

*Get the  
knowledge.*

**Guild Training**



**Community Pharmacy qualifications**

**Pre-enrolment information**

## Community Pharmacy qualifications

### Welcome

Thank you for choosing Guild Training (RTO Code: 0452) to provide you with training and assessments services as you complete your qualification. You have selected a qualification to study from the Community Pharmacy qualifications. The training that you complete and the certificate that you receive are nationally accredited and will be recognised in every state and territory of Australia. The Community Pharmacy qualifications consist of:

#### SIR20116 Certificate II in Community Pharmacy

This qualification is designed to provide new employees, or those who have never worked in pharmacy, with the basic skills required to operate effectively in a community pharmacy environment. Skills and knowledge included in this qualification include: basic product knowledge, pharmacy operations, communication skills, customer service skills and basic prescription procedures. Recommended time for completion of this qualification is between 6 and 12 months although this may be reduced based on the needs of the learner, RPL or credit transfer. The Guild will work with you to develop a training plan to meet your needs and the needs of your pharmacy. If you wish to complete your training in a specific timeframe then please speak to your Guild trainer and we will assist you in meeting your learning goals. There are no specified entry requirements for this qualification although learners will need good English language and numeracy skills. Learners will need to be working in a community pharmacy to complete this qualification. Learners who complete this qualification can progress their career and complete the Certificate III in Community Pharmacy

#### SIR30116 Certificate III in Community Pharmacy

This qualification is considered to be the standard qualification for a pharmacy assistant. This qualification provides the practicing pharmacy assistant with the skills and knowledge to work within all areas of the pharmacy. The focus is on key pharmacy areas including product knowledge categories, health knowledge areas, administration and pharmacy operations. Recommended time for completion of this qualification is 12 to 18 months although this may be reduced based on the needs of the learner, RPL or credit transfer. The Guild will work with you to develop a training plan to meet your needs and the needs of your pharmacy. If you wish to complete your training in a specific timeframe then please speak to your Guild trainer and we will assist you in meeting your learning goals. There are no specified entry requirements for this qualification although learners will need good English language and numeracy skills. Learners who complete this qualification can progress their career by completing the Certificate IV in Community Pharmacy.

#### SIR40116 Certificate IV in Community Pharmacy

This qualification can be used to build on the skills that the pharmacy assistant may have completed as part of the Certificate III in Community Pharmacy. This qualification should be undertaken by those pharmacy assistants wishing to operate as a dispensary assistant, retail or front-of-shop manager or specialist pharmacy assistant. Recommended time for completion of this qualification is 12 to 18 months, although this may be reduced based on the needs of the learner, RPL or credit transfer. The Guild will work with you to develop a training plan to meet your needs and the needs of your pharmacy. If you wish to complete your training in a specific timeframe then please speak to your Guild trainer and we will assist you in meeting your learning goals. Entry to this qualification is open to individuals who have achieved Certificate III in Community Pharmacy or have relevant industry employment experience as a community pharmacy assistant in a job role that has involved the application of skills and knowledge described in core units of competency from SIR30116 in Community Pharmacy and have a statement of attainment in the unit SIRCIND002 Support the supply of Pharmacy Medicines and Pharmacist Only Medicines. Learners will need good English language and numeracy skills and will need to be working in a community pharmacy.

#### SIR40216 Certificate IV in Community Pharmacy Dispensary

This new qualification recognises the important role of the dispensary assistant in the community pharmacy environment. It has been developed to provide a distinct qualification for dispensary assistants. This qualification should be undertaken by dispensary assistants wishing to update their skills on key dispensary functions such as dose administration aids and dealing with residential care facilities. The recommended time for completion of this qualification is 12 months to 18 months, although this may be reduced based on the needs of the learner, RPL or credit transfer. The Guild will work with you to develop a training plan to meet your needs and the needs of your pharmacy. If you wish to complete your training in a specific timeframe then please speak to your Guild trainer and we will assist you in meeting your learning goals. There are no specified entry requirements for this qualification although learners will need good English language and numeracy skills. Learners will need to be working in a community pharmacy to complete this qualification.

## Types of training enrolments

### Standard enrolment

Learners who have not enrolled into a traineeship are considered to be a standard enrolment. In this case, the qualification may be funded through a state/territory government funded program or is being charged on a fee-for-service basis. Learners who complete their training under these arrangements will complete the same units and qualifications as those who undertake a traineeship. However, learners may not need to meet certain requirements that are specified for learners completing their traineeship.

### Traineeship

A traineeship is a full-time or part-time employment based training arrangement. A traineeship is a combination of employment and structured training delivered by a Registered Training Organisation (The Pharmacy Guild of Australia). A traineeship is a legal agreement between an employer and a trainee that defines the rights and responsibilities of each party regarding training.

During the course of a traineeship, a learner (sometimes called a 'trainee') gains work experience and has the opportunity to learn new skills in a hands-on environment. Traineeships may be funded by the state or federal government, however administration and/or tuition fees may still apply. Because the training has been funded by the government there are a range of requirements that the learner, the employer and the training organisation need to meet. Learners will be provided with a Training Plan and will need to complete training according to set timelines.

Traineeships are covered by formal agreements known as 'Training Contracts'. The learner and the employer both sign a formal training agreement that is registered with the government. Both parties agree to certain conditions and requirements. If you complete your training as part of a traineeship you must be provided with adequate time to study, learn and practice your skills. Pharmacy assistants undertaking a traineeship must be allocated time for the following tasks:

- Completing learner guides
- Practising the skills that you have learnt
- Asking questions of your workplace supervisor/pharmacist/other staff
- Finding out about how your pharmacy operates
- Finding out about products that your pharmacy sells
- Attending training conducted in the pharmacy
- Meeting with your supervisor/pharmacist to review work
- Meeting with or communicating with your Guild trainer to review or complete assessment

### How do I become a trainee?

If you have not already done so, you and your employer will need to meet with a representative from an Australian Apprenticeship Support Network (AASN) to develop the Training Contract. The AASN's role is to provide information, administration services and support to employers and trainees. They assist with the signing of training contracts, and also assess, approve and process the payment of Australian Government incentives to eligible employers. To search for an AASN in your area visit [www.australianapprenticeships.gov.au](http://www.australianapprenticeships.gov.au) or ask Guild for assistance.

### Can I do a traineeship while I am at school?

You may start a traineeship while you are at school. School based traineeships enable you to gain a vocational qualification while completing your school studies. Your Vocational Education and Training (VET) Coordinator is a key contact to ensure you meet your school, work and training commitments. School based traineeships are a great career option for students in Year 11 and Year 12.

### **Who can be a trainee?**

Traineeships can be undertaken by full time or part time staff. Some states/territories provide traineeships to new employees whereas other states/territories can provide traineeships to both new and existing workers. If you have worked continuously for an employer either full time for three months, or part time for 12 months immediately prior to entering traineeships, you are deemed an existing worker. In some states, you may not be eligible for funding, but always check with us as other funding opportunities may be available.

If you work part-time, you can undertake a traineeship, if the relevant industrial award or agreement has a provision for this to happen. Under a part-time traineeship, you must work a minimum of 13 hours per week, averaged over a four week period. Traineeships are not available to casual or daily hire employees as there is no guaranteed pattern of work (which is a requirement of a training contract). You and/or your pharmacy may only be able to access funding for your traineeship on one occasion. If you are accessing government funding for this traineeship this may reduce your ability to access such funding in the future. Therefore, it is important that you understand the implications of completing this traineeship on your future funding opportunities. Upon enrolment Guild Training will provide you with further information on access to government funding. Once you have signed your agreement and you are a registered trainee, you can enrol in your required qualification with the Guild.

### **Is there a specific language, literacy and numeracy requirement to study Community Pharmacy qualifications?**

There are no specific language, literacy or numeracy entry level required prior to commencing these qualifications. Although there is an expectation that you have good English language and numeracy skills to work in a community pharmacy and to complete this training. We encourage you to discuss any learning difficulties or preferred learning styles with your trainer or the Training Manager so that appropriate support can be arranged. It may be necessary for you to undertake an assessment to accurately determine your learning support needs. If it is determined that you require specialised or extensive learning support, a cost may be involved.

Any information you provide will be protected under the Privacy policies and procedures of the Pharmacy Guild of Australia.

### **Unique Student Identifier**

The Australian government requires learners that are enrolled in nationally recognised training delivered by a Registered Training Organisation to have a Unique Student Identifier (USI). Before you commence training with the Guild you should access your USI and have it ready when you are completing the enrolment form.

To access your USI go to [www.usi.gov.au](http://www.usi.gov.au) and follow the prompts to create your account. Your USI will contain all of your nationally recognised training records and results. To assist us in ensuring your details are up to date it would be helpful if you could add the Pharmacy Guild of Australia (RTO 0452) to your Permissions List. Once you have obtained your USI number, please ensure that you provide this number on your enrolment form.

### **What is competency based training and assessment?**

Competency based training places an emphasis on the workplace demonstration of knowledge and skills. When provided with an adequate range of workplace tasks you have the best opportunity to develop the necessary skills to achieve competency and complete your qualification.

Another benefit of competency based training is that it allows you to move through your qualification as you attain competencies rather than being bound to set time frames. When all the competencies outlined in your Training Plan have been achieved, and all parties to the Training Plan agree, you will receive your qualification.

Assessment is the process of collecting evidence and making decisions about whether you can perform to the standards expected in the pharmacy. The units of competency that you are studying are the benchmarks or standards for assessment and they form the basis for the nationally recognised qualification you will receive on successful completion your qualification with Guild Training.

Guild Training uses a range of assessment methods and tools to make a decision about your competency in both on and off-the-job activities. The assessments used by Guild Training will include a minimum of three from the list below:

- Written assessment activities
- Practical activities that reflect tasks you complete in the workplace
- Workplace Activity journals (where required)
- Verbal assessments that are conducted over the phone or in the pharmacy.

We also use evidence from your workplace supervisor (Supervisor Evidence Report) to determine whether you are competent. The full details of your assessment requirements will be discussed at induction with your Guild trainer.

## What is the mode of study?

### Distance Education

This mode of study enables you to undertake your training in the pharmacy under the supervision of a workplace supervisor and at a time convenient to the pharmacy. You will be provided with training materials and supported by a Guild trainer who will contact you, in the pharmacy or by phone on a regular basis.

### Pharmacy Visits

In some states and territories your Guild trainer will visit you in the pharmacy to provide support, guidance and undertake assessments.

## Can I gain credit toward my qualification?

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

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

## What is Recognition of Prior Learning?

Guild Training is committed to the Principles of Recognition of Prior Learning (RPL) and will provide all learners with access to these recognition and assessment services. 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 learner should be required to undertake a unit of competency in a qualification for which they are already able to demonstrate satisfactory achievement of the performance outcomes.

## What is accelerated learning?

Accelerated learning enables you to progress through your qualification at a faster rate than usual. Completion of all designated assessments are required and may be negotiated between you, your employer and your Guild trainer/assessor.

No special applications or processes are required and normal enrolment fees apply. All activities shall be recorded as part of the standard training delivery and assessment, and a result processed upon completion. Speak to your Guild trainer for further information.

## When can I start my qualification?

The Pharmacy Guild of Australia offers continuous enrolments to pharmacy staff wishing to undertake study. This means you may commence training in this qualification any time that is suitable to you and your employer once you have been enrolled.



### **How much will my qualification cost?**

The cost of the qualification will depend on your eligibility for government funding. Costs may also vary based on the state or territory in which you live. Specific information regarding the costs of your training will be provided with this document.

### **What if I can't pay my qualification fees at the time of enrolment?**

If you are unable to make payment in full of your qualification fee upon enrolment, you must let us know at the time of enrolment. A learner payment plan option may be made available. Further details regarding fees, payment options and payment plans will be provided with this document.

### **Will my employer get any financial incentives?**

Commonwealth incentives may be accessed by employers of eligible trainees through the Australian Apprenticeship Centres and other funding may be available through state or territory governments. The incentives and eligibility criteria are subject to change. Please ensure your employer has confirmed their eligibility with an Apprenticeship Network Providers at the time of signing the training contract.

### **Payment Methods**

All learner are required to pay qualification fees upon enrolment. The Guild has a range of payment methods and options, including payment plans. Further information about the payment of fees will be included with this document.

### **Protection of Fees**

Guild Training has a policy in place to protect fees paid in advance. This policy is in line with the VET Quality Framework. View this policy at [www.guildtraining.com.au](http://www.guildtraining.com.au).

### **Additional Charges**

#### **Learner Guides**

The Guild is able to provide you with learning and assessment resources in different formats. An electronic version of the learner resources will be sent/emailed to you or you can choose to have printed versions of these learning and assessment resources forwarded to you. Please be aware of the additional costs may be associated with the provision of printed learning and assessment resources.

#### **Re-issue of learner guides**

If you have misplaced or lost your learner guides or USB after the original issue from Guild Training you may be charged a replacement cost.

#### **Replacement Certificates/Statements of Attainment**

Guild Training will provide replacement certificates to learners who provide proof of identity. Learners who require replacement certificates/Statements of Attainment will be charged \$50.00 for the provision of this service. Once training is completed, learner files maybe archived off-site. To recall your file, this will incur an additional charge.

#### **Non-Completion of training**

Learners who do not complete their training may be required to complete any outstanding units of competency on a full fee paying basis. However, due to state and territory funding requirements this may differ. Fees will be calculated based on Guild Training's price schedule. A Statement of Attainment will be issued for all completed units.

## Learner Policies

### Overview

The Guild has a range of policies and procedures to support you and your employer during your training. They demonstrate our commitment to the delivery of quality training and assessment services and to maintain compliance with the VET Quality Framework. These policies/procedures are summarised below. To read the full version please refer to [www.guildtraining.com.au](http://www.guildtraining.com.au).

### Access and equity principles

Guild Training is committed to providing a safe, equitable and fair learning and working environment for all learners and staff. Guild Training seeks to ensure that its program design, qualification content, training facilities and all training and assessment processes provide educational opportunity to all learners.

### Assessment

Guild Training will ensure that it:

- Undertakes all assessments in accordance with the requirements of the applicable Training Package and the VET Quality Framework.
- Makes competency based assessments available to all learners.
- Uses appropriate assessment tools to assess specific competencies and allows learners to achieve unit/qualification outcomes required whilst addressing their individual needs where indicated
- Guild Training has policies and procedures in place to ensure that learners are provided with comprehensive feedback and are able to appeal assessment decisions or request re-assessment.

### Credit Transfer

Guild Training is committed to ensuring compliance with the VET Quality Framework by recognising qualifications and statements of attainments which are issued by other Registered Training Organisations (RTO). Under the recognition principle Guild Training accepts the credentials issued by another Registered Training Organisation based in any State/Territory of Australia. All current and potential learners who hold qualifications or statements of attainment from other RTO's may have these qualifications recognised and receive the appropriate credit transfers or recognition opportunities.

### Complaints and appeals

Guild Training is committed to providing learners with the best possible learning opportunities in all modes of training and assessment. Guild Training recognises that from time to time there may be reason for some dissatisfaction and welcomes feedback as an opportunity to review and improve its practices. All learners and staff have the right to be heard and the right to an impartial decision, which will be undertaken without cost to the learner or staff member. Guild Training will deal with complaints and appeals constructively and promptly and maintain written records of each matter and its outcomes.

### Continuous improvement

Guild Training is committed to continuous improvement of its training and assessment services, systems and processes. Continuous improvement will be achieved through internal and external monitoring processes.

### Disability support service

Guild Training is committed to supporting learners with disabilities to enable them to participate in educational opportunities. Guild Training will work with the learner and the employer to provide assistance and support to enable them to successfully complete their training and assessment.

### Feedback and evaluation

Staff and learner feedback is gathered formally and informally and is used to evaluate qualification delivery and assessment. Learner surveys/evaluations are conducted regularly and results are collated and used in the continuous improvement of training and assessment services

### Financial and management

Guild Training has financial, management and administration policies and procedures in place which incorporate sound financial practices and ensures good business practice. Guild Training is committed to ensuring that it complies with its financial management policies.

### Harassment, bullying and discrimination

Guild Training is committed to a policy of providing a work and study environment free from harassment, discrimination and bullying. Staff and learners at 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 established a procedure to enable prompt and appropriate action to be taken.

### Induction – learners and staff

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.

### 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 is responsible for issuing you with a certificate or statement of attainment on the successful completion of your training. We will only issue qualifications and statements of attainment which are within its 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 VET Quality Framework, Training Package Requirements and State/Territory requirements.

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

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

- Materials, resources and assessment tasks do not require learners 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.

Guild Training is committed to providing language, literacy and numeracy support where necessary to all prospective learners as required by state government performance contracts and the VET Quality Framework.

## Learners – individual needs

Guild Training is committed to providing learners with the resources and assistance to successfully complete their training. We are committed to supporting learners 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 learner's rights to confidentiality and disclosure is voluntary.

## Learner selection

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

## Legislative requirements

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

- Occupational health and safety
- Workplace harassment 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 ensuring it complies with the requirements for ethical marketing and advertising of training and assessment products and services. All marketing, advertising and communication collateral developed and published by the Pharmacy Guild of Australia reflect the requirements of the Standards for NVR Registered Training Organisations. All marketing and advertising of AQF qualifications to prospective learners and employers must be ethical, accurate and consistent with the Pharmacy Guild of Australia's scope of registration.

## 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 learners working or studying with us. Guild Training is committed to ensuring the working environment is safe for its employees and learners.

## 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 learner'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 learners 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 learner.
- Learners, clients and pharmacies are able to access their personal records.
- Information about a learner is not disclosed to a third party without the written consent of a learner.
- Information acquired during the provision of training and assessment services are protected.
- Learners' results will only be provided to an employer or other authorised body with the written permission of the learner.



## Recognition of Prior Learning

Guild Training is committed to the Principles of Recognition of Prior Learning (RPL) and will provide all learners with access to these recognition and assessment services. Recognition of Prior Learning is a process that matches the skills and knowledge that you already have gained through work, study and life experiences against the training that is covered in the Community Pharmacy qualifications or individual units from the qualifications.

As you move through life you gain skills and knowledge in many different ways. Knowledge can be developed by attending short course, study or training undertaken on the job. Skills and knowledge can also be gained through work in the pharmacy, another business or through work that you may have undertaken. The underlying principle of RPL is that no learner should be required to undertake a unit of competency in a qualification for which they are already competent. So before you start training with us consider the benefits of RPL to you and your employer

## Records management

Guild Training is committed to ensuring the:

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

Learners may access their records, including personal details and training and assessment results at any time by completing the appropriate paperwork and providing proof of identity.

## Refund, cancellation and transfer policy

Guild Training has a refund, transfer and cancellation policy that is fair and equitable. Learners will be provided with specific information regarding refunds, cancellation and transfers during the enrolment process. This information is documented on all enrolment forms. Learners 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. Some states/territories have specific cancellation and refund requirements and these are included with this document. Fees will be refunded in full where:

- The qualification does not start on the agreed starting date which is notified in the letter of offer, or
- Illness or disability prevents a learner from taking up a qualification (on submission of medical certificate).

No refund of qualification fees will be made where your enrolment is cancelled for any of the following reasons:

- Failure to maintain satisfactory qualification progress or failure to maintain satisfactory attendance.
- Failure to pay qualification fees.

## Resources and facilities

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

## Risk management

Guild Training will continually identify and manage risks associated with the VET Quality Framework. Guild Training will correct and prevent any failure to comply with the VET Quality Framework through its own quality systems, policies and procedures.

## Staff – competence

Guild Training is committed to ensuring that Guild Trainers are competent in the training and assessment activities and responsibilities they undertake. Guild Training staff have received extensive education regarding administration practices and VET Quality Framework compliance. 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.

## Welfare and guidance support

Guild Training is committed to providing the highest level of support to learners and assisting them in achieving their learning objectives. Guild Training recognises that learners may, from time to time, face difficulties in their lives which impact upon their capacity to successfully complete their training. Guild Training will refer learners to appropriate welfare and guidance services. There may be additional costs for these services. Wherever possible, Guild Training will assist learners with:

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