breastfeeding Education Live)
1.7	May 2025	Updated to comply with new Standards for RTOs 2025
1.8	August 2025	Updated terminology – LLN to LLND; added in some areas for learner support
1.9	October 2026	Updated regulatory mappings, course and unit information, learner support, fees, certification, enrolment, practicum and internal consistency.

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Interested in training as a volunteer breastfeeding educator or breastfeeding counsellor with the Australian Breastfeeding Association?

Outcome Standard 2.1

We welcome your interest in training as a volunteer breastfeeding educator or breastfeeding counsellor with the Australian Breastfeeding Association (ABA). We value the contributions of all our volunteers and are delighted you are considering becoming a breastfeeding counsellor or breastfeeding educator.

Before you make your decision, we encourage you to think carefully about what is involved as training and working as a breastfeeding educator or breastfeeding counsellor 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.

People volunteer their time and skills for many different reasons. Most people simply want to 'give something back' to an organisation or community that has been valuable to them. We can assure you that the vast majority of our volunteers find volunteering very rewarding and an opportunity to develop skills and real friendships that last beyond ABA.

Many of our volunteer counsellors and breastfeeding educators stay with the Association for much longer than they expected to. Some ABA breastfeeding counsellors and breastfeeding educators have been volunteering with the Association for many years because they find that their ABA roles enrich their lives.

When many ABA volunteers start their training, they are mothers who are working part-time or taking a break from the paid workforce to raise children. For them volunteering can be an opportunity to gain new skills and qualifications or to maintain existing work skills.

Others have older families or are retired and are looking for a new challenge. We also have fathers and others who have become interested in promoting breastfeeding through their family and work experiences with breastfeeding mothers. Volunteering with ABA provides opportunities to explore new and sometimes unexpected directions or opportunities.

Being an ABA breastfeeding counsellor and breastfeeding educator involves significant responsibility and the training to prepare for these roles requires time

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and commitment. If after reading through this **pre-course information booklet** you decide not to train as a breastfeeding counsellor or breastfeeding educator, you may choose to volunteer in other ways within the Association.

Volunteers are involved in the Association at group level and in national working groups in activities such as breastfeeding promotion, event management, research, advocacy, human resource management, journalism and publishing. Please contact your group leader (or National Support Office if you have no group leader) to discuss any areas that particularly interest you and any skills you have which you would like to use in the Association.



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What are the responsibilities of a breastfeeding counsellor or breastfeeding educator with ABA?

Outcome Standard 2.1
Compliance Standards: Information and Transparency requirements, where applicable

ABA uses a great deal of volunteer time and energy to keep our Association strong and growing. We like our prospective volunteers to have clear ideas of what is involved in their future volunteer work. Once appointed as breastfeeding educators or breastfeeding counsellors, ABA volunteers are expected to:

- be financial volunteer or Virtual Village members of the Association
- be active in the Association for a period of at least two years after being appointed

During the first two years of service, breastfeeding counsellors are expected to volunteer on the Breastfeeding Helpline for a minimum of eight hours per month. Breastfeeding educators are expected to facilitate LiveChat services and other educational activities for a minimum of eight hours per month.

When you apply to train as a volunteer breastfeeding counsellor and/or breastfeeding educator, you will complete documentation that clearly explains what is expected of you and what you are agreeing to.

Questions you need to think about are:

- How will your role in ABA fit in with other priorities in your life?
- Do you have work or other commitments which are expected to increase?
- How will your family feel about your involvement and the time you spend on ABA work?

We encourage you to think about these questions carefully and to talk to your family about volunteering with ABA.

To ensure you have a clear picture of what is expected of ABA breastfeeding counsellors and breastfeeding educators and the criteria for these roles, the current **position descriptions** for these roles are available on the ABA website. You can also ask your group leader for a copy of the relevant position description and discuss the duties required with them.

If you have any queries or concerns, it is essential that you discuss these issues with your group leader or another experienced breastfeeding counsellor or breastfeeding educator.

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REMEMBER: Volunteer work as a breastfeeding counsellor and breastfeeding educator is very fulfilling and those who give their time to the Association find it rewarding.

However, it is important that you think about the time and commitment needed.



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What breastfeeding (lactation) experience is required before training as a breastfeeding counsellor or breastfeeding educator?

Outcome Standard 2.1
Compliance Standards: Information and Transparency requirements, where applicable

Breastfeeding educator

Breastfeeding educators do not need personal breastfeeding experience. To become a breastfeeding educator for ABA, you are required to have had some experience or contact with breastfeeding or breastfeeding mothers (this does not mean that you must have breastfed a baby yourself, although the experience of breastfeeding a baby is highly regarded). Your experience will have enabled you to develop positive attitudes about breastfeeding, breastfeeding promotion, protection and the support of breastfeeding mothers.

To be appointed as a breastfeeding educator, trainees will complete a minimum of six core units and then the following three electives as part of their course:

- NAT10998010 Provide individual breastfeeding peer support services as an educator; **and**
- NAT10998011 Implement initiatives to protect breastfeeding; **and**
- BSBCMM411 Make presentations* **or/**
- NAT11452001 Work as a community breastfeeding mentor*

** Several other electives may be undertaken in specific circumstances and with approval from the Senior Manager, Learning and Innovation.*

Breastfeeding counsellor

Breastfeeding counsellors with ABA provide peer support. Applicants to become trainee breastfeeding counsellors must have breastfed a baby for at least 6 months and have a commitment to the philosophies and principles of ABA.

Applicants who may not meet the breastfeeding criteria MUST apply directly to the Senior Manager, Learning and Innovation for consideration of their application. Examples include mothers who have fed using expressed breastmilk and mothers who were unable to reach 6 months due to circumstances beyond their control.

To be appointed as a breastfeeding counsellor, trainees must complete the following electives as part of their course:

- NAT10998007 Work within the breastfeeding counselling process
- NAT10998008 Empower mothers through breastfeeding counselling
- NAT10998009 Counsel on breastfeeding situations and problems

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NB: These criteria are based on World Health Organization (WHO) recommendations.

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

Outcome Standard 2.1
Compliance Standards: Information and Transparency requirements, where applicable

All ABA breastfeeding educators and breastfeeding counsellors have signed an agreement to abide by the *Code of Ethics* and support and promote breastfeeding in keeping with ABA's Position Statement on Breastfeeding.

It is essential that you read The Code of Ethics, the Position Statement on Breastfeeding and the ABA Vision and Mission and Values Statements before applying. These are available to read and download on the ABA website www.breastfeeding.asn.au in the *Policies and position statements* section found in the footer.

The Code of Ethics and Code of Conduct require that ABA volunteers remain free from conflicts of interest. An example of a possible conflict of interest for an ABA volunteer is if they work in a policy or marketing role for a company that manufactures infant feeding products. This is an obvious conflict of interest. It is important to remember that conflicts of interest are sometimes not immediately apparent, so if you suspect you may have a possible conflict of interest, discuss it with the group leader or another experienced breastfeeding counsellor or breastfeeding educator.

As part of your training and volunteer work with ABA you are also required to comply with copyright provisions for ABA training materials and resources, as they are the intellectual property of the Association. The resources you are provided with cannot be used for purposes other than ABA purposes. This means any ABA resources and materials that are provided while training or working as a volunteer for the Association cannot be reproduced in part or in whole unless it is for your ABA volunteer work. Acknowledgement needs to be given whenever any ABA resources and materials are quoted or referred to.

Volunteering with ABA session prior to applying to train

Outcome Standard 2.1
Compliance Standards: Information and Transparency requirements, where applicable

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To help you understand the structure, the philosophies, policies and the ABA Code of Ethics, all applicants who train with us are expected to attend a *Volunteering with ABA* session held by the group or region.

Contact your local group to find out if this meeting will be held in your region in the near future. Group Leaders can also take you through the information covered in this meeting too if a *Volunteering with ABA* meeting is not available.

Alternatively there are opportunities to attend these sessions virtually at a national level. Check the ABA website for more details.

REMEMBER: If you decide to train as a breastfeeding counsellor or breastfeeding educator with ABA you must sign an agreement that you will abide by the Code of Ethics and follow the policies and procedures of the Association while training and when you work as a volunteer for the Association.

What other criteria must I meet apart from my breastfeeding experience?

Outcome Standards 2.1 and 2.2
Compliance Standards: Information and Transparency requirements, where applicable

To be accepted for an ABA volunteer traineeship for breastfeeding counselling or breastfeeding education and be enrolled in the 10998NAT Certificate IV in Breastfeeding Education, applicants must:

- have permanent residency and be residing in Australia
- have sufficient English language skills to participate in training and assessment delivered in English, with language, literacy, numeracy and digital support needs considered through the pre-enrolment suitability process
- have effective communication and interpersonal skills
- have a working knowledge of basic computer programs.

Applicants must also be prepared to:

- abide by the ABA Code of Ethics and be committed to the philosophies and principles of ABA
- maintain financial volunteer or Virtual Village membership of the Association (includes volunteer personal accident insurance)
- agree to the minimum volunteering requirements once appointed as a breastfeeding counsellor or breastfeeding educator, and
- agree to complete a minimum of 150 hours of active volunteering in the Association during their training.

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Applicants must also be prepared to undergo a police check and Working With Children Check (WWCC) where state / territory legislation requires this.

Details of the course application criteria are provided on the website where you apply and are also provided in **Appendix 1**

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What training is involved in becoming a breastfeeding counsellor or breastfeeding educator with ABA?

Outcome Standard 2.1
Compliance Standards: Information and Transparency requirements, where applicable Australian Qualifications Framework

Breastfeeding counsellors and breastfeeding educators undertake the 10998NAT Certificate IV in Breastfeeding Education during their training. This qualification is a nationally recognised course completed as part of a volunteer traineeship. The standard of knowledge and skills delivered in training to be a breastfeeding counsellor or breastfeeding educator is at the level of competencies described for Certificate IV courses under the Australian Qualifications Framework.

The skills, knowledge and attributes developed in this qualification not only prepare trainees for their volunteer work in the Association but also build important foundation skills. A survey from the 2025 Volunteer report identified that over 57% of ABA volunteer trainers and assessors use the skills and knowledge learned in their training in their paid workplace.

The breastfeeding practicum

ABA considers that it is essential to provide as much support as possible to our new breastfeeding counsellors and breastfeeding educators to help them to consolidate the skills they have been learning. In order to do this, ABA provides a role-based practicum.

The timing of the practicum depends upon the volunteer's role.

The breastfeeding counselling practicum

Breastfeeding counsellors will be provisionally appointed upon completing their training. At this time, they must complete a practicum to finalise their appointment.

The breastfeeding counsellor practicum is designed to provide new trainee breastfeeding counsellors with a graduated and well-supported induction to participation in the Breastfeeding Helpline roster. The practicum is coordinated by the Senior Manager, Helpline Services & Volunteer Support.

The practicum consists of five two-hour shifts. Trainees must complete all five shifts within three months unless exceptional circumstances have been approved. After each shift, the trainee contacts their appointed Breastfeeding Helpline Mentor to reflect on the shift and discuss the calls they handled.

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At the end of their practicum, breastfeeding counsellors are officially appointed and continue their shifts on the breastfeeding Helpline service.

There is an expectation that newly appointed breastfeeding counsellors (during and post practicum) are flexible and can participate in the many breastfeeding Helpline shifts that are available **after 8am and before 8pm** every day of the week, including weekends. This is to ensure that newly qualified volunteers gain as much experience as they can to maximise their learning and development during this early stage.

The breastfeeding education practicum

A breastfeeding educator's practicum is often completed during training after completion of NAT10998010 – *Provide individual breastfeeding peer support services as an educator*. The practicum then continues through to the end of the learner's elective training.

The breastfeeding educator practicum is designed to provide trainee breastfeeding educators with a supported induction to participation on the LiveChat service and is also coordinated by the Senior Manager, Helpline Services & Volunteer Support.

The practicum requires participation in at least five activities. These must include at least three LiveChat roster shifts. The remaining two activities may be additional LiveChat shifts, Virtual Village education sessions or a combination of both.

The breastfeeding educator meets their assigned mentor after each practicum activity.
After completing their practicum, breastfeeding educators continue their LiveChat shifts on the regular roster and are officially appointed on completion of the course.

The Senior Manager, Helpline Services & Volunteer Support informs National Support Office when a trainee has completed their practicum. Training Administration then communicates this information to the relevant branch and their final appointment as a breastfeeding counsellor or breastfeeding educator can proceed.

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The 10998NAT Certificate IV in Breastfeeding Education Course

Outcome Standard 2.1
Compliance Standards: Information and Transparency requirements and transition of training products requirements, where applicable

The *10998NAT Certificate IV in Breastfeeding Education* has a minimum of:

- 6 core units
- 3 elective units

The electives you do determine whether you are appointed as a breastfeeding counsellor or a breastfeeding educator.

The units in the courses focus on particular skill areas. The course covers skills and knowledge in the following areas:

- breastfeeding information and support
- helping mothers to adjust to life changes associated with breastfeeding
- counselling and communication
- providing breastfeeding education
- promoting and protecting breastfeeding
- being an effective volunteer with ABA

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

The Australian Skills Quality Authority regulates ABA as a registered training organisation and accredits nationally recognised courses where the requirements for course accreditation are met. Accredited courses address an identified training need that is not met by an existing training package qualification or unit of competency. Accreditation and renewal are subject to the applicable regulatory requirements and approval period.

10998NAT Certificate IV in Breastfeeding Education is currently accredited to 31 December 2026. A renewal application is under consideration. ABA will advise enrolled learners of the approved transition or teach-out arrangements and any additional requirements that affect their training.

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Why the volunteer traineeship is work based learning – an explanation of competency-based training and assessment and the minimum 150 hours of volunteer participation

Outcome Standard 2.1
Compliance Standards: Information and Transparency requirements, where applicable

The training delivered by ABA for its volunteers 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:

a) The components of jobs
b) What you need to know to do a job
c) The standard of performance required to do the job
d) Assessment

In competency-based training, it is a requirement that learners are given opportunities to practise their skills wherever possible in a work environment. In ABA, this space is our volunteer work environment and can be very varied. 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 are able to work effectively as a volunteer breastfeeding counsellor or breastfeeding educator.

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 has to be able to demonstrate that they are competent in a variety of ways and over a period of time.

Because a volunteer traineeship with ABA is a work-based training program, trainees are required to demonstrate they have completed a minimum of 150 hours of volunteer work with the Association during their completion of the course. Participation in volunteer activities forms part of your assessment processes.

IF trainees extend their period of training beyond their initial enrolment period the following requirements apply:

- 12-24 months – volunteer participation remains at the minimum of 150 hours
- 24-36 months – volunteer participation increases to a minimum of 225 hours

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- 36–48 months – volunteer participation increases to a minimum of 300 hours

We are aware that volunteering for the Association can take many forms and for trainees unable to attend group activities due to remote location and other reasons, ABA has a range of online and other Association activities available. Trainees who are unable to participate regularly in local group activities can contact their Branch Training Manager or Training Administration to discuss and organise alternative options. A list of volunteering activities that can contribute toward volunteer hours are provided at the start of the traineeship.

Attendance at training sessions or activities does not contribute towards this requirement as participation in training activities is also necessary to gain the skills and knowledge needed and to complete assessment requirements.

All trainees will need to demonstrate their completion of the required volunteering hours by recording and self-reflecting on activities. In addition, at least 75 hours of these activities must be verifiable by an appropriate ABA volunteer. Template forms for this purpose are provided.

Flexible Delivery and Assessment in ABA

Outcome Standards 1.1, 1.3, 1.4 and 2.1
Compliance Standards: Information and Transparency requirements, where applicable

In ABA, due to the nature of our learning group - primarily learners with younger families completing the course flexibly - training programs are delivered on a continual basis with multiple entry and exit points. ABA provides blended learning, with e-learning content delivery and live sessions held virtually or face-to-face. Your training also includes on-the-job training.

Assessment is conducted after learners have completed the required learning and practice for the relevant unit. Assessments should generally be submitted within four weeks of completing the unit or unit cluster. ABA designs and conducts assessment in accordance with the principles of assessment—fairness, flexibility, validity and reliability—and applies the rules of evidence to ensure that evidence is valid, sufficient, authentic and current.

Quality Assurance Guarantee

Outcome Standards 1.5, 2.7 and 4.4

ABA's mission is:
As Australia's leading authority on breastfeeding:

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- 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 and assessment to its volunteers in support of its work. This means trainees are well equipped with the skills and competencies required to safely and competently apply the skills described in the 10998NAT Certificate IV in Breastfeeding Education course.

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. This information is critical to ensure continuous improvement.

Qualifications of Trainers and Assessors

Outcome Standards 3.1, 3.2 and 3.3
Credential Policy sections 1A–1E, as applicable

Training and assessment is delivered only by people who meet the applicable Outcome Standards and Credential Policy requirements. Depending on their role and credentials, a person may deliver training and assessment without direction, work under the direction of an appropriately credentialled trainer or assessor, or conduct assessment only. ABA verifies and retains evidence of credentials, vocational competence, current industry skills and current training and assessment capability.

- A person delivering training and assessment without direction must hold an applicable credential permitted by the Credential Policy, such as TAE40122 Certificate IV in Training and Assessment or another credential recognised by the current policy. Separate requirements apply to people working under direction and people conducting assessment only.
    - A secondary teaching qualification and one of the following credentials:
        - *TAESS00019 / TAESS00011 Assessor Skill Set, or*
        - *TAESS00024 VET Delivered to School Students Teacher Enhancement Skill Set* or its successor, or
    - A diploma or higher-level qualification in adult education or vocational education and training.

To conduct assessment **only**, including making assessment judgements, the person must hold one of the following credentials:

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- *TAE40122 / TAE40116 / TAE40110 Certificate IV in Training and Assessment* or its successor, or
- *TAESS00019 / TAESS00011 / TAESS00001 Assessor Skill Set* or its successor or
- A secondary teaching qualification and one of the following credentials:
    - *TAESS00019 / TAESS00011 Assessor Skill Set, or*
    - *TAESS00024 VET Delivered to School Students Teacher Enhancement Skill Set* or its successor, or
- A diploma or higher-level qualification in adult education or vocational education and training.

ABA ensures that trainers and assessors maintain current vocational competencies and industry skills relevant to the training products they deliver or assess. They also undertake professional development to maintain and improve their training and assessment practice. These requirements help trainers and assessors deliver inclusive, current and effective training and assessment for learners with diverse needs and backgrounds.

Issuance of AQF qualifications

Outcome Standard 2.1
Compliance Standards: issuance and records of AQF certification documentation, student identifier requirements and integrity of Nationally Recognised Training requirements
Australian Qualifications Framework Qualifications Issuance Policy

All VET qualifications and statements of attainment issued by ABA will comply with the AQF Qualifications Issuance Policy

If you successfully complete the qualification, ABA will issue your testamur and record of results within 30 calendar days of the qualification being awarded, provided all agreed fees have been paid and ABA has verified your Unique Student Identifier, unless an exemption applies.

If you successfully complete one or more units but do not complete the full qualification, ABA will issue a statement of attainment within 30 calendar days of the units being awarded, provided all agreed fees have been paid and ABA has verified your Unique Student Identifier, unless an exemption applies.

All VET students must have a USI – Unique Student Identifier. ABA cannot issue AQF certification documentation without a verified Unique Student Identifier unless the learner has an exemption under the applicable USI legislation. Information on how to obtain a USI is provided during the enrolment process. Your enrolment in the course cannot be confirmed until ABA has confirmed a valid USI or applicable

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exemption. If you are completing studies with other tertiary organisations, you will also need to provide them with your USI.

You are responsible for the safe storage of your Certificate/s and Statement of Attainment. Replacement certificates 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 record/s.

Learner Health and Safety

Outcome Standards 2.1 and 2.6
Compliance Standards: Information and Transparency requirements, where applicable

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

Safety is of great importance to ABA. We expect all learners to feel safe in undertaking their training and related Association volunteer work, including while travelling to and from and attending ABA training and assessment delivery. To this end, whenever possible, workplace learning is scheduled to be conducted during the day and thereby reduce nighttime travel.

ABA does not provide any permanent, fixed locations for our training sessions. Learners will be informed of specific information related to training venues and details on car parking facilities to ensure safety. In addition, when evening and weekend training workshops are held, learners will be provided with information about safe travel and car parking facilities.

How is training delivered in ABA?

Outcome Standards 1.1, 1.3, 1.6 and 2.1
Compliance Standards: Information and Transparency requirements, where applicable

ABA uses flexible learning options and blended learning 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. This means they do not have to attend training but instead complete an assessment only pathway.
- Training delivery and assessment. This means they must complete some method of training for the unit before being assessed.

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ABA delivers blended training supported via a learning management system. www.breastfeeding.learnbook.com.au

All learners are given access to this site for access to e-learning content, course resources, assessment materials and processes and course progression. e-learning content is supported by live sessions delivered by webinar or face-to-face.

ABA's volunteer traineeship is a work-based training program, so much of the training and assessment reflects normal activities in the ABA volunteer workplace. To complete the required training and assessment tasks, trainees must work actively within ABA and attend training activities. This includes involvement in a local group, participation in online volunteer activities or active membership of a national working group.

Trainees are required to attend live sessions for the development of skills. These sessions are held by webinar or face-to-face.

ABA invests considerable volunteer and Association resources to provide a range of training activities to ensure that trainees build the skills, knowledge and attributes needed to be volunteer breastfeeding counsellors and breastfeeding educators with the Association. **These training activities are not optional**.

Face-to-face training sessions are a great opportunity to meet trainees and volunteers from other groups in your region, branch or nationally. Many lifelong friendships have developed from the connections made in training and these friendships will make your work in the Association more enjoyable and more effective.

How long will training take?

Outcome Standards 1.1 and 2.1
Compliance Standards: Information and Transparency requirements, where applicable

Training with ABA is offered continually, and volunteers may apply at any time during the year. The program is designed to support completion within 12 to 15 months; however, many trainees study part time and take approximately 18 months. Learners are encouraged to progress steadily and may begin the course once their enrolment is confirmed.

To simplify administration ABA uses a semester-based system to manage course enrolments. If you enrolled between 1 Jan to 30 Jun, you are a Semester 1

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enrolment. If you enrolled between 1 July to 31 December, you are a Semester 2 enrolment.

When you initially enrol, you will have at least 15 months to complete the course before an enrolment extension is required. If you need additional time, the extension date will fall on the anniversary of the end of the semester in which you first enrolled.

The time you will spend on your training activities each month is difficult to determine exactly because volunteering with ABA is also part of your training work. Volunteering comes in many forms and local ABA groups run differently from place to place. As a very general estimate, time spent seems to work out at around 8-10 hours per week on average, made up of the following:

- About 3 hours of volunteering (on average). The traineeship requires you to do a minimum of 150 hours of volunteering over the course of your enrolment. If your aim is to complete in 12 months, this averages to 12.5 hours per month, or around 3 hours per week.
- About 2 hours of 'study', which might involve online training sessions, a face-to-face training support session or a training workshop (usually a weekend event).
- Another 2-4 hours of self-study (reading and writing up assessments).

It is likely there will be some weeks when you might do more and others where you do less because everything works around our families and other commitments. But there would need to be some spare time in your week, albeit in small amounts.

This is the amount of time generally required if you aim to complete within 12 to 15 months. Many trainees take longer; however, the course must be completed within a maximum four-year period, subject to ABA's enrolment-extension requirements.

Volume of learning

Outcome Standard 2.1
Compliance Standards: Information and Transparency requirements, where applicable

The volume of learning for a course is determined during course design and includes both supervised and unsupervised activities. Training organisations may structure delivery differently, and learners may take different amounts of time to complete units and the course depending on their existing skills and knowledge.

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The volume of learning serves as a guide to the course and unit delivery and assessment time frames. As many trainees in ABA have pre-existing skills and knowledge, they are able to work through course material in less time than the specified course volume of learning. The volume of learning for 10998NAT Certificate IV in Breastfeeding Education is available in **Appendix 2.**

To complete the qualification successfully, all required assessments must be submitted and assessed as competent.

It is expected that trainees make steady progress through their training by completing learning modules, attending training sessions and doing assessment tasks and being involved in their local groups.

What happens when I have finished my enrolment period?
Semester 1 enrolments that have not completed the course by the end of Semester 1 the following year, and Semester 2 enrolments that have not completed the course by the end of Semester 2 the following year, will be required to extend the enrolment. An enrolment extension notification is sent via email.

There are three options at enrolment extension:

1. fill out and submit the enrolment extension form online, with the current enrolment extension administration fee and continue training. The extension will be valid for 12 months from your original enrolment expiry date, which is either 30 June or 31 December.
2. submit the online enrolment extension form and indicate that you expect to complete the course within three months. No enrolment extension administration fee is payable if the course is completed within that period. If you do not complete within three months, you must extend your enrolment online and pay the current administration fee before the three-month period expires; otherwise, you will be withdrawn from the course. Any extension will run for 12 months from the original enrolment expiry date, as described in option 1. Assessment results are not processed after a learner has been withdrawn.
3. withdraw or cease training. You must notify Training Administration by completing the Notification of Withdrawal from Course form on the ABA website. ABA will issue a Statement of Attainment for completed units, provided it has verified your Unique Student Identifier or confirmed that an exemption applies.

Enrolment extension does not require you to re-apply for your volunteer traineeship. Enrolment extension is just an extension of your training time.

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Can I seek recognition for other qualifications or prior learning?

Outcome Standards 1.6, 1.7, 2.1 and 4.1
Compliance Standards: Information and Transparency, recognition of AQF certification documentation and records requirements, where applicable
Australian Qualifications Framework Recognition of Prior Learning and Credit Transfer requirements

Applicants with evidence of relevant existing skills or qualifications may apply for credit transfer or recognition of prior learning. If the application is approved, credit will be granted for the relevant units, reducing the number of units the learner must complete.

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, social or domestic activities 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 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.

Units granted through credit transfer will be recorded in ABA's student management system and reported in accordance with applicable VET data and Unique Student Identifier requirements.

For further information on RPL or credit transfer 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 also more information on self-assessment to determine RPL in the Course Handbook that all new trainees receive once accepted to train.

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How much does it cost to train?

Outcome Standard 2.1
Compliance Standards: Information and Transparency requirements, including fees, charges, payment terms, refund information, government entitlements and student obligations

Members who agree to work as ABA volunteers for the specified period, currently two years for breastfeeding counsellors and breastfeeding educators, pay an administration and materials fee of $120. The fee contributes to administration, materials, transcripts, correspondence, certification documentation and other sundry costs. It is non-refundable except where a refund is required under ABA's Refund Policy or applicable law. The reduced fee is made possible through funding from the Australian Government.

Members who commit to volunteering with ABA for the specified period, currently two years for breastfeeding counsellors and breastfeeding educators, are exempt from the $2,500 tuition fee for the 10998NAT Certificate IV in Breastfeeding Education.

The cost of course tuition is met primarily by the volunteer work of other ABA members and in part by funding from the Australian Government and others for the training of breastfeeding counsellors to staff the National Breastfeeding Helpline.

This means ABA is sponsoring your training as a volunteer breastfeeding counsellor and/or breastfeeding educator.

When trainees qualify, they are expected to honour the agreement they signed.

However, there are some ancillary costs associated with training.

Course Fees and Charges

Outcome Standard 2.1
Compliance Standards: Information and Transparency requirements, including fees, charges, payment terms, refund information, government entitlements and student obligations

Groups, regions and branches **may** provide support for trainees with expenses in different ways. To receive any available assistance, trainees are expected to be **active in fundraising activities** during their training.

It is not ABA's intention to exclude potential trainees due to cost barriers. If the costs outlined below pose a barrier to you training with ABA, please contact either your

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branch training manager (BTM) or training administration to discuss this as we have provisions in place to assist you.

Training costs include:

Before enrolment and payment, applicants are provided with the current fees and charges, payment terms, refund arrangements, enrolment-extension fees, possible ancillary costs, and the costs and process associated with withdrawal. The applicable Fees and Charges Policy and Refund Policy are available on the ABA website.

- initial enrolment administration and materials fee: $120. The administration fee is non-refundable except where a refund is required under ABA's Refund Policy or applicable law.
- enrolment extension administration fee, if required: $90, or $250 if fewer than two units have been completed during the previous 12 months. The fee is non-refundable except where a refund is required under ABA's Refund Policy or applicable law.
- volunteer or Virtual Village membership of the Association: the cost of the yearly subscription (includes volunteer personal accident insurance)

The administration fee must be paid in accordance with the payment terms stated during enrolment. Refund eligibility is determined under ABA's Refund Policy and applicable law.

Other incurred costs **may** include:

- cost of a 'Working with Children Check' - legislation requires all volunteers who work directly or indirectly with children to hold a current Working With Children Check at all times.
- incidental phone, data and internet costs related to training or ABA workplace activities
- stationery and computer-related costs
- personal copies of basic breastfeeding books, if purchased
- travel to training meetings, workshops, community education events
- registration/accommodation at conferences, seminars, workshops — sometimes local groups will pay these, but this is subject to the group's financial status and the trainee's fundraising input.

Another cost to be considered is the cost of internet/data access as this is required as part of your training and will provide opportunities to communicate with other trainees online.

If at any time during training trainees experience financial difficulties that would impact on their ability to continue training, provisions are available to ensure this

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does not become a barrier. Contact your branch training manager (BTM) to discuss further assistance.

Groups may elect to reimburse trainees the initial administration fee after the trainee has either completed the traineeship or successfully progressed in the course. Trainees are to keep the receipt of their administration fee to facilitate this process.

State funding entitlements

Outcome Standard 2.1
Compliance Standards: Information and Transparency requirements, including government funding entitlements, where applicable

You may be accessing a government funding entitlement that could affect your eligibility for subsidised training in the future, including arrangements that limit funding to one qualification per person. Before enrolling, check the applicable funding rules and your eligibility with the relevant state or territory training authority.

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How will I be assessed?

Outcome Standards 1.1, 1.3, 1.4 and 2.1
Compliance Standards: Information and Transparency requirements, where applicable

As the 10998NAT Certificate IV in Breastfeeding Education is designed to prepare people to work as volunteers for the Association, you will be assessed wherever possible in the ABA workplace. Assessments will determine whether you are competent or not yet competent. If you are assessed as not yet competent, you will be given clear guidance and an opportunity to provide the additional evidence required to demonstrate competency.

ABA's assessment processes are quality-assured by appropriately skilled and credentialled people through regular validation of assessment practices and judgements.
Trainees submit their assessments via the LMS to qualified ABA assessors and receive appropriate written feedback.

An assessor will contact a learner directly if additional work is required to complete an assessment. If a significant amount of work is required, this will count as a second submission. Files submitted in error or non-genuine attempts will be reverted to draft by the assessment allocator and will not count as an attempt.

Learners who do not demonstrate competency on their first submission may be asked to provide additional work or evidence. One resubmission per assessment task is ordinarily available at the assessor's discretion. If competency has not been demonstrated after two submissions, the assessor refers the assessment to the Assessment Manager for review against the assessment requirements, principles of assessment and rules of evidence. The Assessment Manager may approve a reasonable adjustment where appropriate. If competency is still not demonstrated, the matter is referred to the Senior Manager, Learning and Innovation for a final determination in accordance with ABA's assessment and appeals processes.

ABA's Assessment Policy

Outcome Standards 1.4, 2.1 and 4.1
Compliance Standards: Information and Transparency requirements, where applicable

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.

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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 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 electronically via the LMS declaring the authenticity of the learner's work.

See the Assessment Policy *for more information available on the ABA website.*

What support and resources will I receive when training?

Outcome Standards 1.8, 2.1, 2.3 and 2.4
Compliance Standards: Information and Transparency requirements, where applicable

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

- Learning Management System (LMS)
- group/regional/training/branch libraries with books and other e-resources
- ABA website
- Association publications – e.g. Essence, Talkabout

When you are accepted to train you will receive access to the ABA Learning Management System (LMS), access to My training space on the ABA website and an information letter to get you started.

Material and equipment that the learner must provide

Outcome Standards 1.8 and 2.1
Compliance Standards: Information and Transparency requirements, where applicable

As course administration, communication, access to resources, assessment submission and e-learning are provided electronically, you must have access to a computer or laptop and a reliable internet connection throughout your training.

A minimum standard device can:

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- use a currently supported operating system and a current version of a mainstream web browser that is compatible with ABA's Learning Management System
- run programs to create documents, spreadsheets and presentations
- enable the use of a web camera and headset.

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 mobile devices alone is insufficient. We highly recommend using a suitable computer or laptop device to complete your training.

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

Outcome Standards 2.1, 2.2, 2.3, 2.4 and 2.5
Compliance Standards: Information and Transparency requirements, where applicable

ABA can assist trainees 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 / Training Hub / volunteer training manual
- one-on-one time with trainers and assessors (qualified volunteers)
- Facebook training support groups (at branch, regional and local levels)
- Seeking various ways to meet practical, work-based training requirements if you are geographically or socially isolated.
- Supporting people from indigenous backgrounds and culture-specific or demographic-specific supports in their local community
- Financial wellbeing support (branch funding assistance; scholarship; grants)
- support to access counselling, wellbeing and mental health services, including support for learners experiencing abuse, harassment or violence
- Reasonable adjustments for those with specific needs

ABA provides reasonable training and assessment support within its role and capability. If a learner requires specialist equipment, professional services or support beyond ABA's capability, ABA will discuss suitable alternatives and, where appropriate, provide information about external services. Any reasonable adjustment must preserve the integrity of the training product and the validity of assessment.

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You are encouraged and welcome to contact the following personnel about your needs:

- Learner Progress and Support Officer (LPSO), who will be assigned to you after you have enrolled into the course/s
- Trainer or assessor around your area. You can look up their contacts from the volunteer directory on the ABA website

Know your rights as a learner

Outcome Standards 2.1, 2.5, 2.6 and 4.1
Compliance Standards: Information and Transparency and compliance with laws requirements, where applicable

How does ABA ensure access and equity?

ABA will comply with all Commonwealth, State/Territory legislation and regulatory requirements to ensure equity. Workplace Health and Safety (Work 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 breastfeeding counsellors, breastfeeding educators, staff members and other learners. Learners are expected to abide by the Code of Ethics and Code of Conduct.

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.

What about my personal information and confidentiality?

Outcome Standards 2.1 and 4.1
Compliance Standards: Information and Transparency and compliance with laws requirements, where applicable

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ABA must retain and report learner enrolment, progress and outcome information in accordance with applicable Commonwealth, state and territory VET data, funding and legislative requirements. ABA limits the information requested from learners to what is required for the administration of training and assessment and for regulatory and legislative reporting. All training administration records are held 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 on request from training administration at National Support Office.

It is Association practice that many Branches will include trainees' contact details in their directories and email lists to facilitate communication between branch volunteers. If you have concerns about this, please contact your Branch Training Manager. In addition, local groups may include trainees' contact details in local bulletins or meeting programs. Please discuss this with your group leaders for more details.

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

ABA records are kept in accordance with ABA Privacy Policy.

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

Complaints and appeals

Outcome Standards 2.1, 2.7 and 2.8
Compliance Standards: Information and Transparency requirements, where applicable

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 you have concerns about any aspect of your training or assessment, there are avenues through which you can seek assistance. ABA also has formal complaints and appeals policies and processes.

Complaints

Outcome Standard 2.1, 2.7

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.

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The formal complaints process gives the learner an opportunity to present their case and receive a written outcome, including the reasons for the decision, within the timeframe stated in ABA's Complaints Policy. Where required by the policy or requested through the available review process, the complaint will be reviewed by a person who was not involved in the original matter.

Appeals

Outcome Standard 2.1, 2.8

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 assessment appeal may include a review of the assessment process and evidence and, where appropriate, reassessment by a different assessor. The learner will receive a written outcome with reasons for the decision and information about any further review options available under ABA's Appeals Policy.

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

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

Meeting your responsibilities under the traineeship criteria

Outcome Standard 2.2, 4.1, 4.3
Compliance Standards: Information and Transparency requirements and compliance with laws requirements, where applicable

Learners who do not meet the traineeship requirements may be subject to an intervention process and, where the requirements remain unmet, may be withdrawn from the course in accordance with ABA's policies and procedures. Grounds may include prolonged non-participation, failure to maintain required membership, substantiated breaches of the Code of Ethics or Code of Conduct, substantiated academic misconduct, or continued failure to meet required volunteer-participation obligations. Learners will be informed of concerns, given an opportunity to respond and advised of any applicable complaint or appeal rights before a final decision is made.

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Disciplinary Action

Outcome Standards 2.1 and 4.1
Compliance Standards: Information and Transparency and compliance with laws requirements, where applicable

Learners who sign an agreement to abide by the Code of Ethics are bound by its provisions. ABA treats breaches of the Code of Ethics and Code of Conduct seriously. A learner who breaches either code will be counselled about the expected behaviour or response. Repeated substantiated breaches may result in the learner's training being discontinued in accordance with ABA's policies and procedures.

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 used unfair means to gain an advantage in the assessment process, the assessment in question will be cancelled and another assessment event substituted. Learners will be counselled about their actions. If a learner disputes a finding that they gained an unfair advantage or cheated, the assessment appeals process will apply.

Repeated substantiated instances of cheating during the assessment process may result in the learner's training being discontinued in accordance with ABA's policies and procedures.

There are further details about this in the Course Handbook in the section ***Guidelines for volunteer work during your traineeship*** **and on the website in the Policy and procedures section for disciplinary action*.***

What happens if I do not finish my training?

Outcome Standard 2.1
Compliance Standards: issuance of AQF certification documentation, student identifier requirements, records requirements and Information and Transparency requirements, where applicable

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

If you notify Training Administration that you have withdrawn from the course, ABA will issue a Statement of Attainment for units in which you have been assessed as competent, provided ABA has verified your Unique Student Identifier or confirmed that an exemption applies.

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What if I need to take a break during training?

Outcome Standard 2.1
Compliance Standards: Information and Transparency requirements, where applicable

The current training system allows you to work at your own pace. 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 training occurs. It is possible to complete your training over an extended period of time if you need to, though this is not generally recommended. If trainees 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.

If a break extends your training beyond the current enrolment period, you will need to extend your enrolment and pay the applicable enrolment extension administration fee to keep it active. This fee covers the administrative costs that continue while a learner remains enrolled and is not a tuition fee. The applicable refund arrangements are set out in ABA's Refund Policy.

What happens when I finish my training?

Outcome Standard 2.1
Compliance Standards: issuance of AQF certification documentation, student identifier requirements and Information and Transparency requirements, where applicable

When training is completed, trainees confirm their commitment to the Association and request the ABA Board of Directors to make their appointment as breastfeeding educators or breastfeeding counsellors. Completion of the 10998NAT Certificate IV in Breastfeeding Education does not guarantee that you will be appointed by the Association, as appointment is dependent on meeting the selection criteria specified in the position description.

Upon appointment as a qualified breastfeeding counsellor or breastfeeding educator, you will receive the materials and guidelines needed for your role. Breastfeeding counsellors and breastfeeding educators are expected to take an active role in the Association and/or their local group for at least two years and to report at the intervals specified by the Board. They also understand that they may be required to take on the role of group leader or administrator if needed.

Newly appointed breastfeeding counsellors are allocated a regular shift on the breastfeeding Helpline. This is part of the agreement you sign when undertaking training and helps you to consolidate skills and gain confidence in counselling.

It is a requirement that newly appointed breastfeeding counsellors volunteer on the Breastfeeding Helpline for at least two years.

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There is an expectation that newly appointed breastfeeding counsellors (during and post practicum) are flexible and can participate in the many Breastfeeding Helpline shifts that are available after 8am and before 8pm every day of the week, even weekends. This is to ensure that newly qualified volunteers gain as much experience as they can to maximise their learning and development during this early stage.

Newly appointed breastfeeding educators are allocated regular shifts on LiveChat. This is part of the agreement you sign when undertaking training and helps you to consolidate skills and gain confidence in providing support to parents.

It is a requirement that newly appointed breastfeeding educators volunteer on LiveChat for at least two years.

How do I enrol?

Outcome Standard 2.1
Compliance Standards: Information and Transparency requirements, where applicable

By the time you read this booklet, you may have already spoken to your group leader or an experienced breastfeeding counsellor or breastfeeding educator about your interest in becoming a qualified volunteer and they may have already discussed some of the requirements with you. If you haven't, now is the time to speak to your group leader or an experienced breastfeeding counsellor or breastfeeding educator about your interest in becoming a qualified volunteer. This is an important step as you will be volunteering alongside them through the traineeship.

The next step is to complete the ***Volunteering with ABA e-module*** and/or attend a ***Volunteering with ABA*** **webinar session**.

The Volunteering with ABA e-module in the LMS provides you with a comprehensive overview and key information regarding the course such as the structure, the philosophies and ethical principles of the Association. It is important to find out as much as you can about the Association and the job role you are interested in. Alternatively, you can attend a live Volunteering with ABA webinar session or complete the Group Volunteer Induction on the My ABA page. It is also very worthwhile talking with members in your group too.

This means before you apply to become a breastfeeding counsellor or breastfeeding educator you will need to read the below webpage documents on the ABA website:

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- Breastfeeding Counsellor and Breastfeeding Educator Position Description (go to the ABA website or ask your group leader)
- ABA Position Statement on Breastfeeding
- ABA's Code of Ethics and Code of Conduct

Volunteer traineeship enrolment process

Outcome Standards 2.1 and 2.2
Compliance Standards: Information and Transparency requirements, where applicable

To apply to become a breastfeeding educator or breastfeeding counsellor you must be a financial member to access the application form online. This membership may be Virtual Village or Volunteer membership.

To complete the online 10998NAT Certificate IV in Breastfeeding Education **enrolment form** you will need to:

- ensure you meet the relevant breastfeeding criteria – if you do not and you consider you have sufficient experience that would enable you to provide appropriate peer-based counselling support to mothers then you MUST complete and submit your application directly to the Senior Manager, Learning and Innovation with your reasons for your application to be considered.
- discuss the responsibilities of training and volunteering with an authorised training representative and complete a language, literacy, numeracy and digital skills assessment so that ABA can consider course suitability and identify any support or reasonable adjustments required before enrolment.
- complete and submit evidence of a Working with Children Check.
- provide a photocopy of proof of identity (photo ID) e.g. current driver's licence, passport
- agree with the declaration, which includes confirming that you are willing to abide by the Code of Ethics and become a voting member of the Association.
- pay the administration fee online.
- *OPTIONAL* - complete the online Lactation History questionnaire.

Note: *If the pre-enrolment assessment identifies that you may need additional English language support, ABA will discuss the course requirements, available support options and any reasonable adjustments with you before your enrolment is finalised. Where ABA cannot provide the level of specialist support required, you will be referred to suitable external support services.*

Student number and formal identification

Outcome Standard 2.1
Compliance Standards: student identifier requirements and records requirements, where applicable

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All learners are required to provide proof of identity when applying for the Volunteer Traineeship. 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 an RTO requirement that learners provide the Association with a **residential address** not just a post office box.

Once accepted as a trainee, all learners will be given an ABA student identifying number that is unique to them. For ABA this is the **member number.** Your member number can be found on the My ABA page, coversheet of your *Essence* magazine or obtained from your Group Leader's membership records. Learners are to record their student number on all submitted assessment work and requests to National Support Office for information.

Learners must also ensure that when they are communicating as a representative of the Association it is clear what their role and status is within the Association. This includes clearly identifying as a trainee and not claiming qualifications they do not yet have.

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

How your group leader or an experienced breastfeeding counsellor or breastfeeding educator can assist you with your application

Outcome Standard 2.1, 2.2

Compliance Standards: Information and Transparency requirements, where applicable

Your group leader or an experienced breastfeeding counsellor or breastfeeding educator is able to:

- *answer any general questions you have about becoming a trainee and the philosophies and ethical principles of ABA.*
- *introduce you to, or give you the contact details of a training representative who will discuss with you the commitment required of trainees, the obligations of the Association to our trainees and the resources available to trainees to enable them to complete their training.*
- *help you complete the online Volunteer Traineeship Application form, if required, and check that all necessary documentation has been provided and completed.*

When your application is submitted, training administration will assess the application and ensure all criteria for traineeships have been met. You will be notified of the outcome of your application as soon as a decision has been reached.

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FINALLY…training to be and volunteering as a breastfeeding counsellor or breastfeeding educator is very rewarding. Being able to support mothers with accurate breastfeeding information and developing new skills and attributes are all part of this journey.

We thank you for your interest in training and trust that this pre-course information booklet has answered many of your questions

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Appendix 1 Course Application Criteria

Outcome Standard 2.1
Compliance Standards: Information and Transparency requirements, where applicable

Criteria for ABA Volunteer Traineeships

Australian Breastfeeding Association's criteria for the volunteer traineeships in breastfeeding counselling and breastfeeding education include the following:

- Applicants must be financial Volunteer or Virtual Village members when they apply and must maintain the required membership throughout training. If membership lapses, training may be suspended and the learner will be contacted and given an opportunity to restore membership within the period specified in the applicable ABA policy before any decision is made to discontinue training. Maintaining membership also supports access to applicable volunteer personal accident insurance arrangements.

- Meeting specific requirements for personal breastfeeding experience. Please refer to the Application for Volunteer Traineeship for details of the required criteria for relevant course.

- Having active involvement in ABA during the traineeship for a minimum of 150 hours and committing to work as an ABA volunteer for at least two years following qualification. This includes volunteering monthly on the Breastfeeding Helpline for breastfeeding counsellors or on LiveChat and/or Virtual Village activities for breastfeeding educators.

- Ensuring ethical conduct — all applicants must sign and abide by the ABA Code of Ethics

- Applicants must be able to reconcile other volunteer or paid work or study activities with the principles outlined in the Code of Ethics. *Please refer to the Code of Ethics on the ABA website.*

- Applicants who have been convicted of fraud within the previous 5 years are not eligible to train.

- Any person with a criminal record that prohibits them from working with children will not be eligible to train with ABA. Learners are required to submit a copy or details of a current working with children check for their state/territory.

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- Committing to the philosophies and principles of the Australian Breastfeeding Association that underpin its volunteer work. These are exemplified in ABA's Vision, Mission and Values Statements, Code of Ethics, Code of Conduct, Conflict of Interest Policy, Position Statement on Breastfeeding.

  In addition, a number of general requirements are needed by all learners to meet course outcomes. These include:

- Willingness to work in the voluntary sector — ABA is a volunteer organisation that provides a significant service to promote breastfeeding in Australia. Breastfeeding educators and breastfeeding counsellors who work for ABA find what they do rewarding. There are skills to be gained through volunteer work with ABA but training and working with ABA does involve a time commitment.

- Ability to relate to a diverse range of people — breastfeeding education and breastfeeding counselling require good communication skills. ABA training does develop these competencies but it helps if you find you already have an aptitude for working well with a diverse range of people.

- Being able to work well in a team — the local group has been for many years the focus of ABA activities. ABA breastfeeding educators and breastfeeding counsellors work together at many levels to run the organisation.

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Appendix 2 Volume of learning for the 10998NAT Certificate IV in Breastfeeding Education course

Outcome Standard 2.1
Compliance Standards: Information and Transparency requirements, where applicable

Nominal duration (supervised hours)	***500-615***	***Unsupervised hours***	***300***	***Volume of Learning***	***800-915***
Unsupervised activities: undertaking work experience with a volunteer organisation; 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.					

Volume of Learning

The volume of learning required for the achievement of learning outcomes for this course is 800 – 915 hours

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;
- 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 300 hours.

A Statement of Attainment will be issued for each unit of competency successfully completed if the learner does not complete the full qualification, subject to ABA holding the information required to issue the certification documentation.

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Appendix 3 - The structure of the 10998NAT Certificate IV in Breastfeeding Education course

Outcome Standard 2.1
Compliance Standards: Information and Transparency requirements, where applicable

To achieve the 10998NAT Certificate IV in Breastfeeding Education qualification the learner must complete 9 units – 6 Core and 3 Electives.

Total minimum number of units = 9

- Minimum of 6 core units plus
- Minimum of 3 elective units.

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 of competency code	Unit of competency title	Pre-requisite	Co-requisites
NAT10998001	Promote breastfeeding as a representative of the organisation	Nil	Nil
NAT10998002	Observe legal and ethical requirements when providing breastfeeding support	Nil	Nil
NAT10998003	Provide breastfeeding information and support	Nil	Nil
NAT10998004	Provide support on use of lactation aids, family foods and weaning	Nil	Nil
NAT10998005	Support mothers to negotiate life changes associated with breastfeeding	Nil	Nil
NAT10998006	Plan, organise and implement breastfeeding education and support programs	Nil	Nil
Elective units			
NAT10998007	Work within the breastfeeding counselling process	NAT10998003	NAT10998008

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Unit of competency code	Unit of competency title	Pre-requisite	Co-requisites
NAT10998008	Empower mothers through breastfeeding counselling	NAT10998003	NAT10998007
NAT10998009	Counsel on breastfeeding situations and problems	NAT10998003	Nil
NAT10998010	Provide individual breastfeeding peer support services as an educator	NAT10998003	Nil
NAT10998011	Implement initiatives to protect breastfeeding	Nil	Nil
NAT10998012	Create a breastfeeding friendly child care environment	Nil	Nil
NAT11451013	Use infant sleep and settling methods that support the breastfeeding relationship	Nil	Nil
NAT11451015	Support infant and young child feeding outcomes in emergency situations	Nil	Nil
NAT11452001	Work as a community breastfeeding mentor	Nil	Nil
BSBCMM411	Make presentations	Nil	Nil

Note: NAT11451013 and NAT11451015 are imported elective units from the 11451NAT Diploma of Breastfeeding Management.
NAT11452001 is an imported elective unit from the 11452NAT Course in Community Breastfeeding Mentoring.

What you need to know about the selection of elective units

The selection of elective units is determined by:

1. whether you intend to become a breastfeeding counsellor or a breastfeeding educator
2. the units being offered at training sessions. This includes those offered at local, regional or branch workshops and conferences.

Trainees who are interested in completing elective units apart from the units currently being offered on the training program must have approval from the Branch Training Manager or the CertIV BE coordinator before proceeding with an alternative elective.

Trainees who intend to become breastfeeding counsellors must complete the elective units (delivered together in a cluster unit format):

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- NAT10998007 Work within the breastfeeding counselling process
- NAT10998008 Empower mothers through breastfeeding counselling
- NAT10998009 Counsel on breastfeeding situations and problems

Trainees who intend to become breastfeeding educators must complete the following 2 elective units plus one other:

- NAT10998010 Provide individual breastfeeding peer support services as an educator; **and**
- NAT10998011 Implement initiatives to protect breastfeeding; **and**
- BSBCMM411 Make presentations **or/**
- NAT11452001 Work as a community breastfeeding mentor

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Appendix 4 - 10998NAT Certificate IV in Breastfeeding Education course unit summaries

Outcome Standard 2.1
Compliance Standards: Information and Transparency requirements, where applicable

To give you a brief overview of the content of each of the units in the course, the following unit summaries are provided.

To build your skills, knowledge and attributes in a logical sequence and meet the requirements of prerequisite and co-requisite units, ABA delivers units in the following sequence:

NAT11452001 Work as a community breastfeeding mentor

This unit describes the performance outcomes, skills and knowledge required to provide breastfeeding support and promotion within a community.

It requires the ability to use a range of communication methods and to respect the beliefs and choices made by others. The unit applies to those who provide community or health programs to promote or support breastfeeding within a target community. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.

Note: For Indigenous contexts, the delivery and assessment against this competency standard must comply with community protocols and guidelines and be supported by elders and custodians of country.

The learning outcomes are:

- Prepare for breastfeeding mentoring
- Promote breastfeeding to community members
- Provide breastfeeding mentoring
- Sustain breastfeeding support within the community

NAT10998005 Support mothers to negotiate life changes associated with breastfeeding

This unit describes the performance outcomes, skills and knowledge required to review life changes associated with pregnancy, childbirth and breastfeeding, and to provide information and support to mothers about these changes.

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It requires the ability to explain normal adjustment processes and potential life changes experienced as a result of pregnancy, childbirth and breastfeeding and respond to mothers' concerns. It also requires the ability to appropriately refer mothers needing additional help.

The learning outcomes are:

- Prepare to support mothers to negotiate life changes associated with breastfeeding
- Guide mothers to adjust to life changes associated with breastfeeding
- Assist mothers returning to work and breastfeeding
- Guide mothers experiencing difficulty adjusting to life changes associated with breastfeeding
- Support mothers experiencing grief associated with breastfeeding

NAT10998003 Provide breastfeeding information and support

This unit describes the performance outcomes, skills and knowledge required to provide information and support for the establishment and maintenance of breastfeeding.
It requires the ability to effectively communicate the principles of human lactation and breastfeeding to enable the establishment of breastfeeding and provide support on common breastfeeding related issues.

The learning outcomes are:

- Prepare to provide breastfeeding information and support
- Communicate principles of lactation that underpin breastfeeding when providing support
- Use principles of lactation and infant factors when providing breastfeeding support

NAT10998004 Provide support on use of lactation aids, family foods and weaning

This unit describes the performance outcomes, skills and knowledge required to provide guidance on the use of lactation aids to support breastfeeding, introducing family foods, weaning and situations requiring expressing breastmilk and using breastmilk substitutes.

It requires the ability to communicate the role of breastfeeding in infant nutritional needs, the transition to family foods and weaning. It also requires the ability to

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provide guidance on the use of lactation aids and the expression and storage of breastmilk and to provide support for the re-establishment of lactation.

The learning outcomes are:

- Prepare to guide mothers on lactation aids, family foods and weaning
- Explain use of lactation aids when providing support
- Communicate the expression, storage and use of breastmilk
- Facilitate the transition to family foods and the weaning process
- Assist mothers with relactation or induced lactation
- Explain use of breastmilk substitutes when providing support

NAT10998006 Plan, organise and implement breastfeeding education and support programs

This unit describes the performance outcomes, skills and knowledge required to plan, organise, implement and or present breastfeeding education and support programs.

It requires the ability to identify and respond to stakeholder cultural, community, workplace and organisational needs when planning, organising, implementing and or presenting breastfeeding education and or support programs.

The learning outcomes are:

- Prepare for the breastfeeding education and or support program
- Plan the breastfeeding education and or support program
- Present the breastfeeding education and or support program

NAT10998002 Observe legal and ethical requirements when providing breastfeeding support

This unit describes the performance outcomes, skills and knowledge required to comply with legal and ethical requirements when providing breastfeeding support.
It requires the ability to determine what is required for ethical behaviour and the ability to apply this to the provision of breastfeeding support. It also requires the ability to identify and address ethical and legal issues.

The learning outcomes are:

- Establish legal and ethical requirements for breastfeeding support
- Determine ethical implications of own values and behaviour

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- Apply legal and ethical requirements to breastfeeding support
- Address ethical and or legal issues and conflict situations
- Maintain compliance with legal and ethical requirements for breastfeeding support

NAT10998001 Promote breastfeeding as a representative of the organisation

This unit describes the performance outcomes, skills and knowledge required to promote breastfeeding as a representative of an organisation. It requires the ability to identify the evidence base for breastfeeding and to plan and conduct activities to promote breastfeeding. It also requires these activities to be conducted in a way that respects other people's experiences and decisions and complies with the organisation's policies and procedures.

The learning outcomes are:

- Investigate the need for the promotion and protection of breastfeeding
- Determine organisational requirements for the promotion of breastfeeding
- Develop attributes and attitudes to promote breastfeeding and represent the organisation
- Engage in promotional activities

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Breastfeeding Counselling Elective Units:

NAT10998007 Work within the breastfeeding counselling process

This unit describes the performance outcomes, skills and knowledge required to work within the breastfeeding counselling process used by the Australian Breastfeeding Association.

It requires the ability to analyse the breastfeeding counselling process, apply legal and ethical boundaries of practice, develop skills required for breastfeeding counselling and review own counselling skills.

The learning outcomes are:

- Prepare for breastfeeding counselling
- Develop attitudes and attributes required for peer based breastfeeding counselling
- Review counselling skills and practice

NAT10998008 Empower mothers through breastfeeding counselling

This unit describes the performance outcomes, skills and knowledge required to facilitate the breastfeeding counselling process used by the Australian Breastfeeding Association.

It requires the ability to create a rapport with mothers and provide them with structured mother to mother support to enable informed decision making.

The learning outcomes are:

- Create a rapport with mothers
- Enable mothers to review the breastfeeding situation
- Guide mothers to address the breastfeeding situation
- Close the breastfeeding counselling session

NAT10998009 Counsel on breastfeeding situations and problems

This unit describes the performance outcomes, skills and knowledge required to identify breastfeeding issues and assist mothers to develop strategies to overcome breastfeeding issues.

It requires the ability to use a range of skills to identify breastfeeding issues and communicate positively with mothers to collaboratively address and manage these issues.

The learning outcomes are:

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- Take a breastfeeding history
- Check effectiveness of mother-infant breastfeeding dyad
- Counsel mothers on breastfeeding situation and problems

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Breastfeeding Education Elective Units:

NAT10998010 Provide individual breastfeeding peer support services as an educator

This unit describes the performance outcomes, skills and knowledge required to provide individual non-counselling peer based breastfeeding support.

It requires the ability to provide mother to mother guidance about breastfeeding underpinned by an ethical, legal and organisational framework. It also requires the ability to identify when mothers need additional support from breastfeeding counsellors and or referral to other support providers.

The learning outcomes are:

- Determine requirements for provision of individual breastfeeding peer-based support
- Develop attitudes, attributes and skills for provision of individual breastfeeding peer-based support
- Facilitate individual breastfeeding peer based support
- Review skills when providing individual breastfeeding peer-based support

NAT10998011 Implement initiatives to protect breastfeeding

This unit describes the performance outcomes, skills and knowledge required to identify breastfeeding protection policies and programs and implement initiatives to protect breastfeeding.

It requires the ability to use a range of skills to communicate positively and work effectively with others to organise, conduct and finalise a range of initiatives to protect breastfeeding.

The learning outcomes are:

- Prepare to implement initiatives to protect breastfeeding
- Participate in initiatives to protect breastfeeding
- Finalise initiatives to protect breastfeeding

NAT10998012 Create a breastfeeding friendly child care environment

This unit describes the performance outcomes, skills and knowledge required to create an environment conducive to breastfeeding friendly childcare.

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It requires the ability to identify the requirements for a breastfeeding friendly environment and apply these requirements to the provision of a range of childcare services. It also requires the ability to use appropriate feeding practices for infants and young children in childcare and to support mothers to continue breastfeeding.

The learning outcomes are:

- Establish requirements for a breastfeeding friendly childcare environment
- Provide a breastfeeding friendly childcare environment
- Use appropriate feeding practices for breastfeeding infants and young children in childcare
- Sustain breastfeeding friendly childcare practices

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Imported elective units

NAT11452001 Work as a community breastfeeding mentor

This unit describes the performance outcomes, skills and knowledge required to provide breastfeeding support and promotion within a community.

It requires the ability to use a range of communication methods and to respect the beliefs and choices made by others. The unit applies to those who provide community or health programs to promote or support breastfeeding within a target community. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.

Note: For Indigenous contexts, the delivery and assessment against this competency standard must comply with community protocols and guidelines and be supported by elders and custodians of country.

The learning outcomes are:

- Prepare for breastfeeding mentoring
- Promote breastfeeding to community members
- Provide breastfeeding mentoring
- Sustain breastfeeding support within the community

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. The unit applies to midwives, maternal, child and family health nurses, Aboriginal and Torres Strait Islander health workers, medical practitioners, pharmacists, lactation consultants and breastfeeding counsellors. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.

The learning outcomes are:

- Develop information and strategies for infant sleep and settling methods that support breastfeeding

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- Communicate infant sleep and settling methods that are compatible with the breastfeeding relationship
- Review infant sleep outcomes and breastfeeding relationship with clients

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.

The learning outcomes are:

- Prepare to support infant and young child feeding outcomes in situations requiring emergency services
- Meet the feeding needs of clients with infants and young children in emergency situations

BSBCMM411 Make presentations

This unit covers the skills and knowledge required to prepare, deliver and review a presentation to a target audience.

This unit applies to individuals who may be expected to make presentations for a range of purposes, such as marketing, training and promotions. They contribute well developed communication skills in presenting a range of concepts and ideas.

The learning outcomes are:

- Prepare a presentation
- Deliver a presentation
- Review the presentation

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