



## Communication Strategy

### Policy

Guild Training is committed to ensuring that clear channels of communication exist both within and between the State Branches and the National Secretariat.

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 is responsible for implementing, maintaining and managing the informal and formal communication channels and strategies used by Guild Training. Communication is facilitated using several methods:	National Secretariat
<p><b>E-mail</b> E-mail is the most common and immediate form of communication used by the National Secretariat and the Branches.</p> <p>E-mails from the National RTO Compliance Manager are directed to Branch Directors. It is anticipated that Branch Directors would forward these e-mails to their Training Managers for discussion or review. E-mails from the National RTO Compliance Manager or from Guild Learning and Development will be forwarded to Training Managers. It is anticipated that Training Managers would forward these e-mails to Branch Directors for discussion or the appropriate Guild Training team member for action.</p> <p>Any e-mail documentation that is relevant to policies, procedures, documentation and processes is retained by the National Secretariat.</p>	National Secretariat State Branches
<p><b>Training Managers Teleconferences</b> The National RTO Compliance Manager is responsible for managing the agenda, chairing and minutes of the Training Managers Teleconferences. Training Managers Teleconferences generally occur monthly. During these teleconferences, the Training Managers will focus on discussing the strategic direction of training and sharing ideas and resources to improve the operational management of the RTO.</p> <p>Records of teleconferences and decisions made are retained by the National Secretariat.</p>	National Secretariat State Branches
<p><b>Training Managers Meetings</b> Meetings occur as required. During these meetings the Training Managers will:</p> <ul style="list-style-type: none"> <li>• Discuss operation issues</li> <li>• Undertake risk management activities</li> <li>• Complete planning activities</li> <li>• Share resources</li> </ul> <p>Agendas and minutes of the meetings are retained by the National Secretariat.</p>	National Secretariat State Branches
<p><b>Pharmacy Transformation Committee</b> The Pharmacy Transformation Committee meets four times per year and is responsible for determining the strategic direction of the Guild Learning and Development and Guild Training. The Pharmacy Transformation Committee is composed of representatives from all states/territories and includes National Councillors, Branch Directors, Pharmacy Transformation staff and Guild Learning and Development staff. The purpose of the Pharmacy Transformation Committee is to:</p> <ul style="list-style-type: none"> <li>• Provide high level strategic direction to Guild Learning and Development and Guild Training</li> <li>• Ensure that the programs developed are done so in accordance with the best interests of community pharmacy in general and Guild members in particular</li> <li>• Report to and receive tasks from the Guild National Council</li> </ul>	National Secretariat

<ul style="list-style-type: none"> <li>• Delegate tasks to and receive advice from Guild Learning and Development staff.</li> </ul>	
<p><b>Working Groups</b></p> <p>Guild Training has established several working groups to address specific training issues. These working groups include:</p> <ul style="list-style-type: none"> <li>• Guild Learning and Development eSystems Group – addresses issues related to the implementation and operation of the eSystems that are available nationally (eg Wise.NET, LMS (GuildEd), eFileCabinet (DMS))</li> <li>• Assessment Validation Group – undertakes validation and moderation activities, reviews and improves training and assessment resources</li> </ul> <p>The National Secretariat is responsible for communicating decisions made by these working groups and maintaining documentation.</p>	National Secretariat
<p><b>eFileCabinet</b></p> <p>Document repository available to all Guild Training staff. Maintains current versions of:</p> <ul style="list-style-type: none"> <li>• Training and assessment resources</li> <li>• VET Quality Framework policies, procedures and associated documentation</li> <li>• Communications</li> <li>• Useful resources</li> <li>• Reference documents</li> <li>• E-learning resources</li> <li>• Marketing materials</li> <li>• Insurance Documents</li> </ul>	National Secretariat

#### Associated documentation

eFileCabinet

#### Related topics

#### References

#### Authority

National Training Manager – 24.04.2009

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 Pharmacy Academy – 09.07.2016

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