



**Continuous Improvement  
Policy**

Guild Training will use the Quality Management System Framework as a tool in achieving best practice outcomes. Guild Training is committed to the continuous improvement of its resources, systems and processes. Continuous improvement of the quality policies and procedures will be achieved through use of internal and external monitoring processes. The most likely sources of continuous improvement opportunities include:

- On-going review and evaluation of Guild policies and procedures within the Branch and the National Secretariat
- The use of feedback from employers, learners, staff, industry and external stakeholders to improve training and assessment resources, operational practices, policies and procedures and other Guild Training activities
- A procedural change undertaken as the result of review, organisational change, feedback or audit requirements.

This policy and procedure has been developed by the Pharmacy Guild of Australia as an all-inclusive document for delivery of training and assessment services in the state/territory Branches and should be read in conjunction with the individual state/territory Branch policies and procedures.

**Procedure: actions and responsibilities**

| <b>Action</b>  | <b>Responsibility</b>                          |
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| <p>Guild Training is committed to ensuring that continuous improvement practices are used to implement, monitor, review, record and update:</p> <ul style="list-style-type: none"> <li>• Training and assessment resources</li> <li>• Policies and procedures – National and State</li> <li>• Operational practices – National and State</li> </ul> <p>Guild Training uses a range of data, information and strategies to identify opportunities to improve current resources, services and practices. These include:</p> <ul style="list-style-type: none"> <li>• Review of policies and procedures – National and State</li> <li>• Feedback from clients, staff and stakeholders through survey and evaluation process</li> <li>• Quality Indicator data</li> <li>• Moderation and validation outcomes</li> <li>• Trainer or administration staff feedback</li> <li>• Annual internal audit and self-assessment practices</li> </ul> | <p>National Secretariat<br/>State Branches</p> |
| <p>Branches are responsible for the following continuous improvement practices:</p> <ul style="list-style-type: none"> <li>• Annual review of Branch policies/procedures</li> <li>• On-going review of survey feedback</li> <li>• Review of complaints</li> <li>• Completion of workbook/unit reviews</li> <li>• Review of Staff, Resources, Facilities, Equipment checklists</li> <li>• Annual completion of internal audit</li> <li>• Annual completion of self-assessment checklist</li> </ul>  | <p>State Branches</p>                          |
| <p>National Secretariat is responsible for the following continuous improvement practices:</p> <ul style="list-style-type: none"> <li>• Annual review of National policies/procedures</li> <li>• Review of survey feedback from Branches</li> <li>• Review of training and assessment resources based on feedback</li> <li>• Moderation and validation activities that result in continuous improvement actions</li> <li>• Feedback provided by Branches as part of unit reviews</li> <li>• Feedback identified in internal reviews and self-assessments</li> </ul>  | <p>National Secretariat</p>                    |
| <p>Upon the identification of a perceived problem, suggested improvement or corrective action the National Secretariat or State Branch will complete a Continuous Improvement form.</p>  | <p>National Secretariat<br/>State Branches</p> |

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| The Continuous Improvement form will be forwarded to the Training Manager/Head – Guild Pharmacy Academy for action. The Training Manager/ Head – Guild Pharmacy Academy will ensure that the information is recorded in the Continuous Improvement Register.   | National Secretariat<br>State Branches |
| If the Branch believes the improvement/action is a National responsibility they will forward the Continuous Improvement/Review form to the National Secretariat. If the National Secretariat believes the improvement/action is a Branch responsibility they will forward the Continuous Improvement form to the appropriate Branch. All actions will be recorded in the Continuous Improvement Registers.   | National Secretariat<br>State Branches |
| The Training Manager/ Head – Guild Pharmacy Academy will review the required action or improvement. In consultation, with a Review team/Guild Training staff/Working Party or Committee a decision or course of action will be identified.   | National Secretariat<br>State Branches |
| The National Secretariat or Branch will then take action to ensure that the problem or issue is resolved through: <ul style="list-style-type: none"> <li>• Update of policy/procedure or associated documentation</li> <li>• Change in operational activity or process</li> <li>• Alteration or updating of training and assessment resources</li> </ul> <p>The Training Manager/ Head – Guild Pharmacy Academy is responsible for ensuring that required actions/changes are implemented.</p> | National Secretariat<br>State Branches |
| Identified changes or improvements will be documented on both the Continuous Improvement/Review Form and the Continuous Improvement Register.  | National Secretariat<br>State Branches |
| Any changes to policy/procedure or operational activity will be communicated to staff through recognised communication channels.   | National Secretariat<br>State Branches |

#### **Associated documentation**

Continuous Improvement Form  
Continuous Improvement Register

#### **Related topics**

#### **References**

#### **Authority**

National Training Manager – 19.08.2009  
National Training Manager – 15.06.2010  
National Training Manager – 29.07.2011  
Academy Compliance Manager – 21.10.2013  
Academy Compliance Manager – 17.06.2014  
Head – Guild Pharmacy Academy – 09.07.2016  
Head – Guild Learning and Development – 03.05.2017