

Training Agreement

Overview

This Training Agreement outlines the range of services that Guild Training provides to learners, clients and pharmacies. The agreement demonstrates our commitment to the delivery of quality training and assessment services and to maintain compliance with the VET Quality Framework.

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, course content, training facilities and all training and assessment processes provide educational opportunity to all learners.

Guild Training recognises that particular groups of people in society have experienced disadvantages in training and education and therefore ensures that it practices to eliminate barriers to access and participation. Guild Training applies access and equity principles to all learners by providing information, advice, and support to assist them to achieve their learning outcomes.

Guild Training staff are provided with appropriate information, training and resources to support the principles of access and equity.

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/course 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.

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 including:

- Monitoring of qualifications, vocational competency and professional development activities of all staff employed by Guild Training.
- Participation in national and state-based moderation and validation of training delivery and assessment services which will be conducted on a regular basis
- Completion of self-assessments and internal assessment by both Guild Training personnel and staff from the National Secretariat for compliance with the VET Quality Framework. Collection and analysis of feedback from stakeholders and clients and the application of continuous improvement 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.

Fees and charges

Guild Training has a Fees and Charges policy which is fair and equitable. This policy is available on our website. Specific information regarding fees, charges and payment terms will be provided prior to enrolment.

Guild Training will charge course, administration, tuition and RPL fees for the range of courses it delivers.

Fees and charges for User Choice traineeships are based on prices set by State/Territory Training Authorities. Fee-for-service course prices are set after consultation between state Branches and the National Secretariat.

Learners who hold appropriate health care or concession cards may be granted concessions on tuition or administration fees. Payment plans may be negotiated with learners experiencing financial difficulty or hardship.

Learners who do not complete their training and assessment requirements within the agreed timeframes may complete these training and assessment activities on a fee-for-service basis. Fees will be calculated based on Guild Training's Price Schedule.

No additional fees, other than those documented in enrolment forms will be charged to the learner or employer during their enrolment in a specified course.

Guild Training has a policy in place to protect fees paid in advance. This policy is in line with the VET Quality Framework. To achieve this, Guild Training will adopt one of two options.

- To have a bank guarantee arrangement to secure any fees paid in advance; or
- To invoice amounts of no more than \$1,000 prior to course commencement, and no more than \$1,500 at any given time, post course commencement.

Should any unforeseen circumstance occur where Guild Training is unable to complete the delivery and assessment of Training Services, the learner and employer will be able to continue their study with another provider at no additional cost.

Feedback and evaluation

Staff and learner feedback is gathered formally and informally and is used to evaluate course 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.

Guild Training is audited annually by a registered company auditor or a member of the Australian Society of Certified Practising Accountants, or a member of the Institute of Chartered Accountants in Australia who is independent of Guild Training.

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.

Guild Trainers are provided with a comprehensive induction program. This induction program is designed to ensure that all Guild Training staff have the appropriate tools, knowledge, information and resources to undertake their role successfully. All new staff employed by Guild Training will undergo an induction program which will assist them in adjusting to a new environment and equip them with the information, knowledge, skills and resources to commence work.

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 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
- 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, victimisation 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:

- Accurately representing training products and services that lead to AQF qualifications or statements of attainment to prospective clients.
- Ensuring that outcomes that appear in advertising and promotional material are consistent with the qualifications or statements of attainment.
- Accurately representing training products and services and will ensure that they will advertise AQF qualifications only if they are included in Guild Training's scope of registration.

- Ensuring that it maintains ethical marketing, promotion and advertising practices of all training and assessment products and services.
- Ensuring that marketing and advertising material must identify training and assessment services leading to AQF qualifications and/or statements of attainment separately from any other training and assessment services.
- Using the Nationally Recognised Training logo in marketing or promotion is undertaken in accordance with the Nationally Recognised Training Logo Specifications

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.

As well as this, staff and learners have a legal duty to protect their own health and safety and avoid adversely affecting the safety of others.

Guild Training is committed to ensuring the working environment is safe for its employees and learners. This includes the provision of:

- A workplace and training environment that is safe to work in with procedures that are safe to use
- Adequate staff training including safe work procedures, infection control procedures and appropriate hygiene
- Facilities that are maintained and undergo workplace safety audits

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.

Provision of information

Guild Training is committed to ensuring that all learners receive information which will inform them of our policies, procedures and processes, their rights and responsibilities and will contribute to their success. Information that will be disseminated includes:

- Appeals and complaints procedures
- Client selection, enrolment and induction/orientation procedures
- Client support, including any external support that Guild Training has arranged for clients
- Course information, including content and vocational outcomes
- Disciplinary procedures
- Fees and charges, including refund policy and exemptions (where applicable)
- Flexible learning and assessment procedures
- Occupational health and safety, access and equity, harassment and bullying practices
- Provision for language, literacy and numeracy assessment
- Recognition of Prior Learning (RPL) arrangements and fees
- Recognition practices
- Staff responsibilities for access and equity
- Welfare and guidance services

Recognition

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.

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 supports an approach which values all learning, however achieved, through an open and transparent approach to assessment and recognition. 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. RPL involves the systematic assessment and acknowledgment of relevant and

verifiable skills, knowledge and competencies.

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 (AVETMISS).
- 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 anytime 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.

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. This will be achieved through:

- A continuous improvement system
- Internal auditing and self-assessment
- Feedback and evaluation systems

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.

Training and assessment guarantee

Guild Training may cancel, postpone or re-schedule a training course due to insufficient enrolments or other unforeseen or unexpected circumstances. If Guild Training cancels a course it will use reasonable endeavours to notify learners and pharmacies of any such change as early as practicable.

In the unlikely event that Guild Training is unable to deliver the course in full the learner will be offered a refund of all course monies paid to date. The refund will be paid to the learner within two weeks of the day on which the course ceased.

Training and assessment services

Guild Training maintains a learning environment which is supportive, participative and conducive to the success of its learners.

Guild Training has the capacity to deliver and assess the vocational qualifications within its scope of registration, provide adequate support and facilities and use methods and resources appropriate to the learning and assessment needs of its learners.

Guild Training has policies and procedures in place to ensure management practices maintain a professional standard in the delivery of training and assessment services, and which safeguard the interests and welfare of all learners.

The Executive Director is responsible for ensuring the policies and procedures are circulated, understood and implemented. The delivery of training and assessment services rests with the state Branches who ensure that all policies and procedures are implemented within their state/territory.

Guild Training monitors and assesses the performance and progress of its learners through a range of flexible, valid, fair and equitable training and assessment practices.

These training and assessment practices occur in the workplace or in an educational environment which reflects a pharmacy environment. Guild Training ensures that assessments are conducted in a manner which meets the endorsed components of the Training Package and complies with VET Quality Framework.

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. Wherever possible, Guild Training will assist learners with:

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