



Learner – Individual Needs

Policy

Guild Training is committed to assisting both the learner and the pharmacy to achieve a successful outcome to their training and assessment requirements and needs.

Individual learner needs can include LL&N needs, disabilities, learning needs, personal needs and pharmacy needs. Any learners, who have identified a special need or training requirement, will be provided with the resources and assistance to support them during the training period.

This policy and procedure has been developed by the Pharmacy Guild of Australia (the Guild) 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

Action	Responsibility
The National Secretariat and State Branches are responsible for ensuring that training and assessment activities are undertaken in a manner which causes the least amount of disruption to the pharmacy and the learner without compromising the quality of the service provided.	National Secretariat State Branches
It is important to note that Guild Trainers, in the main, do not have the professional skills to diagnose personal health issues. Learners need to be referred to professionals for this form of assistance.	State Branches
Upon enrolment Guild Training will negotiate, plan and implement appropriate learning and assessment strategies to meet the needs of our learners.	State Branches
If there is a cost to this support, the Branch needs to ensure that this has been made clear to the learner in the Pre-Enrolment information.	State Branches
If language, literacy, numeracy or disability issues are identified upon enrolment the Training Manager and the Guild Trainer will negotiate alternate learning and assessment strategies. Please read the LL&N policy/procedure and Disability policy/procedure in conjunction with this policy and procedure.	State Branches
The Branch is responsible for identifying any support that individual learners need prior to their enrolment or commencement. At minimum, support should include: <ul style="list-style-type: none">Identifying particular requirements (such as literacy, numeracy, English language or physical capabilities) learners would need to complete each course, andDeveloping strategies to make support available where gaps are identified. Where additional support requirements have been established and provided, the Branch must be able to demonstrate that this support has been made available.	State Branches
Upon enrolment the Training Plan can be negotiated with the pharmacy and the learner to ensure that operational needs and personal needs are met. These needs may include: <ul style="list-style-type: none">Christmas, Easter and other holiday periodsIllness, personal holidays, etcMaternity leaveLanguage, literacy and numeracy issuesDisability issues	State Branches
During the course of the training period the Guild Trainer will monitor the progress of the learner and the needs of pharmacy to ensure that where possible their needs are met.	State Branches
If a learner is not achieving successful training outcomes, the Guild Trainer will notify the Training Manager.	State Branches

The Training Manager and Guild Trainer contact the learner to discuss their concerns. During the discussion the Training Manager and Guild Trainer may suggest alternate learning and assessment strategies. If the learner agrees, the Training Manager and Guild Trainer will develop an alternate training and assessment plan for the learner.	State Branches
The Training Manager will seek permission from the learner to notify their workplace supervisor and/or the pharmacist regarding this issue. If the learner refuses, no further action is taken. If the learner agrees, the Training Manager will contact the workplace supervisor and/or the pharmacist to discuss the new learning and assessment plan. Assistance may include note taking, interpreting, provision of equipment or alternative learning strategies and assessment strategies.	State Branches
A learner or pharmacy may indicate that they require extra time or a suspension of their training. This may require changes to the Training Plan, an extension of the traineeship or a suspension of the traineeship or it may mean an informal arrangement with the pharmacy. All arrangements with pharmacy/learner need to be agreed to by the learner, workplace supervisor and/or pharmacist and Guild Training. Any changes to the learners Training Plan or status need to be recorded in the learner's file.	State Branches

Associated documentation

Learner Handbook

Related topics

References

Authority

National Training Manager – 29.04.2009

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 Learning and Development – 15.11.2016

Head – Guild Learning and Development – 09.11.2019

RTO Compliance Manager – Membership, Learning and Development – 20.07.2020