



## **Access to training records Policy**

The Pharmacy Guild of Australia is bound by the Australian 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 client or learner is not disclosed to a third party without the written consent of a client.

Personal information is only disclosed in the following instances;

- With the individual's written consent; or
- To reduce or avoid a threat to an individual's life, health or safety or a serious threat to public health and safety; or
- When the use or disclosure is required or is specifically authorised by law; or
- If the individual is reasonably suspected of being engaged in current or past unlawful activity, and the personal information is disclosed as a necessary part of the investigation or reporting the matter; or
- As required by law to certain government departments and statutory bodies, or circumstances where Guild Training is not prohibited from disclosing the information, as described in the Information Act.

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.

### **Procedures: actions and responsibilities**

<b>Action</b>	<b>Responsibility</b>
The National Secretariat and State Branches are responsible for ensuring that learners can access their training records whilst ensuring that the Australian Privacy Principles are applied. Privacy statements are included in all Guild enrolment forms and learners are requested to provide permission to Guild Training to record and retain personal information.	National Secretariat State Branches
Guild Training cannot provide training records, learners' results, copies of certificates and statements of attainment to others (pharmacies, employers, other training organisations, etc) without the written permission of the learner.	State Branches
If a request is received from a pharmacy, employee, Head Office/HR Department – pharmacy banner/marketing group, Registered Training Organisation, etc. they should be informed that this information is not available without the learner's written consent.	State Branches
Learners are able to contact Guild Training and request access to their training records or a re-issue of certificate or statement of attainment.	Learners
Upon request from a learner for access to their personal records Guild Training will forward the learner a copy of the Request for Certificate/Training Record.	State Branches
The learner can complete the Request for Certificate/Training Record and provide permission for their results to be forwarded to the nominated person or organisation.	Learner
The learner should complete the required form and submit it to Guild Training for processing. The learner will be required to include one form of identification (e.g. driver's licence) before the required information can be supplied.	Learner
If the Training Manager is satisfied that the request is legitimate, the required information will be accessed, and the specified documents will be copied and forwarded to the learner.	State Branches
A copy of the completed Request for Certificate/Training Record should be maintained on the learner's file. The learner's identification documentation should be securely destroyed.	State Branches

**Associated documentation**

Request for certificate/training record form  
Pre-Enrolment Information Guides

**Related topics**

Privacy policy

**References**

Enrolment forms  
Training Agreement  
Learner Handbook

**Authority**

National Training Manager – 12.03.2009  
National Training Manager – 15.06.2010  
National Training Manager – 29.07.2011  
Academy Compliance Manager – 18.10.2013  
Academy Compliance Manager – 17.06.2014  
Head – Guild Pharmacy Academy – 09.07.2016  
Head – Guild Learning and Development – 04.05.2017  
Head – Guild Learning and Development – 21.10.19  
National RTO Compliance Manager – Membership, Learning and Development – 08.04.2020