



## COVE+ FAQ

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#### Can I log on to COVE+ during work hours?

You are able to log on to COVE+ at any time via an internet-connected device. Accessing COVE+ during working hours is at the discretion of your chain-of-command. COVE+ is hosted on ADELE(U) therefore is available on both the Defence Protected Network (DPN) and non-DPN devices that are connected to the internet, including mobile phones and tablets.

#### If I am away, on exercise or deployed overseas on operations or just on holidays, can I still access COVE+?

Yes, you can access COVE+ anywhere with an internet connection. It is available to you, as a serving member of the Australian Army anywhere, anytime. Users are responsible for complying with local security requirements when accessing COVE+, for example on exercise or while deployed.



Can I access COVE+ via an ANDROID or iOS device?

You can access COVE+ and content via ANDROID and iOS devices, as well as any notebook, laptop or desktop computer with an internet connection.

How can I view the YouTube content within the COVE+ units?

You can access the external content links embedded in COVE+ units through a computer or an ANDROID or iOS device with an active internet connection. Unfortunately, due to network security issues you cannot access YouTube through DPN (including DREAMS or VERA) at this time. You will need to open the YouTube link separately using an external means, as described above.

Do I get examination or 'study' leave when registered and enrolled in COVE+ learning?

No. Examination Leave is not available to members as COVE+ is not a graded or assessed course framework. The provisions for granting a member up to forty hours leave in a leave year to attend examinations for a course of study do not apply to COVE+ learning.

Am I 'on-duty' when logged-on or completing COVE+ learning?

No. Access to COVE+ learning by members is an optional activity<sup>1</sup> and Army personnel are not considered to be on duty. As an unscheduled and enduring voluntary activity, learning through COVE+ does not constitute voluntary unpaid attendance (VUA) for Reserve members. However, local commanders have the discretion to authorise the use of COVE+ through ADELE(U) as directed training during working hours and this direction would constitute an obligatory activity.

Can I ask my colleagues or hierarchy for assistance in COVE+ learning?

Yes. You are strongly encouraged to inform your chain-of-command that you are undertaking learning through COVE+. Support from your chain-of-command and peers in your learning is integral to the level of quality drawn from your learning – better support will often mean a better quality of learning!

Can I get credit, recognition of prior learning (RPL) or recognition of current competency (RCC) for any learning through COVE+?

Whilst COVE+ is not currently structured to facilitate formal recognition of your learning outcomes, you may wish to pursue recognition through a learning provider under their specified terms. In Australia, the current definitions apply:

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<sup>1</sup> Part 1, Chapter 3 – Army Standing Instruction (Personnel) – Glossary of common terms, the following definitions apply:

- a. Obligatory activity. Obligatory activities are those that are a requirement of service or those that are directed by commanders to achieve training objectives directed by higher Headquarters (HQ).
- b. Optional activity. Optional activities are those activities that do not directly contribute to either individual or collective outcomes required by the unit commander or higher HQ but otherwise accrue some benefit to the Australian Defence Force (ADF), Army or unit.



**Formal learning** refers to partial or total completion of an Australian Qualifications Framework Level 6 or higher qualification; and/or total completion of an AQF recognised RTO certificate, diploma, or advanced diploma.

**Informal learning** refers to specific employment experience, volunteering or internship for which there is documentary evidence of attainment of the learning outcomes of the Award for which credit is sought. Typically, informal learning is not organised or externally structured in terms of objectives, time or learning support. Employment based experience could be in conjunction with one or more of the learning categories above and/or secondary school certification. Informal learning is only recognised where it has taken place prior to the commencement of an Award.

**Non-formal learning** refers to a successfully completed unit of learning that takes place through a structured program but does not lead to an officially accredited qualification, such as non-accredited but assessed workplace courses run by a tertiary institution, or tertiary courses taken on a non-award basis.

Each COVE+ unit has a PMKeyS course code assigned to it. Individuals are responsible for ensuring completed units are recorded on PMKeyS through their usual administrative chain.

Is any information contained within COVE+ classified?

No. Information, diagrams or module content within ADELE(U) is unclassified. COVE+ commonly draws upon open-source information from a range of origins to ensure a broad and balanced viewpoint may be formed. Learners are not to record or share information above UNCLASSIFIED within ADELE(U).

Can I print, save or share any content from COVE+ with any person, including individuals outside Army?

Yes. However, the module materiel which is contained in COVE+ (ADELE) may have specific copyrights associated and, as such, each learner should identify the copyright owner's rights and understand their obligations if seeking to share this information with any person outside Army. Army is authorised to access content within COVE+ under an unlimited and perpetual licence.

Can I claim costs toward the use of my personal internet connection or device/computer for COVE+ learning?

Any costs or associated claims for the use of your personal device or subscriptions are to be managed IAW current ATO rules and policies.

Who do I contact if I have problems with COVE+?

If your problems are associated with the content of COVE+, you should contact the COVE+ Manager on [soldier.cove@defence.gov.au](mailto:soldier.cove@defence.gov.au). If your problems are associated with the functioning of ADELE(U), you should contact the ADELE Helpdesk at [support@adele.edu.au](mailto:support@adele.edu.au).



If I discharge or transfer to the Army Reserve from the Australian Regular Army, can I still access COVE+?

Yes. You can continue to access COVE+ learning while you have an active '@defence.gov.au' email and valid PMKeyS ID.

**Issues arising that are not answered here in the COVE+ Frequently Asked Questions:**

The initial set of questions and answers are designed to assist personnel in understanding how to get the best out of COVE+ as they explore their learning options. If learners have questions that relate to the ability to use COVE+ effectively that are not covered in this FAQ, please contact the COVE+ Manager on [soldier.cove@defence.gov.au](mailto:soldier.cove@defence.gov.au).