



The Pharmacy  
Guild of Australia

# Guild Training Code of Practice

## Overview

This Code of Practice affirms Guild Training's commitment to complying with the Australian Quality Training Framework (AQTF) Standards and the delivery of the Community Pharmacy Training Package.

## Provision of training and assessment services

Guild Training has policies and procedures in place to ensure management practices maintain a professional standard in the delivery of training and assessment services, and which safeguard the interests and welfare of all students.

In the process of signing the AQTF compliance documentation the Executive Director is responsible for ensuring the policies and procedures are circulated, understood and implemented. This responsibility is delegated to the Pharmacy Guild of Australia State/Territory Branch Directors to ensure that all policies and procedures are implemented at the state branch level. Any areas of discrepancy or non-compliance will be documented and reported as part of the annual audit process and six month reporting schedule. Improvements will be actioned within an agreed timeframe.

## Delivery of training and assessment services

Guild Training maintains a learning environment which is supportive, participative and conducive to the success of its students. Guild Training has the capacity to deliver and assess the vocational qualifications within its scope of registration, provide adequate support and facilities and use methods and materials appropriate to the learning and assessment needs of its students.

Guild Training monitors and assesses the performance and progress of its students through a range of flexible, valid, fair and equitable training and assessment practices. These training and assessment practices occur in the workplace or in an educational environment which reflects a pharmacy environment. Guild Training ensures that assessments are conducted in a manner which meets the endorsed components of the Community Pharmacy Training Package and complies with the AQTF Standards.

Guild Training ensures that trainers and assessors are suitably qualified and experienced and are sensitive to the cultural and learning needs of students. Guild Training staff are aware of their role and responsibilities and will behave in an ethical, responsible and confidential manner at all times.

## Access and equity principles

Guild Training is committed to providing a safe, equitable and fair learning and working environment for all students and staff. Guild Training incorporates access and equity principles into all of its training and assessment strategies. Guild Training seeks to ensure that its program design, course content, training room environment, and all aspects of the training and assessment process provide equality of educational opportunity to all students.

Guild Training acknowledges that this is dependent on non-discriminatory access to services and comparable educational outcomes by all groups in society. By providing accessible and equitable education and training all prospective students will be able to develop knowledge and skills to enhance life and work opportunities.

Guild Training recognises that particular groups of people in society have experienced institutional disadvantages and unequal education outcomes and therefore ensures that it practices eliminate barriers to access and participation. Guild Training applies access and equity principles to all students by providing timely and appropriate information, advice, support to assist them achieve their learning outcomes.

Guild Training ensures that all staff are provided with appropriate information, training and resources to support the principles of access and equity.

## Assessment

Guild Training will ensure that it:

- Undertakes all assessments in accordance with the requirements of the Community Pharmacy Training Package and meet the standards within the Australian Quality Training Framework.
- Make competency based assessments available to all students
- Provide appropriate and varied assessment tools to assess course/program competencies
- Use appropriate assessment tools to assess specific competencies and allow participants to achieve unit/course outcomes required whilst addressing the special needs of individuals where indicated

## Complaints and appeals

Guild Training is committed to providing students with the best possible learning opportunities in all modes of course delivery and at the same time acknowledging the principles of continuous improvement. Guild Training recognises that from time to time there may be reason for some dissatisfaction and welcome feedback as an opportunity to review and improve its practices..

Guild Training will deal with client complaints and appeals constructively and promptly and maintain written records of each matter and its outcomes. In accordance with the new National Code of Good Practice for responding to complaints about vocational education and training, all students and staff should lodge their complaints with Guild Training.

All complaints will be dealt with in a constructive and timely manner. All students and staff have the right to be heard and the right to an impartial decision, which will be free of charge. Complaints will be considered in a transparent and unbiased manner.

## Continuous improvement

Guild Training is committed to continuous improvement of its systems and processes. Continuous improvement of the quality policies and procedures will be achieved through internal and external monitoring processes including:

- § Monitoring of professional development activities of all staff employed by Guild Training
- § Participation in the national and state-based moderation and validation of training delivery and assessment methodology which will be conducted on a regular basis
- § Conducting of internal audit/self-assessment by both Guild Training personnel and personnel from the National Secretariat for compliance with the AQTF standards and the application of continuous improvement processes
- § Collection and analysis of feedback from stakeholders and clients

## Disability support service

Guild Training is committed to supporting students with disabilities to enable them to participate in educational opportunities.

## Disciplinary policy

Guild Training reserves the right to terminate the training and/or assessment of any student found guilty of academic misconduct or disruptive behavior.

## Fees and charges

Guild Training will charge administration or tuition fees for a range of courses which it delivers. Charges are based on prices set by State Training Authorities. Fee-for-service course prices are set after consultation between state Branches and the National Secretariat. Students who hold appropriate health care or concessions cards will be granted concessions on tuition or administration fees.

## Financial and management

Guild Training has financial, management and administration policies and procedures in place which incorporate sound financial practices and ensures good practice. Guild Training is committed to ensuring that it complies with its financial management policies, monitors and report on compliances for review as a basis for improvement and provides the State or Territory registering body with a formal assurance of sound management standards for matters related to the organisations scope of registration and scale of operations.

Guild Training is audited annual by a person who is independent of Guild Training and is a registered company auditor or a member of the Australian Society of Certified Practising Accountants, or a member of the Institute of Chartered Accountants in Australia.

Guild Training ensures that all student fees which are paid in advance are protected and will be refunded according to documented refund policies. Guild Training is committed to ensuring that it maintains accurate and up-to-date records of fees paid for training and assessment services.

## Harassment and bullying

Guild Training is committed to a policy of providing a work and study environment free from harassment, discrimination and bullying. Staff and students of Guild Training are required to adhere to a standard of conduct that is respectful of all persons. Guild Training will not tolerate any form of sexual harassment, bullying or discrimination and has an established procedure to enable prompt and appropriate action to be taken.

## Induction – students and staff

Guild Training is committed to ensuring that all students are provided with an effective induction program. This induction program is designed to provide students with the knowledge, information, tools and resources to successfully complete their training and assessment.

Guild Training is committed to ensuring that its staff are provided with a comprehensive induction program. This induction program is designed to ensure that all Guild Training staff have the appropriate tools, knowledge, information and resources to complete their jobs successfully. All new staff employed by Guild Training will undergo an induction program which will assist them in adjusting to a new environment and equip them with the information, knowledge, skills and resources to commence work.

## Insurance

Guild Training maintains current and adequate insurance cover for all premises and facilities as well as appropriate workers compensation, public liability and professional indemnity insurance

## Issuance of qualifications

Guild Training will only issue qualifications and statements of attainment which are within it scope of registration and which cover competency standards from nationally endorsed training packages.

Guild Training will issue certificates and statements of attainment in accordance with the requirements of the:

- Australian Quality Training Framework (AQTF) Standards
- Australian Qualification Framework (AQF) Guidelines
- Community Pharmacy Training Package
- State/Territory requirements

## Language, literacy and numeracy (LL&N) assessment

Guild Training recognises that all vocational training includes language, literacy and numeracy tasks and ensures:

- Materials, resources and assessment tasks that do not require clients to have language, literacy and numeracy skills of more complexity than those used in the workplace for the competencies being assessed.
- Clear models of the language/literacy/numeracy task
- Opportunities for repeated and supported practice and
- Opportunities for independent practices

Guild Training is committed to providing language, literacy and numeracy support where necessary to all prospective students as required by state government performance contracts and AQTF standards.

## Legislative requirements

Guild Training will ensure that its training policies and procedures comply with relevant Commonwealth, State or Territory legislation and regulatory requirements and that its staff and learners are informed of legislation that significantly affects their duties or participation in training. Guild Training is committed to meetings its obligations and responsibilities for employers and learners in relation to:

- § Occupational Health and Safety
- § Workplace harassment, victimisation and bullying
- § Anti-discrimination, including equal opportunity, racial vilification and disability discrimination
- § Vocational education and training
- § Apprenticeships and traineeships
- § Child protection

## Marketing of training and assessment services

Guild Training is committed to:

- Accurately representing training products and services that lead to AQF qualifications or statements of attainment to prospective clients. Guild Training will ensure that outcomes that appear in advertising and promotional material are consistent with the qualifications or statements of attainment.
- Accurately representing training products and services and will ensure that they will advertise AQF qualifications only if they are included in Guild Training's scope of registration. Guild Training will ensure training services and products do not state or imply that these services are within that scope if they are not.
- Ensuring that it maintains ethical marketing, promotion and advertising practices of all training and assessment products and services.
- Ensuring that marketing and advertising material must identify training and assessment services leading to AQF qualifications and/or statements of attainment separately from any other training and assessment services.
- The use of the Nationally Recognised Training logo in marketing or promotion is undertaken in accordance with the Nationally Recognised Training Logo Specifications issued by the Australian National Training Authority.
- Using the Recognition Authority's Logo only in accordance with the recognition authority's conditions of use. The use of the Recognition Authority's logo in marketing or promotion is undertaken in accordance with the Recognition Authority's conditions of use.

## Occupational health and safety

Under the Occupational Health and Safety Act Guild Training has a responsibility to ensure the health and safety of staff and students working or studying with Guild Training. As well as this, staff and students have a legal duty to protect their own health and safety and avoid adversely affecting the safety of others.

Guild Training is committed to ensuring the working environment is safe for its employees and clients. Guild Training recognises its obligations to take all reasonable precautions to protect the health and safety of its employees and clients.

## Plagiarism

Plagiarism is defined as:

- Word for word copying of sentences or whole paragraphs from one or more sources or presenting substantial extracts from books, articles and other published material without clearly indicating their origin
- Submitting another student's work in whole or in part as your own work
- Submitting work which has been written by someone else on your behalf

Guild Training will take action against students who plagiarise work and submit it as their own.

## Privacy policy

Guild Training is bound by the National Privacy Principles set out in the Privacy Act 1988 of the Commonwealth of Australia. This policy statement affirms our commitment to comply with those Principles. Guild Training is committed to ensuring that:

- Confidential information obtained by Guild Training is treated in a manner which protects the privacy of the client, pharmacy and the student.
- Students, clients and pharmacies are able to access their personal records.
- Information about a client or student is not disclosed to a third party without the written consent of a client.
- Information acquired during the provision of training and assessment services are protected

## Provision of information

Guild Training is committed to ensuring that all students receive information which will inform them of our policies, procedures and processes, their rights and responsibilities and will contribute to their success. Information that will be disseminated includes:

- Appeals and complaints procedures
- Client selection, enrolment and induction/orientation procedures
- Client support, including any external support the RTO has arranged for clients
- Course information, including content and vocational outcomes
- Disciplinary procedures
- Fees and charges, including refund policy and exemptions (where applicable)
- Flexible learning and assessment procedures
- Occupational health and safety, access and equity, harassment and bullying practices
- Provision for language, literacy and numeracy assessment
- Recognition of Prior Learning (RPL) arrangements
- Recognition practices
- Staff responsibilities for access and equity
- Welfare and guidance services

## Recognition

Guild Training is committed to ensuring compliance with the Australian Quality Training Framework by recognition of qualifications and statements of attainments which are issued by other Registered Training Organisations (RTO).

Under the recognition principal Guild Training accepts the credentials issued by another Registered Training Organisation based in any State/Territory of Australia. All current and potential students who hold qualifications or statements of attainment will have these qualifications from other RTO's recognised by Guild Training and receive the appropriate credit transfers or recognition opportunities.

## Recognition of Prior Learning

Guild Training is committed to the Principles of Recognition or Prior Learning (RPL) and Recognition of Current Competencies (RCC) and will provide all students with access to these recognition and assessment services.

Guild Training supports an approach which values all learning, however achieved, through an open and transparent approach to assessment and recognition. Guild Training recognises that learning takes place not only through formal studies at accredited institutions but also through activities such as employer-based training and development and relevant life experience.

The underlying principle of RPL is that no student should be required to undertake a subject/unit/module/competency in a course for which they are already able to demonstrate satisfactory achievement of the performance outcomes stated in the published student information. RPL involves the systematic assessment and acknowledgment of relevant and verifiable skills, knowledge and competencies.

## Record management

Guild Training is committed to ensuring:

- The maintenance of accurate and up-to-date students personal details, enrolment records and student participation in training and assessment activities
- Compliance with the external reporting requirements of the Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS)
- The secure creation, retention, retrieval, archiving, back-up and storage of paper-based and electronic records which demonstrates compliance to specified requirements under the Australian Quality Training Framework and state training authorities' contractual obligations.

## Refund, cancellation and transfer policy

Guild Training has a refund, transfer and cancellation policy that is fair and equitable. Students will be provided with specific information regarding refunds, cancellation and transfers during the enrolment process. This information is documented on all enrolment forms.

Students may appeal by stating any special circumstances which they feel may entitle them to a full or partial refund. Appeals must be in writing and contain full documentation supporting the claim.

## Resources and facilities

Guild Training will provide staff, facilities, equipment, training and assessment resources required to provide the training and/or assessment services within its scope of registration and scale of operation. The resources, equipment and facilities will accommodate student numbers, student needs, delivery methods and assessment requirements.

## Risk management

Guild Training will continually identify and manage risks concerned with compliance with AQTF standards. Guild Training will correct and prevent any failure to comply with AQTF standards and its own quality systems, policies and procedures. This will be achieved through:

- A continuous improvement system
- Internal auditing and self-assessment
- Feedback and evaluation systems

## **Staff and student feedback and evaluation**

Staff and student feedback is gathered formally and informally and is used to evaluate course delivery and assessment. Student survey/evaluation are conducted regularly and results are collated and used in the continuous improvement of training and assessment services.

## **Staff – competence**

Guild Training is committed to ensuring that its staff are competent for the training and assessment activities and responsibilities they undertake.

Established procedures are in place for the induction, training and development of Guild Training staff. Guild Training encourages professional development in vocational education practices, training and assessment activities and pharmacy skills and knowledge.

## **Student selection**

Client selection practices employed by Guild Training are fair, reasonable and incorporate access and equity principles. Guild Training selects students in an ethical and responsible manner consistent with relevant legislation and the principles of access and equity.

## **Students - special needs**

Guild Training is committed to providing students with the resources and assistance to successfully complete their training. We are committed to supporting students with special or individual learning needs to enable them to participate in educational opportunities. Assistance may include note taking, interpreting, provision of equipment or alternative learning strategies and assessment strategies

Guild Training respects the student's rights to confidentiality and contact is voluntary.

## **Welfare and guidance support**

Guild Training is committed to providing the highest level of support to students and assisting them in achieving their learning objectives. Guild Training recognises that students may, from time to time, face difficulties in their lives which impact upon their capacity to successfully complete their training.

Guild Training will provide a welfare and guidance service for all students. Wherever possible, Guild Training will assist students with:

- Vocational issues - course information and guidance
- Educational issues - time management, study methods, etc.