

*Get the
knowledge.*

Guild Training



Community Pharmacy Short Courses

SIRCIND002 Support the supply of Pharmacy Medicines and Pharmacist Only Medicines

Dispensary Assistants Course

Individual unit(s)

Community Pharmacy qualifications

Welcome

Thank you for choosing Guild Training to provide you with training and assessments services. You have selected to study units of competency from the Community Pharmacy qualifications. The training that you complete and the statement of attainment that you receive are nationally accredited and will be recognised in every state and territory of Australia. The Community Pharmacy qualifications consist of:

SIR20116 Certificate II in Community Pharmacy

This qualification is designed to provide new employees, or those who have never worked in pharmacy, with the basic skills required to operate effectively in a community pharmacy environment. Skills and knowledge included in this qualification include: basic product knowledge, pharmacy operations, communication skills, customer service skills and basic prescription procedures. Recommended time for completion of this qualification is between 6 and 12 months although this may be reduced based on the needs of the learner, RPL or credit transfer. The Guild will work with you to develop a training plan to meet your needs and the needs of your pharmacy. If you wish to complete your training in a specific timeframe then please speak to your Guild trainer and we will assist you in meeting your learning goals. There are no specified entry requirements for this qualification although learners will need good English language and numeracy skills. Learners will need to be working in a community pharmacy to complete this qualification. Learners who complete this qualification can progress their career and complete the Certificate III in Community Pharmacy

SIR30116 Certificate III in Community Pharmacy

This qualification is considered to be the standard qualification for a pharmacy assistant. This qualification provides the practicing pharmacy assistant with the skills and knowledge to work within all areas of the pharmacy. The focus is on key pharmacy areas including product knowledge categories, health knowledge areas, administration and pharmacy operations. Recommended time for completion of this qualification is 12 to 18 months although this may be reduced based on the needs of the learner, RPL or credit transfer. The Guild will work with you to develop a training plan to meet your needs and the needs of your pharmacy. If you wish to complete your training in a specific timeframe then please speak to your Guild trainer and we will assist you in meeting your learning goals. There are no specified entry requirements for this qualification although learners will need good English language and numeracy skills. Learners who complete this qualification can progress their career by completing the Certificate IV in Community Pharmacy.

SIR40116 Certificate IV in Community Pharmacy

This qualification can be used to build on the skills that the pharmacy assistant may have completed as part of the Certificate III in Community Pharmacy. This qualification should be undertaken by those pharmacy assistants wishing to operate as a dispensary assistant, retail or front-of-shop manager or specialist pharmacy assistant. Recommended time for completion of this qualification is 12 to 18 months, although this may be reduced based on the needs of the learner, RPL or credit transfer. The Guild will work with you to develop a training plan to meet your needs and the needs of your pharmacy. If you wish to complete your training in a specific timeframe then please speak to your Guild trainer and we will assist you in meeting your learning goals. Entry to this qualification is open to individuals who have achieved Certificate III in Community Pharmacy or have relevant industry employment experience as a community pharmacy assistant in a job role that has involved the application of skills and knowledge described in core units of competency from SIR30116 in Community Pharmacy and have a statement of attainment in the unit SIRCIND002 Support the supply of Pharmacy Medicines and Pharmacist Only Medicines. Learners will need good English language and numeracy skills and will need to be working in a community pharmacy.

SIR40216 Certificate IV in Community Pharmacy Dispensary

This new qualification recognises the important role of the dispensary assistant in the community pharmacy environment. It has been developed to provide a distinct qualification for dispensary assistants. This qualification should be undertaken by dispensary assistants wishing to update their skills on key dispensary functions such as dose administration aids and dealing with residential care facilities. The recommended time for completion of this qualification is 12 months to 18 months, although this may be reduced based on the needs of the learner, RPL or credit transfer. The Guild will work with you to develop a training plan to meet your needs and the needs of your pharmacy. If you wish to complete your training in a specific timeframe then please speak to your Guild trainer and we will assist you in meeting your learning goals. There are no specified entry requirements for this qualification although learners will need good English language and numeracy skills. Learners will need to be working in a community pharmacy to complete this qualification.

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.

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.

You have elected to enrol in one of the following units of competency or short courses:

- SIRCIND002 - Support the supply of Pharmacy Medicines and Pharmacist Only Medicines
- Dispensary Assistants Course
- Individual unit(s)

SIRCIND002 - Support the supply of Pharmacy Medicines and Pharmacist Only Medicines

The Pharmacy Guild of Australia's Quality Care Pharmacy Program (QCPP) is a quality assurance program for community pharmacy. Through the use of 18 Standards the program provides support and guidance to community pharmacy on professional health services and business operations. Over 90% of pharmacies around Australia are QCPP accredited.

As part of the QCPP requirements all staff who supply Pharmacy Medicines and assist the pharmacist to supply Pharmacist Only Medicines must receive training via a recognised and accredited course. The unit, SIRCIND002 Support the supply of Pharmacy Medicines and Pharmacist Only Medicines meets this QCPP requirement.

SIRCIND002 - Support the supply of Pharmacy Medicines and Pharmacist Only Medicines

This unit will provide you with the knowledge and skills required to support the supply of Pharmacy Medicines (S2) and Pharmacist Only Medicines (S3) to customers in community pharmacy. This unit covers the role of the pharmacy assistant, quality in a community pharmacy, understanding medicines, medicine schedules and Pharmacy Medicines and Pharmacist Only Medicines. Also included in this unit are pharmacy protocols, dealing with specific medicines, communicating with your customers and privacy and confidentiality.

Dispensary Assistants Course

As part of your role in the pharmacy you may wish to develop skills in assisting the pharmacist with the dispensing of Prescription Medicines. However, you may not wish to complete a full qualification at this stage and simply need the skills to work in the dispensary. To meet this need the Guild has developed a Dispensary Assistants Course to meet the broad range of pharmacy needs and the Pharmacy Board requirements. Additional units are also available should you wish to undertake other tasks in the dispensary such as filling dose administration aids or submit a claim to Medicare.

SIRCIND002 - Support the supply of Pharmacy Medicines and Pharmacist Only Medicines

This unit will provide you with the knowledge and skills required to support the supply of Pharmacy Medicines (S2) and Pharmacist Only Medicines (S3) to customers in community pharmacy. This unit covers the role of the pharmacy assistant, quality in a community pharmacy, understanding medicines, medicine schedules and Pharmacy Medicines and Pharmacist Only Medicines. Also included in this unit are pharmacy protocols, dealing with specific medicines, communicating with your customers and privacy and confidentiality.

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| SIRCDIS001 - Assist customers with prescriptions | This unit will provide you with the knowledge and skills to collect and verify customer's prescription-related information, lodge prescriptions for dispensing, and return dispensed prescription medicines to customers on behalf of the dispensing pharmacist. Topics covered within this unit include the Pharmaceutical Benefits Scheme, the range of different prescriptions, packaging prescription medicines and your role in providing prescription medicines to your customers. |
| SIRCDIS003 - Assist in dispensing prescriptions | This unit will provide you with the knowledge and skills to work in a dispensary to assist with the preparation of prescriptions under the supervision of the pharmacist. It covers the duties of a dispensary assistant, limitations to the role of a dispensary assistant and the legislation and guidelines that apply to the pharmacy dispensary. Also included drug names, packaging and placement in the dispensary, dispensary workflow and design, prescription forms, and the dispensing process. |
| SIRCDIS006 - Maintain dispensary stock | This unit will provide you with the knowledge and skills to work with the pharmacist to manage and maintain a dispensary stock control system. It covers the sourcing and requisition of dispensary stock, PBS items, PBS reform and the use of generics, and the management of new, amended and deleted items. Also included are stock buying systems, stock documentation, storage and security of dispensary stock, monitoring temperature-sensitive products and dealing with product recalls. |
| SIRCDIS007 - Administer dispensary computer system and claims | This unit will provide you with the knowledge and skills to work with your pharmacist in completing administration tasks within a community pharmacy dispensary. This unit also covers the skills required to maintain the dispensary computer system and to prepare the Pharmaceutical Benefits Scheme (PBS) claims and reconcile Medicare Australia payments. |

Additional Dispensary Unit(s)

The following additional units are available to study as part of the dispensary course or as an individual unit. These units are an additional cost to the standard Dispensary Assistant Course outline above.

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| SIRCDIS004 - Assist in preparing dose administration aids | This unit will provide you with the knowledge and skills to package or pre-pack pharmaceutical products in dose administration aids (DAAs) under the direction of a pharmacist. This will include setting up pre-packaged doses of prescribed medicines to be administered over set periods. This may be for new and ongoing individual customers or for multiple customers in residential care settings. Also included will be the range of dose administration aids, legislation and guidelines for preparing dose administration aids and maintaining effective dose administration documentation. |
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Individual unit(s) of competency

You may also wish to enrol in a single unit of competency such as SIRCHCS003 Test blood pressure and advise on self-monitoring or SIRCPA012 - Assist customers with asthma-care aids and equipment. You can select any unit of competency from any of the qualifications. A list of the unit descriptors for each unit of competency is available on the Guild website.

Is there a specific language, literacy and numeracy requirement to study units of competency from the Community Pharmacy qualifications?

There are no specific language, literacy or numeracy entry level required prior to commencing these units of competency. Although there is an expectation that you have good English language and numeracy skills to work in a community pharmacy and to complete this training. We encourage you to discuss any learning difficulties or preferred learning styles with your trainer or the Training Manager so that appropriate support can be arranged. It may be necessary for you to undertake an assessment to accurately determine your learning support needs. If it is determined that you require specialised or extensive learning support, a cost may be involved.

Any information you provide will be protected under the Privacy policies and procedures of the Pharmacy Guild of Australia.

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 are completing the enrolment form.

To access your USI go to www.usi.gov.au and follow the prompts to create your account. Your USI will contain all of your nationally recognised training records and results. 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. Once you have obtained your USI number, please ensure that you provide this number on your enrolment form.

What is competency based training and assessment?

Competency based training places an emphasis on the workplace demonstration of knowledge and skills. When provided with an adequate range of workplace tasks you have the best opportunity to develop the necessary skills to achieve competency and complete your qualification. Another benefit of competency based training is that it allows you to move through your training as you attain competencies rather than being bound to set time frames.

Assessment is the process of collecting evidence and making decisions about whether you can perform to the standards expected in the pharmacy. The units of competency that you are studying are the benchmarks or standards for assessment and they form the basis for the statement of attainment you will receive on successful completion your training.

Guild Training uses a range of assessment methods and tools to make a decision about your competency in both on and off-the-job activities. The assessments used by Guild Training will include a minimum of three from the list below:

- Written assessment activities
- Practical activities that reflect tasks you complete in the workplace
- Workplace Activity journals (where required)
- Verbal assessments that are conducted over the phone or in the pharmacy.

We also use evidence from your workplace supervisor (Supervisor Evidence Report) to determine whether you are competent. The full details of your assessment requirements will be discussed with you by your Guild trainer.

What is the mode of study?

Distance Education

This mode of study enables you to undertake your training in the pharmacy under the supervision of a workplace supervisor and at a time convenient to the pharmacy. You will be provided with training materials and supported by a Guild trainer who will contact you, in the pharmacy or by phone on a regular basis.

Can I gain credit toward my qualification?

Guild Training is committed to ensuring compliance with the VET Quality Framework by recognising qualifications and statements of attainments 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 will have these qualifications recognised and receive the appropriate credit transfers or recognition opportunities.

What is 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 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.

What is accelerated learning?

Accelerated learning enables you to progress through your qualification at a faster rate than usual. Completion of all designated assessments are required and may be negotiated between you, your employer and your Guild trainer/assessor.

No special applications or processes are required and normal enrolment fees apply. All activities shall be recorded as part of the standard training delivery and assessment, and a result processed upon completion. Speak to your Guild trainer for further

information.

When can I start my training?

The Pharmacy Guild of Australia offers continuous enrolments to pharmacy staff wishing to undertake study. This means you may commence training any time that is suitable to you and your employer once you have been enrolled.

Payment Methods

All learners are required to pay fees upon enrolment. The Guild has a range of payment methods and options, including payment plans. Further information about the payment of fees will be included with this document.

Protection of Fees

Guild Training has a policy in place to protect fees paid in advance. This policy is in line with the VET Quality Framework. View this policy at www.guildtraining.com.au.

Additional Charges

Learner Guides

The Guild is able to provide you with learning and assessment resources in different formats. An electronic version of the learner resources will be sent/mailed to you or you can choose to have printed versions of these learning and assessment resources forwarded to you. Please be aware of the additional costs may be associated with the provision of printed learning and assessment resources.

Re-issue of learner guides

If you have misplaced or lost your learner guides after the original issue from Guild Training you may be charged a replacement cost.

Replacement Certificates/Statements of Attainment

Guild Training will provide replacement certificates to learners who provide proof of identity. Learners who require replacement certificates/Statements of Attainment will be charged \$50.00 for the provision of this service. Once training is completed, learner files may be archived off-site. To recall your file, this will incur an additional charge.

Non-Completion of training

Learners who do not complete their training may be required to complete any outstanding units of competency on a full fee paying basis. However, due to state and territory funding requirements this may differ. Fees will be calculated based on Guild Training's price schedule. A Statement of Attainment will be issued for all completed units.

Learner Policies

Overview

The Guild has a range of policies and procedures to support you and your employer during your training. They demonstrate our commitment to the delivery of quality training and assessment services and to maintain compliance with the VET Quality Framework. These policies/procedures are summarised below. To read the full version please refer to www.guildtraining.com.au.

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

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/qualification 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.

Credit Transfer

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.

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.

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.

Feedback and evaluation

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

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.

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/statements of attainment

Guild Training is responsible for issuing you with a certificate or statement of attainment on the successful completion of your training. We 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 and 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 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 ensuring it complies with the requirements for ethical marketing and advertising of training and assessment products and services. All marketing, advertising and communication collateral developed and published by the Pharmacy Guild of Australia reflect the requirements of the Standards for NVR Registered Training Organisations. All marketing and advertising of AQF qualifications to prospective learners and employers must be ethical, accurate and consistent with the Pharmacy Guild of Australia's scope of registration.

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. Guild Training is committed to ensuring the working environment is safe for its employees and learners.

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.

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. Recognition of Prior Learning is a process that matches the skills and knowledge that you already have gained through work, study and life experiences against the training that is covered in the Community Pharmacy qualifications or individual units from the qualifications.

As you move through life you gain skills and knowledge in many different ways. Knowledge can be developed by attending short course, study or training undertaken on the job. Skills and knowledge can also be gained through work in the pharmacy, another business or through work that you may have undertaken. 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 competent. So before you start training with us consider the benefits of RPL to you and your employer

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 any time 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. Some states/territories have specific cancellation and refund requirements and these are included with this document. Fees will be refunded in full where:

- The qualification does not start on the agreed starting date which is notified in the letter of offer, or
- Illness or disability prevents a learner from taking up a qualification (on submission of medical certificate).

No refund of qualification fees will be made where your enrolment is cancelled for any of the following reasons:

- Failure to maintain satisfactory qualification progress or failure to maintain satisfactory attendance.
- Failure to pay qualification fees.

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.

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.

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. There may be additional costs for these services. Wherever possible, Guild Training will assist learners with:

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

Appendix: Additional Pre-Enrolment Information for Victoria

Course Fees

| Course Type | Guild Member | AFSPA Member | Non-Member |
|------------------------------|--------------|--------------|------------|
| S2S3 Online | \$90 | \$120 | \$150 |
| S2S3 Workbook | \$120 | \$150 | \$180 |
| Dispensary Assistant Course* | \$900 | \$1,075 | \$1,250 |
| Individual Unit / RPL unit | \$200 | \$225 | \$250 |

* Note: If you are eligible for credit transfers, \$100 per unit will be deducted from the total course fee.

Additional Charges

- Learner Guide (hardcopy): \$25.00 (GST-free), non-refundable.
- Replacement Certificate: \$50.00
- Replacement Statement of Attainment: \$20.00
- Offsite record retrieval: \$55.00
- Trainer pharmacy visits *: \$150.00

* Note: If the pharmacy is within 100kms. Additional charges may apply if over 100kms.

Prices include GST unless noted otherwise.

Payment Methods

Fees can be paid by any of the following methods:

- Paypal
- Direct Debit
- Credit Card

Protection of Fees

Where a learner is paying the course fees, Guild Training will not collect more than \$1500 in pre-paid fees.

Course Duration

Learners who do not complete the course within the specified course duration may need to re-enrol and new fees may apply.

Extensions can be applied for in extreme circumstances and approval will be on a case by case basis. Extensions must be applied for in writing and received at least 1 month prior to the course end date.

| Course Type | Duration |
|-----------------------------|----------|
| S2S3 Online | 2 months |
| S2S3 Workbook | 2 months |
| Dispensary Assistant Course | 6 months |
| Individual Unit | 2 months |

Course Extensions

Extensions for short course enrolments can be applied for in extreme circumstances and approval will be assessed on a case by case basis. Extension request must be made in writing

Cancellation and Refunds of Course Fees

All cancellation and refunds must be requested in writing to Guild Training along with a reason for cancellation and requesting a refund.

A refund may be applicable if cancellation is within 30 days of enrolment and training has not commenced. Course fees are non-transferable.

Training will be deemed to have commenced if any assessment activity has commenced, including:

- Online courses have been accessed
- Online or written assessment is received by Guild Training
- Any assessment activities conducted by a trainer

If a refund is applicable, the below admin fees will apply.

| Course Type | Admin Fee |
|-----------------------------|--------------------|
| S2S3 Online | \$35 |
| S2S3 Workbook | \$45 |
| Dispensary Assistant Course | 20% of Course Fee* |
| Individual Unit | 20% of Course Fee* |

* Note – Material or hardcopy workbook fees are non-refundable

In the event of a workplace dispute, no refunds will be given once the 30 day withdrawal period has expired. All matters in relation to fees paid should be discussed between the employer and employee and must not involve Guild Training.

Fees will be refunded in full where illness or disability prevents a learner from taking up a course (on submission of medical certificate).

The refund will be paid within two weeks of the day on which the refund was approved by the training manager. The refund must be paid to the same person or body from whom the payment was received.

No refund of course fees will be made where your enrolment is cancelled for any of the following reasons:

- Failure to maintain satisfactory course progress.
- Failure to pay course fees.
- Failure to adhere to Learner Rules.

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