

*Get the
knowledge.*

Guild Training



Learner Handbook



The Pharmacy
Guild of Australia

Welcome

Thank you for choosing Guild Training to assist you in developing the skills, knowledge and confidence you will need to work in community pharmacy. Well-trained and effective pharmacy and dispensary assistants are more important than ever for your pharmacy's success. Your role in working with customers to help them achieve and maintain good health has become critical for the thriving pharmacy. Having a team of pharmacy assistants with the right skills allows the pharmacy to meet the challenges of competition, grow and develop new services.

Guild Training is pleased to provide you with a comprehensive set of training and assessment services which can help you throughout every stage of your career in pharmacy. Our accredited training, Certificate II, III and IV in Community Pharmacy and Certificate IV in Community Pharmacy Dispensary will provide you with nationally recognised training that is valued by pharmacies throughout Australia.

We wish you great success with your training and we look forward to working with you to achieve your training and career goals.

What is Vocational Education and Training (VET)?

In Australia, after people complete their schooling, their main choice for further education is vocational education and training (VET), and university. Vocational Education and Training is about providing skills and knowledge for work. Guild Training works within the national Vocational Education and Training (VET) system, so that it is able to provide qualifications for pharmacy and dispensary assistants that are recognised throughout Australia. Community Pharmacy has its own qualifications which have been designed to meet the specific needs of the pharmacy.

What is a Training Package?

Training Packages describe the skills and knowledge required by a person to carry out a defined job effectively. The Community Pharmacy qualifications list the skills that are required by a pharmacy assistant, dispensary assistant or front-of-shop manager. It is the only benchmark that the pharmacy industry now uses for pharmacy and dispensary assistants' qualifications.

What is competency based training?

A key part of Vocational Education and Training is competency based training which is based on learning and developing skills through a combination of hands-on experience and structured training. A learner is competent when they are able to apply their knowledge and skills to successfully complete work activities in a range of situations and environments, against the standard of performance expected in the pharmacy and across the pharmacy industry.

Being competent means:

- Knowing how to do a job
- Understanding the pharmacy's policies and procedures
- Dealing with everyday problems that may occur
- Being able to apply skills consistently
- Being able to transfer the skills to different situations
- Being able to do different tasks at the same time

Guild Training uses a range of resources including Learners Guides, assessment tasks and verbal assessments to assist you in developing your skills and knowledge when working in the pharmacy. Your Guild trainer uses these assessment tasks and practical activities to determine if you are competent.

What are qualifications and units of competency?

Training Packages contain nationally recognised qualifications and units of competency. Units of competency define the particular skills and knowledge and the standard required to be competent in these. So a typical unit of competency from the Community Pharmacy qualifications would be SIRCIND002 Support the supply of Pharmacy Medicines and Pharmacist Only Medicines.

A qualification combines several units of competency that are required to work within a particular occupation or at a particular level within an industry. The most common qualification that pharmacy assistants complete is the SIR30116 Certificate III in Community Pharmacy.

These components of a Training Package mean that a learner can have their skills recognised in two ways:

- A qualification indicates that the learner is competent in all units of competency required to attain a qualification.
- A Statement of Attainment indicates that the learner is competent in one or more units of competency, but not in the full range of units required for a qualification. Statements of Attainment stand in their own right to show that the learner holds particular skills, and they can also be used as credit towards full qualifications if the learner wishes to finish a qualification in the future.

Training can be accessed by pharmacy and dispensary assistants in many ways. Learners can choose to complete an entire qualification or they may simply wish to complete a set of units such as those completed by dispensary assistants. In some cases learners decide to complete individual units from the Community Pharmacy Training Package.

What resources and equipment do I need for my course?

Guild Training is responsible for providing you with a range of training and assessment resources. These include the:

- Learner guides
- Supervisor Evidence Report
- Assessment activities
- Training Record Book (applicable in some states)

If you undertake your training within one of our Guild Training Centres all of the resources and equipment needed to successfully complete your course will be provided. If you are completing your training in the pharmacy it is expected that your employer will provide you with access to a range of resources to assist you in completing your training and undertaking your assessment. The range of resources you will need is likely to be in any standard pharmacy but should include as a minimum:

- Point-of-sale equipment
- Computer
- Range of computer software including dispensary software, ordering/stock control software, word processing software, etc.
- Pharmacy products and medicines (Unscheduled products, Pharmacy Medicines and Pharmacist Only Medicines)
- Workplace Health and Safety procedures
- Operations manual or QCPP manual
- Telephone and facsimile
- Security systems
- Variety of customers/patients
- Range of pharmacy and administrative document including prescriptions, order forms, etc.
- Work area – quiet area to work on learning and assessment materials
- Scheduled time – dedicated time each week to work on learning and assessment materials
- Access to e-mail

If your pharmacy cannot provide you with access to these resources please contact your Guild trainer.

Key people in the training process

You

To ensure that your training is successful you need to ensure that you undertake the following:

- Abide by the conditions of the training contract if you are completing your training as a traineeship.
- Use allocated time to work on training, undertake on-the-job training or work with your pharmacist/supervisor on training activities.
- Complete and submit your learner guides as per your training plan or agreed dates
- Ensure that your learner guides and Supervisors Evidence Reports are signed in the appropriate place and forwarded to your Guild trainer
- Attend all training sessions outlined in your training plan or as notified by Guild Training
- Treat all other learners and staff with respect and fairness and behave in a non-discriminatory and non-harassing manner
- Follow normal safety procedures in the learning environment
- Not enter learning situations under the influence of alcohol or illegal drugs
- Advise Guild Training of any changes to personal details, withdrawal from a course, changes to employment details or workplace supervisor details

Your employer

Traineeships often start with the employer who employs the new staff member and decides to enrol them in training. They usually contact Guild Training and an Australian Apprenticeship Support Network to arrange the training contract, the enrolment form and other necessary paperwork.

The learner's employer has a number of responsibilities including:

- Providing a suitable workplace where learning can occur
- Providing support and encouragement for the trainee

Employers who have entered into a training contract and therefore have accepted a legal obligation to:

- Ensure the learner receives the instruction, practice and support they need to develop the skills in all aspects of the pharmacy's operation
- Release the learner as required during work hours to undertake training provided by Guild Training
- Ensure the learner is instructed and supervised by a workplace supervisor who is competent
- Provide a workplace that is safe, conducive to learning and free from bullying, harassment or discrimination
- Ensure that workplace arrangements, wages and conditions comply with relevant state and federal industrial laws
- Advise the Australian Apprenticeship Support Network of any changes to the Training Contract or the learner's circumstances

Your workplace supervisor

In the majority of cases you will be employed by the pharmacy in which you work. Most commonly your supervisor will be your pharmacist, retail manager, another pharmacist or an experienced staff member. It is important that you identify who this person will be before you commence your training.

Your supervisor is a very important part of your training as they will provide you with guidance and support, assist you in completing your learner guides and help you understand the many products and services your pharmacy sells. Guild Training relies on your supervisor to assist you in applying the knowledge that you learn from face-to-face training or through the learner guides to the pharmacy. It is your supervisor who will help you to decide when you are performing at an appropriate pharmacy standard and ready to be assessed.

Your workplace supervisor must:

- Provide you with on-the-job coaching, support and supervision. This means being available to answer questions, give you exposure to industry professionals and provide other relevant training sessions
- Provide you access to correct, reliable and accurate information, to assist in developing the skills and knowledge required throughout the training program
- Allocate you training time. If you are completing your training as part of a traineeship there may be specific time periods where you must be allowed to undertake training activities.
- Release you to attend any face-to-face training outlined in the training plan (if applicable)
- Provide you with a quiet and uninterrupted environment in which to study and complete your learner guides
- Be prepared for training and assessment sessions
- Monitor your progress and ensure feedback is provided
- Regard personal information about you as confidential
- Make sure you are available to speak and meet with your Guild trainer during scheduled contacts and visits (if applicable)
- Ensure that the Supervisor's Evidence Reports are completed.

The Guild and your Guild Trainer

Your Guild trainer is experienced not only in pharmacy operations but also in the skills required to assist you in completing your training successfully.

Your Guild trainer must:

- Deliver structured training and assessment services that will lead to the issuing of a qualification or statement of attainment
- Negotiate with the employer/workplace supervisor the part that each will play in both training delivery and assessment
- Provide resources to you and your workplace supervisor that effectively support the training delivery
- Undertake regular reporting and contact with you and your employer/supervisor
- Provide information on your progress and the competencies achieved
- Identify and meet any additional support needs that you may require
- Keep a record of training outcomes and qualifications issued

The Australian Apprenticeship Support Network (AASN)

If you are completing your training as part of a traineeship you will have contact with an Australian Apprenticeship Support Network (AASN). These organisations act as a liaison between the employer, the learner, and the government. They are responsible for organising the paperwork for training contracts that allow the training to be funded by the government. AASN services include:

- Providing information on Australian Apprenticeship options to employers and employees
- Marketing and promoting Australian Apprenticeships
- Administering Commonwealth Incentive Payments to employers
- Working with the State/Territory Training Authorities to provide an integrated service

Apprenticeship Field Officers (if applicable)

Apprenticeship Field Officers provide assistance in a number of different ways. They:

- Answer queries and provide information on apprenticeships and traineeships
- Advise and counsel apprentices/trainees and employers on training and other matters
- Investigate disputes between apprentices/trainees and employers
- Provide support for apprentices/trainees who are victims of workplace violence and harassment
- Assist providers of training and further education in relation to apprenticeships and traineeships

Unique Student Identifier

The Australian government requires learners that are enrolled in nationally recognised training delivered by a Registered Training Organisation to have a Unique Student Identifier (USI). Before you commence training with the Guild you should access your USI and have it ready when you completing the enrolment form.

To access your USI go to www.usi.gov.au and follow the prompts to create your account. To assist us in ensuring your details are up to date it would be helpful if you could add the Pharmacy Guild of Australia (RTO 0452) to your Permissions List. Your USI will contain all of your nationally recognised training records and results.

Once you have obtained your USI number, please ensure that you provide this number on your enrolment form.

What is assessment?

Assessment is an important part of competency based training. It provides the important function of guiding you through the training process towards the goal of achieving competency and gaining a qualification. Assessment is a confirmation of competency of your ability to demonstrate your skills or knowledge – it is not a test. Assessment means collecting evidence about your skills and knowledge and comparing the evidence to a set of industry-based standards and judging whether, on the basis of the evidence gathered, you meet those standards.

How will I be assessed?

Training can be delivered and assessed in a number of ways. Guild trainers use a range of assessment resources to assist them when making assessment decisions about your competence. This often depends on whether you are completing your training by our distance program or if you are attending in-centre training at the Guild. The most common form of training undertaken by pharmacy assistants is distance education using the learner guides. However, there are some common assessments tools that Guild Training uses.

Learner Guides

Learner guides have a number of functions. They provide you with information and knowledge which allow you to complete a range of workplace activities. There are also a number of questions and activities throughout the learner guides. The questions and activities within the learner guide help you develop your skills and knowledge, examine specific procedures in your pharmacy, work with medicines and increase your product knowledge.

Guild Training recommends that you complete these questions and activities to assist you in developing your skills, however these will not need to be submitted as part of your assessment.

Assessment Section

The assessment section at the back of the learner guide is a comprehensive review of all the skills and knowledge you have covered. You need to complete all of the questions and activities in this section and submit them to your Guild trainer for assessment. You should use the learner guide when you are completing the assessment section to assist you with your answers. It is recommended that you retain a copy of all of your assessments in case mail is lost.

The assessment section includes:

- Short answer questions to assess your knowledge
- Case studies of typical situations you are likely to experience in the pharmacy
- Practical activities that match the tasks you complete at work
- Workplace Activity journals that get you to document and review your interactions with customers
- Verbal assessments that are conducted in the pharmacy or via telephone

Supervisors Evidence Report

The Supervisor's Evidence Report (SER) outlines the workplace activities that a pharmacy assistant is expected to perform in the pharmacy. Supervisors Evidence Reports provide your workplace supervisor with a set of observable skills or tasks. The SERs should be used by your workplace supervisor when observing you performing these activities or skills in the pharmacy.

The observations should occur over a period of time, usually one to two weeks, or until your supervisor is confident that you can complete these specific actions to the standard set by your pharmacy. Once your supervisor has completed the SER it is sent to Guild Training. It is recommended that you retain a copy of the SER for your pharmacy's records and in case your mail is reported as lost. Your Guild trainer will use the information that is provided in the SER to assist in making a judgment about competency.

Verbal assessments

The verbal assessments activities are a critical part of the assessment process. Verbal assessments are the final part of the assessment process and allow your Guild trainer to confirm the skills and knowledge you have developed during the time that you have completed this unit. The verbal assessments will be conducted over the telephone or in your pharmacy based on state/territory government requirements.

Your Guild trainer will ask you a series of questions or provide you with case studies or scenarios which relate directly to the unit that they have recently completed. These questions, case studies or scenarios are not a test, but rather another piece of evidence that your Guild trainer can use to determine if you are competent.

How long will assessment take?

Because there are a number of assessment activities that need to be completed for every unit, the assessment process can take some time. This can include time to complete the learner guide and the assessment activities, time to collect documents, time to undertake research and time to answer practical activities.

Your workplace supervisor is going to need some time to observe you in the pharmacy and complete the Supervisor's Evidence Report. If you are completing your training as part of a traineeship you need to be very aware of the timeframes for completing each unit and work with your supervisor to plan this.

What happens if I am assessed as 'Not Yet Competent'?

Once your Guild trainer has gathered together all of this assessment they will make a judgement about whether you have demonstrated competency. Remember, our assessment process is not about 'passing' or 'failing'. Rather your Guild trainer will make a judgement on whether you have demonstrated the skills and knowledge required.

If you are unable to demonstrate the required skills and knowledge you do not 'fail' the unit. Rather, your Guild trainer will discuss with you and your workplace supervisor the areas that you need to focus on. Your Guild trainer may ask you to complete part of the learner guide again or may provide you with some additional training. You will be given an opportunity to undertake the assessment again when you have developed your skills further.

What feedback is provided during assessment?

Your Guild trainer is able to provide feedback to you during all stages of the training and assessment process. If you are completing your training as part of a traineeship there may be specific feedback that needs to be provided. In many cases, your Guild trainer will provide you with some written feedback on the questions and activities that you completed as part of the assessment section. Your Guild trainer will also provide you with verbal feedback when they ask questions during the verbal assessment.

Can I be re-assessed?

If you believe that you have the skills and knowledge required by the unit of competency that you are studying, you are able to request a re-assessment at any time.

Can assessments be changed?

Reasonable adjustment will be made for learners with a specific learning need which, if not met, might put them at an unfair disadvantage. Reasonable adjustments are made to ensure that learners are not presented with barriers to learning such as those resulting from a physical disability, distance, etc.

Reasonable adjustment may include the use of educational support, alternative methods of assessment such as oral assessment and individual assessment conditions such as enlarged print materials, scribes or additional time for activities to be completed. If you believe that you would benefit from adjustments being made to our assessment processes please speak to your Guild trainer.

What happens if I disagree with an assessment?

If you disagree with an assessment you have the opportunity to lodge an appeal. Guild Training has a detailed appeal process which includes the opportunity for an independent assessment. This appeals process is clearly outlined on our website – www.guild.org.au For further information contact your Guild trainer or the Training Manager at your state Branch.

What happens when I have completed all of the units or requirements for my course?

Once you have completed all of the required units your Guild trainer will finalise your training and assessment records and request a certificate or statement of attainment be printed.

Some states require that the employer, student and Guild trainer undertake a final check to ensure that all competencies have been achieved. There may also be some documents that you and your employer may need to complete. These final documents may include survey and feedback forms. Guild Training cannot issue a certificate or statement of attainment until all of these documents are completed.

Do I receive a certificate?

If you are completing an accredited training qualification or unit of competency you will receive a certificate or statement of attainment. A certificate is granted for a full qualification like the Certificate III in Community Pharmacy. A statement of attainment is granted for the completion of a unit or number of units such as Support the supply of Pharmacy and Pharmacist Only Medicines.

How long will it take before I receive my certificate or statement of attainment?

If you have provided all of the required training and assessment tasks, completed and submitted all of the required documentation, provided your Unique Student Identifier, paid all course and enrolment fees completed and submitted all of the required documentation and paperwork your certificate or statement of attainment will be sent to you within 30 days, but usually less than this time.

Once you receive your certificate or statement of attainment it is important that you take copies of this document. A copy should be provided to your employer and kept in your personnel file. Additional copies should be kept with your resume. Please ensure that you take care with your certificate or statement of attainment and keep it in a secure location. Guild Training will charge you for the cost of a replacement certificate or statement of attainment.

What happens if I lose my certificate?

If you lose your certificate or statement of attainment you will need to contact Guild Training in your state and request a replacement. You will need to complete a document and provide proof of your identity before we can provide you with a replacement certificate or statement of attainment. The cost for this service is \$50.00.

What happens to my records when I finish training?

Guild Training is required to keep a copy of your records. Most states are required to keep a copy of your written records for a period of seven years. Electronic records, which include your results, will be kept for thirty years.

How do I gain access to my records?

You are able to access your personal records and results at any time during training or after you have completed your training. To access your records you will need to complete a document and provide proof of your identity.

How do I notify the Guild that I have changed my contact details or other personal information?

If your contact details or any other personal information changes you need to contact Guild Training and inform them of these changes. At times, Guild Training may need proof that these details have changed such as a copy of a marriage certificate.

Privacy

Why does the Guild need my personal details?

Much of the personal information that we ask you to provide is required by the government. As a Registered Training Organisation the Guild is required to collect this information and provide it to the government. The Guild does not collect any unnecessary personal information.

What does the Guild do with my personal details?

The Guild is required by the government to retain your records and results for a period of thirty years. The government also requires that Guild Training provide them with details of your training records, such as when you completed your training and what result you achieved. The Guild does not provide your personal details or training records to any other bodies or organisations.

How is my privacy maintained?

The Guild ensures that your privacy is maintained by keeping your records and personal information secure. Your learner records are maintained in secure electronic files which are password protected and only accessed by authorised staff. Your paper-based files are stored in locked cabinets. Paper-based records are kept for seven years and then they are disposed of through secure disposal services.

Learner Services and Support

Is learning support available if I need it? If I have language, literacy and numeracy difficulties who can help?

Guild Training is committed to assisting both the learner and the pharmacy to achieve a successful outcome to their training and assessment requirements and will assist the learner in managing learning needs. Any learner who has identified a special need or training requirement will be provided with the resources and assistance to support them to achieve their training goals. There may be some costs associated with additional support. Some state governments provide specialist assistance to learners at no cost. If you believe that you would benefit from assistance or learning support please speak to your Guild trainer or Guild Training office.

I have a disability, what support is available to me?

Guild Training supports involvement of people with disabilities in education and training. Guild Training aims to provide learners with disabilities the opportunity to realise their individual capabilities for physical, social, emotional and intellectual development through full participation in Guild Training. Guild Training encourages learners with disabilities to disclose the nature of their disability and their special needs during enrolment. Guild Training will attempt to accommodate the range of disabilities learners may have. Guild Training supports the use of alternative strategies for training and assessment of courses undertaken by learners with disabilities. Alternative strategies may include:

- Use of specialist equipment
- Use of a teaching assistant or aide
- Modification of training and assessment resources

Complaints and appeals

What happens if I have a complaint about Guild Training?

Guild Training is committed to providing learners with the best possible learning opportunities. However, we recognise that from time to time there may be some reason for dissatisfaction and welcomes feedback as an opportunity to review and improve its practices. Every effort will be made to resolve learners' complaints and grievances without the need to lodge a formal appeal/complaint. Learners who cannot resolve a complaint through informal means are asked to complete a Complaint Form which is then forwarded to the Training Manager in their state.

Guild Training has a range of policies and procedures to deal with learner complaints or appeals. The Training Manager will investigate the issue and identify a solution to the issue. A strategy will be outlined to resolve the issue to the satisfaction of the learner.

If you believe that your complaint has not been handled in a satisfactory manner you may contact the National Training Complaints Hotline – 1800 000 674.

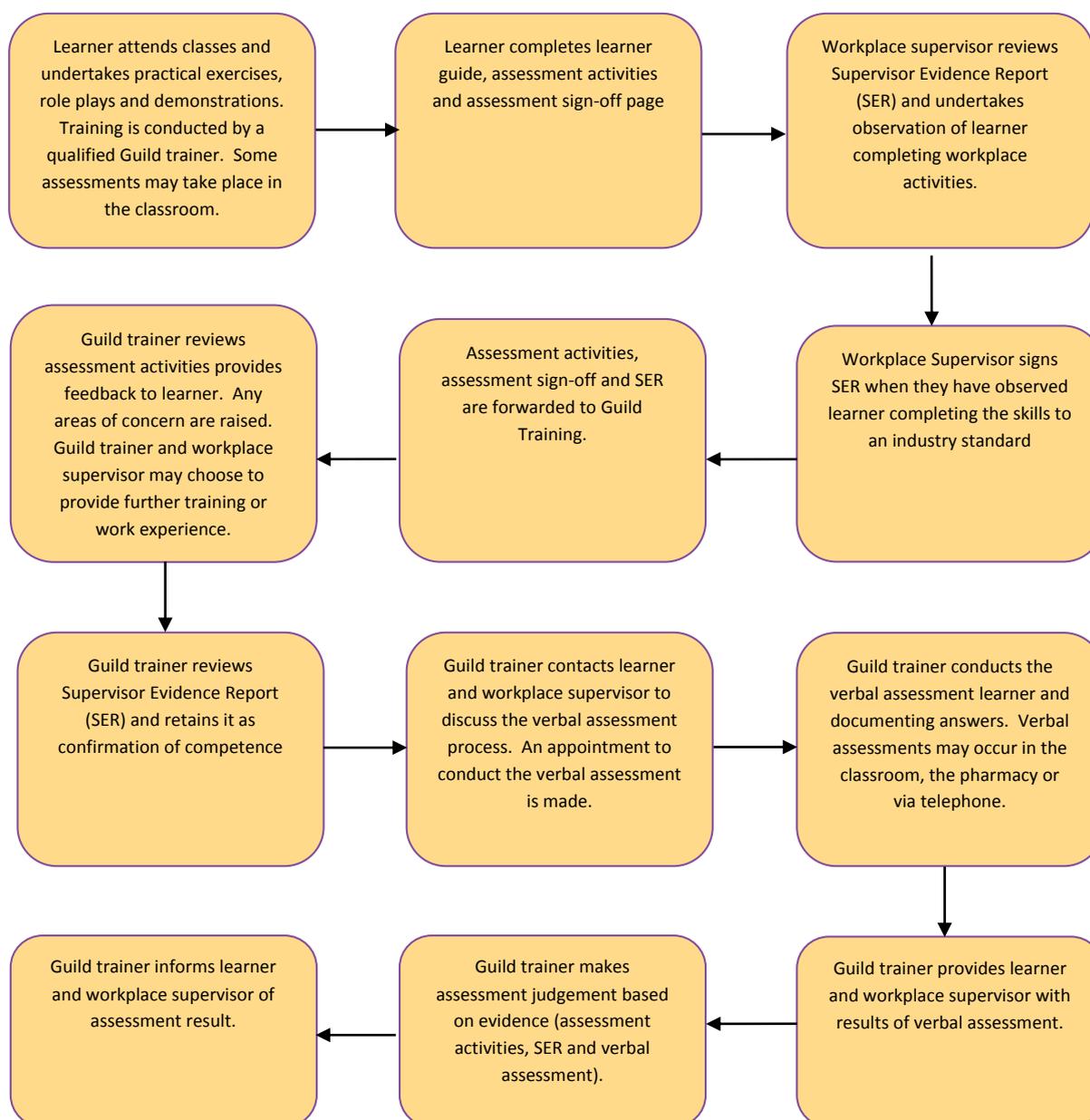
How training is delivered?

Training can be completed in a number of different ways. Delivery methods may include:

In-centre training

In-centre training occurs when the pharmacy assistant leaves the pharmacy and attends training. This training is usually held at the Guild offices in your state, although some states/territories do not deliver face-to-face training. Pharmacy assistants attend training on a regular basis and participate in classroom-style learning conducted by qualified Guild trainers.

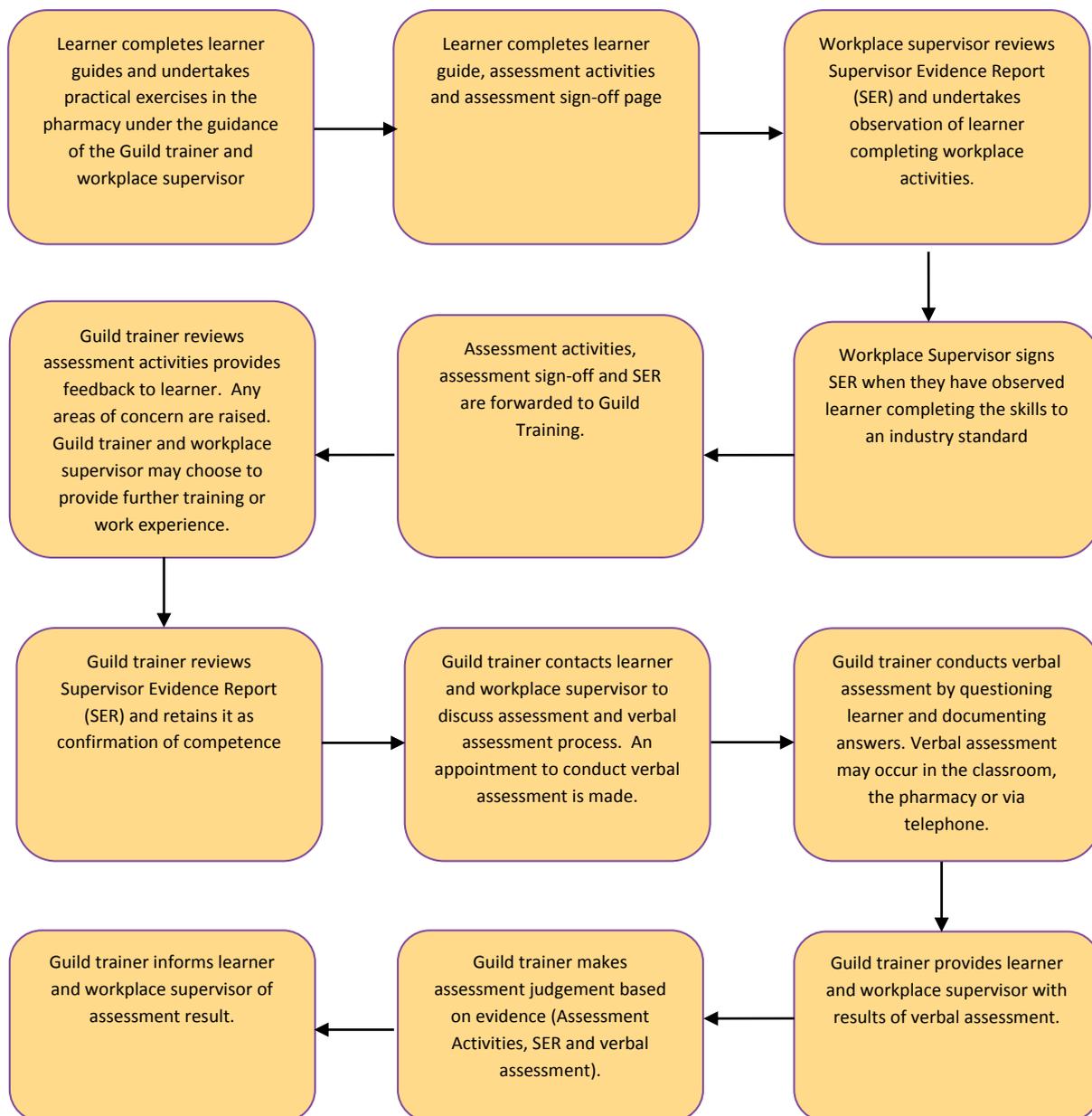
Activities and exercises from the learner guides are completed along with practical activities that require the pharmacy assistant to demonstrate the skills that they have developed.



Distance education

Guild Training’s distance education program provides pharmacy assistants with the opportunity to gain their qualification even if they are unable or do not wish to attend classes. Distance education allows pharmacies and pharmacy assistants to access flexible training that can be programmed to suit the needs of the pharmacy.

The learner is provided with learner guides, which provide them with information, knowledge, activities and exercises which are completed and submitted to your Guild trainer for assessment. These comprehensive guides are designed to give pharmacy learner’s knowledge and skills to assist them in providing their customer with health care information and advice.



Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is an essential component of competency-based training. RPL acknowledges the skills and competencies that you have gained from work experience, training and life experiences. Guild Training aims to ensure that your learning is recognised, no matter where or how the learning has taken place.

The RPL process measures the skills and competencies you may already have against those in the qualifications or units of competency that you completing. If what you have learnt at work or elsewhere is relevant to your training then you may not have to do these parts of the course again. You may choose to complete an RPL at the beginning of your training or at any time during your training

