



Learner Induction and Information

Policy

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

Guild Training will also ensure that all learners receive information which will inform them of Guild Training's processes and procedures, their rights and responsibilities and will contribute to their success.

Information that will be disseminated to learners includes:

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

Procedure: actions and responsibilities

Action	Responsibility
The National Secretariat and State Branches are responsible for developing induction and information programs that provide learners with an understanding of Guild Training's operation, training and assessment services and policies and procedures.	National Secretariat State Branches
<p>LEARNER INFORMATION</p> <p>Prior to or upon enrolment learners will be provided with information regarding Guild Training and its operation as an RTO. Information will include:</p> <ul style="list-style-type: none"> • Contact details • Training Package Information • Code of Practice • Traineeships • Delivery modes • Recognition of Prior Learning • Key contracts – traineeship • Learner support • Disability support • Language, learning and literacy • Plagiarism • Privacy and confidentiality • Credit transfer • Mission statement and values • Community Pharmacy qualifications • Training services • Assessment methods and requirements • Training and assessment resources • Training Plan • Complaints and appeals • Discipline • Fees and charges • Harassment and bullying • Occupational health and safety • Refund, cancellation and transfer • Welfare, guidance and support <p>Information on the following topics is also available in the following publications/areas:</p> <ul style="list-style-type: none"> • Learner handbooks • Guild Training – website • Training Agreement • Induction information • Information is also posted on the notice board located in the Training room. 	State Branches
State Branches are responsible for ensuring that all learners who undertake training and	State Branches

assessment activities with the Guild Training undertake a comprehensive and effective induction program.	
Induction occurs when the prospective learner contacts Guild Training. As part of the inquiry process the prospective learner may be sent information or will be directed to the Guild website. All of this information provides the prospective learner with information regarding their rights, responsibilities and information regarding Guild Training's operation.	State Branches National Secretariat
<p>Upon enrolment the new learner may be inducted in a number of ways:</p> <p>In-centre training</p> <p>The in-centre learner is provided with a learner handbook which outlines a range of information, tools and resources which will help them achieve their work and training goals. A formal induction process is undertaken during the first class which includes:</p> <ul style="list-style-type: none"> • Tour of building including staff amenities • Discussion of information outlined in learner handbook • Outline of roles and responsibilities of Guild Trainer, workplace supervisor and learner. <p>Distance education</p> <p>The distance learner is provided with a learner handbook which outlines a range of information, tools and resources which will help them achieve their work and training goals. A formal induction process is undertaken on enrolment and may include</p> <ul style="list-style-type: none"> • An information pack which outlines a range of information, tools and resources which will help them achieve their work and training goals. • An induction phone call from the Guild Trainer to both the learner and workplace supervisor. The induction phone call outlines the distance training and assessment process and the roles and responsibilities of the Guild Trainer, workplace supervisor and learner. • A Pre-Training visit which is undertaken prior to the commencement of training. This visit allows the Guild Trainer/Assessor to, meet with the learner and workplace assessor, reiterate the training and assessment process and outline the responsibilities of all parties. 	State Branches
A learner induction checklist is provided to assist the State Branches ensure that all required information is covered during the induction process.	National Secretariat

Associated documentation

Learner handbooks
 Guild Training website
 Learner induction checklist

Related topics

References

Authority

National Training Manager – 25.04.2007
 National Training Manager – 15.06.2010
 National Training Manager – 29.07.2011