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Guild Training



# Workplace Supervisor Handbook

## Supervising Your Learner

*Dear Workplace Supervisor,*

*Thank you for agreeing to be the workplace supervisor for your learner. The role of the workplace supervisor is a very important one. You have the responsibility of working with your learner and ensuring that your pharmacy assistant meets the standards set by your pharmacy.*

*Well trained and effective pharmacy assistants are more important than ever for the pharmacy's success. Our 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.*

*Workplace supervisors play a central role in the success of training. The support that you provide will ensure that your pharmacy assistant is successful in their studies and achieves their Community Pharmacy qualification.*

*An effective workplace supervisor will:*

- *Create a more productive workplace*
- *Ensure higher quality in output and services to our customers*
- *Develop pharmacy assistants who can work unsupervised*
- *Produce pharmacy assistants who can undertake a wider range of tasks.*

*This guide is designed to assist you to better understand your role. It contains information that will help you work more effectively and productively with your learner and ensure that your learner develops the skills and knowledge that your customers need.*

*The Guild Training team are here to assist you at all stages of the training process. If you have any questions and concerns contact your Guild trainer who is there to guide you.*

*Best wishes,*

*The Guild Training Team*

## Introduction

The Pharmacy Guild of Australia is an employer's organisation registered under the Workplace Relations Act. Its role is to service the needs of independent community pharmacies. It exists for the protection and development of its members and to maintain community pharmacies as the most appropriate providers of health care to the community through optimum therapeutic use of drugs, drug management and related services.

The Pharmacy Guild of Australia recognises that the role of the pharmacy and dispensary assistants has become increasingly important in supporting these health care services and is committed to providing up-to-date training services. The Pharmacy Guild of Australia is a Registered Training Organisation (RTO 0452) and is approved to deliver nationally accredited training to pharmacy and dispensary assistants working in community pharmacy.

## Guild Training

Guild Training has been providing nationally recognised training to pharmacy and dispensary assistants throughout Australia since 1995 and was actively involved in the development and more recently the review of the Community Pharmacy Training Package.

The training delivered by Guild Training has been designed and developed to meet the competencies in the Community Pharmacy Training Package and the needs of community pharmacies of varying size. All of our training and assessment, procedures and operations are based on the requirements of the VET Quality Framework for Registered Training Organisations and the Community Pharmacy Training Package.

Guild Training delivers nationally recognised vocational education and training (VET) in all states and territories of Australia and complies with relevant Commonwealth and State/Territory legislation and regulations, including WH&S, Anti-discrimination, VET, and Privacy.

## Contacts

During the training period you may need to contact Guild Training. In most cases you will need to contact your Guild trainer. Their specific contact details will be provided to you. Below is a list of additional contacts that you may need to access.

The Pharmacy Guild of Australia Branch Contacts		
NSW and ACT	Locked Bag 2112, St Leonards, New South Wales, 1590	02 9467 7100
QLD	P O Box 457, Spring Hill. Queensland, 4004	07 3831 3788
SA	12/202 Glen Osmond Road, Fullarton. South Australia, 5063	08 8304 8300
NT	GPO Box 1554, Darwin. Northern Territory 0801	08 8944 6900
TAS	P O Box 215, Battery Point. Tasmania, 7004	03 6220 2955
VIC	40 Burwood Road, Hawthorn. Victoria, 3122	03 9810 9999
WA	P O Box 968, West Perth. Western Australia, WA, 6872	08 9429 4100
National Secretariat		
Head – Guild Learning and Development		
Name	Sue Bond	
Telephone	03 9810 9999	
Address	The Pharmacy Guild of Australia National Secretariat Level 2, 15 National Circuit Barton, ACT 2600	
E-mail	sue.bond@guild.org.au	

## Community Pharmacy qualifications

### Welcome

Thank you for choosing Guild Training to provide you with training and assessments services. Your learner has selected a qualification to study from the Community Pharmacy qualifications. The training that your learner completes and the certificate that they receive is 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 the needs of your pharmacy and your learner. If you would like your learner to complete the training in a specific timeframe then please speak to your Guild trainer and we will assist you in meeting needs. 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 the needs of your pharmacy and your learner. If you would like your learner to complete the training in a specific timeframe then please speak to your Guild trainer and we will assist you in meeting needs. 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 the needs of your pharmacy and your learner. If you would like your learner to complete the training in a specific timeframe then please speak to your Guild trainer and we will assist you in meeting needs. 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 the needs of your pharmacy and your learner. If you would like your learner to complete the training in a specific timeframe then please speak to your Guild trainer and we will assist you in meeting needs. 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.

### **Role of the workplace supervisor**

The workplace supervisor needs to be someone who has regular, consistent and on-going contact with the learner. They need to be able to supervise their work as they develop their skills, guide them through process as they learn how the pharmacy operates, and provide them with information as they develop their knowledge of pharmacy products and services.

The workplace supervisor needs to be available to answer questions, provide guidance, direct them to information sources and monitor their progress. As a workplace supervisor you will act as a role model and coach the learner. Your pharmacy assistant will look to you for guidance and help in learning how to do their job.

You will need to organise and record training activities in the pharmacy as well as provide evidence to help the RTO decide if the learner is competent. You will also assist your pharmacy assistant in gaining access to equipment, information and documentation, manuals such as the QCPP Operation Manual and processes. Access to these items will assist your pharmacy assistant in becoming an effective member of the pharmacy team.

### **As a workplace supervisor you will required to:**

- Provide your learner with on-the-job coaching, support and supervision. This means being available to answer questions, give your learner exposure to industry professionals and provide other relevant training sessions
- Provide your learner with access to correct, reliable and accurate information, to assist in developing the skills and knowledge required throughout the training program
- Provide your learner with a quiet and uninterrupted environment in which to study and complete their learner guides
- Monitor the learner's progress according to the training plan
- Give clear instructions on work tasks.
- Demonstrate work tasks to your learner and allow them to practice their skills
- Keep records and communicate with Guild Training
- Provide encouragement and feedback to your learner
- Make sure you are available to speak and meet with Guild trainer during scheduled contacts and visits (if applicable)
- Ensure that the Supervisor Evidence Reports are completed.
- Coach the learner to complete tasks within the required timeframes
- Regard personal information about your learner as confidential

### **An effective workplace supervisor:**

- Provides a safe and supportive workplace
- Integrates learning tasks into day-to-day work activities
- Addresses any Occupational Health and Safety issues
- Acts as a role model
- Communicates regularly with Guild Training to confirm the learner's progress
- Provides the learner with resources, tools, equipment, and documentation to complete their training
- Provides feedback and encouragement
- Maintains training records

### **While supervising a learner you will:**

- Have the satisfaction of passing on your skills and knowledge
- Enjoy seeing your learner develop their skills and knowledge
- Apply and develop your skills as a supervisor, mentor and coach
- Improve skills in communication as you explain procedures and answer questions
- Develop a team of pharmacy assistants who have comprehensive knowledge and skills
- Develop staff who are able to complete delegated tasks which enables you to complete other work



## Community Pharmacy Training

### 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.

### Qualifications in Community Pharmacy

The Community Pharmacy qualifications allow the pharmacy and dispensary assistant to gain qualifications that provide them with the necessary skills and knowledge to provide their customers with quality service and comprehensive health care information. The qualifications demonstrate that pharmacy and dispensary assistants have a career path that allows them to develop and enhance their skills and move from a new employee to an experienced and skilled pharmacy assistant or retail manager.

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.

The units included in each certificate level allow the pharmacy or dispensary assistant the opportunity to specialise in distinct skills such as Dispensary or Product Knowledge or gain a range of skills by selecting broadly from the range of skill areas. Further information about the Certificate II, III and IV in Community Pharmacy and the units that need to be completed in each qualification will be provided to you and your learner during the enrolment phase.

More information about these qualifications and the learning and assessment resources available to pharmacy and dispensary assistants can be accessed at the Guild Training website at [www.guildtraining.com.au](http://www.guildtraining.com.au)

## Enrolment

### Standard enrolment

Learners who have not enrolled into a traineeship are considered to be a standard enrolment. In this case, the qualification may be funded through a state/territory government funded program or is being charged on a fee-for-service basis. Learners who complete their training under these arrangements will complete the same units and qualifications as those who undertake a traineeship. However, learners may not need to meet certain requirements that are specified for learners completing their traineeship.

## **Traineeship**

A traineeship is a full-time or part-time employment based training arrangement. A traineeship is a combination of employment and structured training delivered by a Registered Training Organisation (The Pharmacy Guild of Australia). A traineeship is a legal agreement between an employer and a trainee that defines the rights and responsibilities of each party regarding training.

During the course of a traineeship, a learner (sometimes called a 'trainee') gains work experience and has the opportunity to learn new skills in a hands-on environment. Traineeships may be funded by the state or federal government, however administration and/or tuition fees may still apply. Because the training has been funded by the government there are a range of requirements that the learner, the employer and the training organisation need to meet. Learners will be provided with a Training Plan and will need to complete training according to set timelines.

Traineeships are covered by formal agreements known as 'Training Contracts'. The learner and the employer both sign a formal training agreement that is registered with the government. Both parties agree to certain conditions and requirements. If you complete your training as part of a traineeship you must be provided with adequate time to study, learn and practice your skills.

## **What will it give my learner?**

Training will provide your learner with the skills, knowledge and confidence to perform a wide range of tasks based on national competency standards. On completion of the training, your learner will have skills in product knowledge, customer service, marketing, and administration. On the successful completion of the training your learner will receive a qualification which is recognised by pharmacies and training institutions throughout Australia.

Adequate time must be allocated to your learner to complete their training. Learners undertaking training must be allocated time for the following tasks:

- Completing learner guides
- Practicing the skills that your learner has learnt
- Asking questions of their workplace supervisor/pharmacist/other staff
- Finding out about how your pharmacy operates
- Finding out about products that your pharmacy sells
- Attending training conducted in the pharmacy
- Meeting with their supervisor/pharmacist to review work
- Meeting with their Guild trainer to review or complete assessment (if applicable)

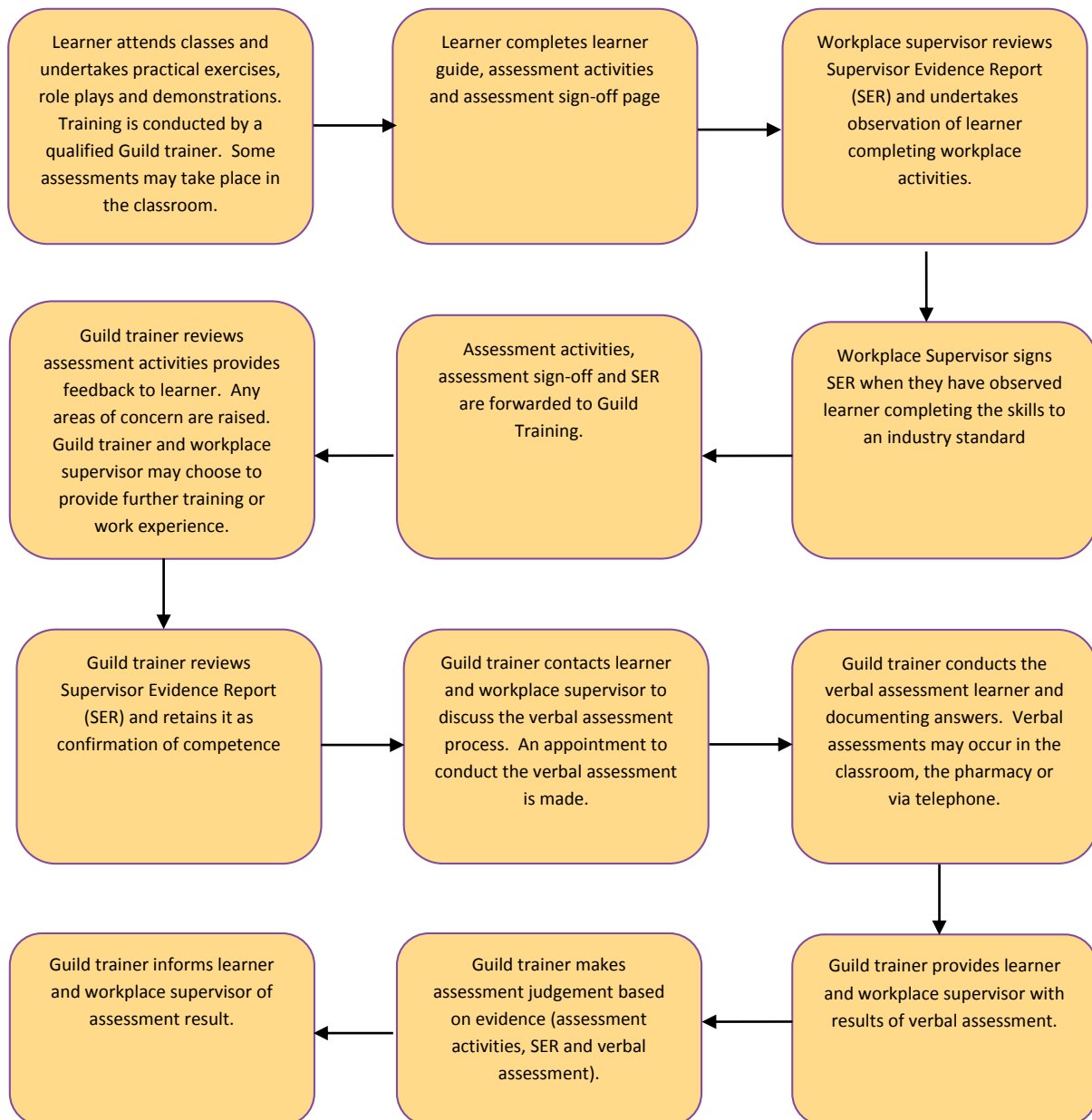
**How training is delivered?**

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.

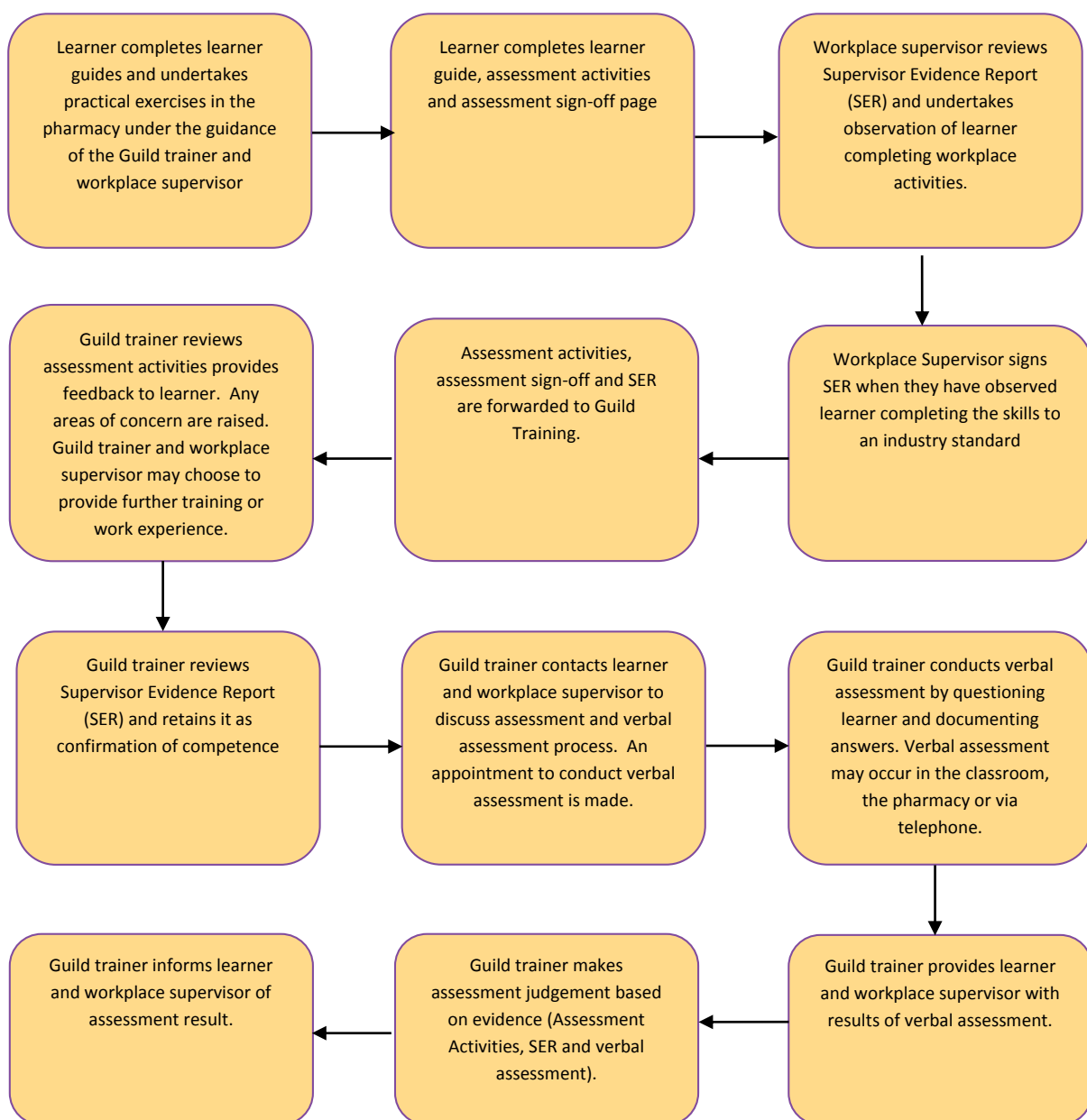




**Distance education**

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.

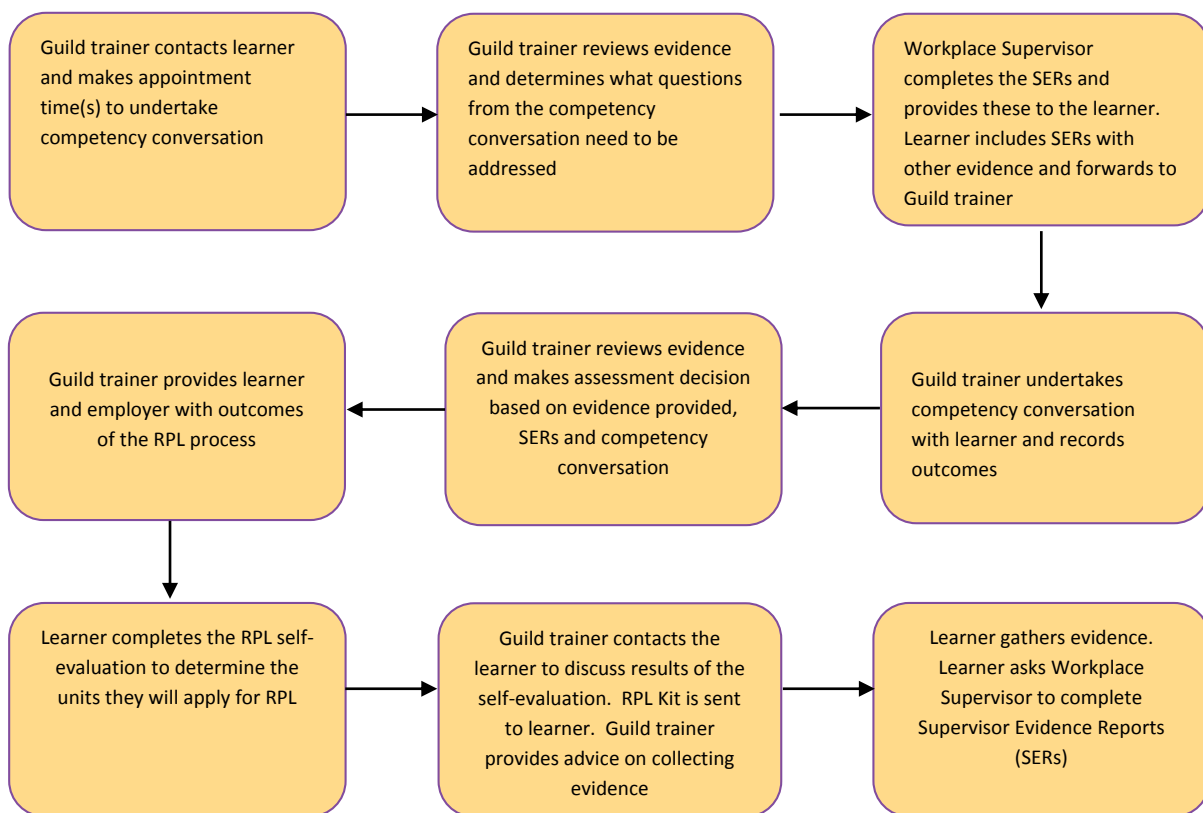
The learner is provided with learner guides, which provide them with information, knowledge, activities and exercises which are completed and submitted to your Guild trainer for assessment. These comprehensive guides are designed to give pharmacy learner’s knowledge and skills to assist them in providing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



## What is competency based training?

Competency based training is about learning and developing skills through a combination of hands-on experience and structured training. In our case, your pharmacy assistant will learn by completing the workbooks, activities and assessment tasks and then applying the skills and knowledge when working in the pharmacy. 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 transfer skills to different situations
- Being able to do different tasks at the same time
- Being able to apply skills consistently

Your Guild trainer is responsible for determining if your pharmacy assistant is competent. As a workplace supervisor you will not be required to make decisions on your learner's competence but you will be asked to provide evidence of how they have applied their skills in the pharmacy and your opinion about their ability to do the task/job.

Your role is to help the Guild trainer gather the evidence that they need to make the decision about competence. As identified above training can be delivered and assessed in a number of ways. The most common form of training undertaken by pharmacy assistants who complete their training with the Guild is by distance education

## Learner Guides

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

Guild Training recommends that your learner completes these questions to assist them to increase their knowledge and develop their skills. However, if your learner is experienced or worked in a community pharmacy for some time they may be able to read the learner guide and complete questions, case studies and portfolio activities in the Assessment Section.

## Assessment

Assessment is an important part of competency based training. It provides the important function of guiding your learner through the training process towards the goal of achieving competency and gaining a qualification. Assessment is a confirmation of competency of your learner's ability to demonstrate their skills or knowledge. It is not a test.

Guild trainers use a range of assessment resources to assist them when making assessment decisions about your learner's competence. This often depends on whether your learner is completing their training by our distance program or if they are attending in-centre training at the Guild.

However, there are some common assessment tools that Guild Training uses:

## Assessment Section

The assessment section at the back of the learner guide is a comprehensive review of all the skills and knowledge your learner has covered. Your learner needs to complete all of the questions in this section and submit them to their Guild trainer for assessment. Your learner can use the learner guide when they are completing the assessment section to assist them with their answers.

The assessment section includes:

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

### Supervisor Evidence Report

The Supervisor Evidence Report (SERs) outlines the workplace activities that a pharmacy assistant is expected to perform in the pharmacy. Supervisor Evidence Reports provide you with a set of observable skills or tasks. The SERs should be used when observing your pharmacy assistant performing these activities or skills in the pharmacy. The observations should occur over a period of time, usually one to two weeks, or until you are confident that your learner can complete these specific actions to the standard set by your pharmacy.

Once you have 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 you provide in the SER to confirm that your pharmacy assistant is competent in that unit of competency.

### Verbal assessments

The verbal assessments 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 your learner has developed during the course of completing this unit.

The verbal assessment will be conducted over the telephone or in your pharmacy based on state/territory government requirements. Your Guild trainer will ask your learner a series of questions which relate directly to the unit that they have recently completed. These questions are not a test, but rather another piece of evidence that your Guild trainer can use to make a judgment of competence.

### 'Competent' or 'Not yet Competent'

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

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

### Recording and reporting results

Once your learner has completed their training, undertaken the required assessment and considered to be competent in this unit your Guild trainer will record this result on the Guild Training's Student Management System. Your learner will be provided with feedback on their performance and you will both be provided with an update on your learner's progress towards completing their qualification.

### Key documents in the training and assessment process

There are a number of important documents that will be needed during the traineeship.

### Learner Guides

The purpose of the learner guides has been outlined above. It is important that your learner take care of their learner guides. They can be used as a resource and reference once your learner has completed their training. If your learner loses their learner guides they may be expected to pay a fee for a replacement copy.

### Assessment Section

This is part of the Learner Guide and includes short answer questions, case studies, Workplace Activity journals, and practical activities. All parts of the Assessment Section need to be submitted by your learner.

It is not your role to read through the Assessment section and the responses from your learner. Your Guild trainer is trained to undertake the assessment of your learner.

### Assessment Sign-Off form

The assessment sign-off form is an important document that needs to be completed and signed by you and your learner. This document is a record that the responses in the Assessment Section are those of your learner, that learner has completed all of the required activities, that your learner has the knowledge and ability to undertake workplace activities and that they agree to being observed against specific competencies. There is also a section in this form that must be signed by you.

### Supervisor Evidence Report (SER)

The purpose of the Supervisors Evidence is outlined above. It is important that this completed document is provided to your Guild trainer. The SER is an important piece of evidence that your Guild trainer will use to make the assessment decision.

### Training plan

The training plan outlines the units that your learner needs to complete to gain their qualification. Also included in the training plan are the dates that your learner must submit their learner guides. Please take careful note of these dates.

Your learner and their Guild trainer also have a copy of your training plan. The training plan should be located in a safe place as you will need to refer to it a number of times during the training period. You may want to make a note of the dates in your diary as it will be a good reminder of when your learner needs to submit their learner guides.

If your learner falls behind it is important that you contact your Guild trainer. Often Guild Training can re-negotiate your learner's training plan and provide assistance to catch up. If, however, you do not contact Guild Training, and your learner falls further behind, our ability to assist you both will be limited. Government requirements may mean that if your learner falls too far behind their traineeship may be cancelled or they may be required to pay for the completion of their training.

### Training Record Book (if applicable)

In some states and territories Guild Training is required to issue a training record book to learners. The training record book is a detailed record of the content of the training that your learner has completed. The purpose of the training record book is to record the achievement of your learner's competencies.

Once your learner has completed a unit and is considered competent the corresponding record needs to be signed by your Guild trainer, your learner and you. These signatures indicate that all parties believe that your learner has demonstrated the skills and knowledge required and is working to the standard accepted by the pharmacy. Your learner should take care of their training record book as it can be used to demonstrate their skills and knowledge to prospective employers or when seeking a promotion.

### Structured Training Withdrawal (if applicable)

In some states and territories, structured training withdrawal is required to be documented to meet state government requirements. Your Guild trainer will ensure that you have the necessary documentation to cover this requirement and it must be completed and signed by both you and your learner.

## Record keeping

As the workplace supervisor involved in supervising your learner you are required to maintain certain records to confirm that observations have occurred and evidence has been collected. The records that you will need to maintain include

- Training plan
- Supervisor Evidence Reports
- Release time
- Training record book (if applicable)

Further information about record keeping requirements will be provided to you by your Guild trainer.

## Resources you will need

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

- Learner guides
- Supervisor Evidence Report
- Verbal assessment questions
- Training record book (if applicable)

However, you will need to provide your learner with access to a range of resources to assist them in completing their training and undertaking their assessment. The range of resources you will need to make available are 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)
- Occupational 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

If your learner does not have access to these resources please contact your Guild trainer.

## Observing your learner and using the Supervisor Evidence Reports

You will find that your learner will learn best when actively involved in their learning, so when you are undertaking an observation make sure they know why they are doing things, why things are important and how the observation and assessment process works.

There are a number of steps that you should follow when completing the Supervisor Evidence Report. Please contact your Guild trainer if you need assistance, advice or if you have any questions or concerns.

### Step 1

Take the time to read through the Supervisor Evidence Report. Before you commence the observation, you need to understand what actions you are observing and what standards your learner needs to meet. Take the time to consider what actions you need to observe. You should ask yourself the question, 'If I was observing an effective pharmacy assistant what actions would I expect to see?' You may also want to ask your learner some questions to understand why they have demonstrated certain actions. Using questioning can help your learner to gain the skills and knowledge they require.



Good questions can:

- Check for understanding – What are the steps you need to complete when accepting a prescription?
- Involve your learner – Why should this customer be referred to the pharmacist?
- Obtain information and feedback – How could you improve?

## Step 2

Think about the instructions you will give to your learner. Break down the task or job into smaller steps. To give clear instructions you should:

- Find out what your learner knows.
- Explain the final outcome – what do you want the learner to achieve and to what standard?
- Explain why the job is done that way
- Use clear and simple language
- Include safe work practices in your instructions
- Ask your learner to restate the instructions back to you to check their understanding
- Make sure there are no distractions

## Step 3

If you have any questions or concerns about the Supervisor Evidence Report or the actions that you are observing please contact your Guild trainer. Your Guild trainer will be able to provide you with advice on what actions need to be observed and the standards your learner needs to be able to achieve to be considered competent.

## Step 4

Let your pharmacy assistant know that you will be making observations and when these will occur. Discuss the procedure with them before you commence. Describe the actions you will be looking for and clarify any actions that may be unclear. It may be useful to read through the Supervisor Evidence Report together. You may want to demonstrate a particular action or skill to your learner before the observation. Take the time to show your learner how to do things the correct way.

You may find it helps to break the task down into manageable pieces:

- Demonstrate the task at normal speed
- Demonstrate the task at a slower speed showing each step and explaining as you go
- Show the final outcome
- Point out required standards, timeframes, etc.

## Step 5

Provide your learner with the opportunity to practice the skill/actions and ask any questions.

- Point out any problems or make suggestions on how improvements could be made
- Be patient
- Ask questions to encourage your learner to think about the task
- Ask the learner to review what they have done and identify difficult tasks

## Step 6

Undertake the observation. It may be easier for you and your pharmacy assistant if you observe them perform the task as a whole. It will make more sense to both of you. If this is not possible, it may be necessary to conduct another observation or ask the learner to demonstrate the missing part of the task in a role play.

You will need to observe your pharmacy assistant in the pharmacy as they carry out the identified work tasks over a period of time. It is vital that you observe your pharmacy assistant performing the required tasks in different situations, such as during busy times and when things are quieter.

We recommend that observations occur over a one to two week period. Some elements are repeated in more than one unit. For example “The learner understands and demonstrates confidentiality, privacy and tact whilst interacting with customers”. If your pharmacy assistant has demonstrated this element in another unit there is no need to observe this skill again.

### **Step 7**

Once the observation has been completed you should take the time to speak to your learner. Discuss the observation and how your learner performed. Outline the tasks that your learner completed well and provide examples of how the actions could be improved. You may be able to provide your learner with some tips or strategies to complete the task in a more efficient manner. Talk about what actions you do not see or actions that were incorrect. This may be a good time to ask your learner to repeat some steps or set up another time to complete another observation

### **Step 8**

If you feel that your pharmacy assistant is unable to demonstrate these skills at a level or standard that is appropriate for your pharmacy, do not provide evidence to the contrary. It may be useful to speak with your pharmacy assistant and outline the skills that they did not perform. Ask your pharmacy assistant to practice these skills and then undertake another observation. Contact your learner’s Guild trainer and discuss this or any other concerns with him or her. Further assistance and guidance will be provided where necessary.

### **Step 9**

Once you have completed the observation you need to complete the Supervisor Evidence Report. Please provide your Guild trainer with comments if necessary, sign and date in the required sections and remember to complete all sections of the document. Your Supervisor Evidence Reports will be sent to your Guild trainer once you have completed it. Your Guild trainer collects a range of data and information about the learner’s competence. Your evidence reports are, therefore, a vital component of the assessment process.

### Using the Supervisor Evidence Report

- Step 1 • Read through the Supervisors Evidence Report
- Step 2 • Provide your learner with instructions
- Step 3 • Contact your Guild trainer (if necessary)
- Step 4 • Confirm the observation and demonstrate the skills (if necessary)
- Step 5 • Provide the opportunity to practise
- Step 6 • Undertake the observation
- Step 7 • Discuss the observation and provide feedback
- Step 8 • Provide the opportunity for further observations
- Step 9 • Complete the Supervisor Evidence Report

## Roles and responsibilities of those involved in training

### The Employer

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

- Providing a suitable workplace where learning can occur
- Providing support and encouragement for your learner

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

- Ensure your learner receives the instruction, practice and support they need to develop the skills in all aspects of the pharmacy's operation
- Release your learner as required during work hours to undertake training provided by Guild Training
- Ensure your 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

### The Learner

The role of your learner is to undertake the course of training prescribed in the training contract and carry out all lawful instructions of the employer.

By entering into the training contract your learner makes a formal commitment to:

1. Abide by the conditions of the training contract
2. Acquire the skills and knowledge specified by the qualification
3. Follow the training plan and meet required timeframes
4. Complete and submit their learner guides as per their training plan
5. Ensure that their learner guides and Supervisors Evidence Reports are signed in the appropriate place and forwarded to their Guild trainer
6. Attend all training sessions outlined in their training plan (if applicable)
7. Maintain record books and evidence as required by Guild Training
8. Discharge the obligations as an employee
9. Accept instruction and training in the pharmacy
10. Contribute to maintaining a safe and supporting workplace
11. Follow normal safety procedures in the learning environment
12. Treat all other learners and staff with respect and fairness
13. Behave in a non-discriminatory and non-harassing manner
14. Not enter learning situations under the influence of alcohol or illegal drugs
15. Advise Guild Training of any changes to personal details, withdrawal from a course, changes to employment details or workplace supervisor details

### Guild Training

Guild Training is the Registered Training Organisation who delivers training to your learner. Upon the successful completion of this training, Guild Training will issue your learner with a nationally recognised and accredited qualification.

Guild Training is responsible for:

- Negotiating and issuing a training plan
- Delivering structured training and assessment services that will lead to the issuing of a qualification or statement of attainment
- Negotiating with the employer/workplace supervisor the part that each will play in both training delivery and assessment
- Providing resources to the learner and the workplace supervisor that effectively support the training delivery
- Undertaking regular reporting and contact with you and your learner

- Providing information on your learner's progress and the competencies achieved
- Identifying and meeting any additional support needs that the learner may require
- Keeping a record of training outcomes and qualifications issued
- Issuing a qualification to your learner when all competencies are achieved
- Providing support to the workplace supervisor and learner
- Maintaining records of your learner's progress and managing any problems
- Providing information to the workplace supervisor on their roles and responsibilities
- Assessing the learner's competence

## The Australian Apprenticeship Support Network

The role of the Australian Apprenticeship Support Network is to assist the employer and your learner in identifying the training that they require and completing a Training contract. The Australian Apprenticeship Support Network will explain the rights and responsibilities of both the employer and learner and the role of Guild Training. They will also provide advice to the employer regarding the incentives that may be available. Australian Apprenticeship Support Network are contracted by the Australian Government to provide this service. They will be in contact with the employer and the learner during the course of the training to ensure that everything is progressing satisfactorily.

The Australian Apprenticeship Support Network is responsible for:

- Providing information on traineeship options to employers and learners
- Providing information about Training Packages and suitable training pathways for your learner
- Establishing effective relationships with RTOs, schools, Job Networks, employers and learners

## Frequently Asked Questions

### Can my learner finish their training early?

Yes, your learner can complete their training early if they wish. To do this, your learner will need to ensure that all learner guides have been completed successfully, their competencies (SER's) have been signed off by you, and your Guild trainer has conducted all of the required practical activities. In some cases you or your learner's employer will be asked to complete a document approving this early completion. For further information please speak to your Guild trainer

### What do I do when the first learner guides arrive?

When the first learner guides arrive you need to make sure that your learner gets started immediately. Don't put the learner guides to one side and look at them a week or two later. The training plan may only allow one or two weeks for your learner to complete their first learner guide.

Check the training plan and identify when your learner's assessment activities are due to be submitted to your Guild trainer. It would be useful to mark these dates in your diary. Talk to your learner and confirm the times that have been set aside each week for them to work on their learner guides. Have a quick look through the learner guide. Make a note of the topics that are covered and the activities that your learner will be required to complete. You may want to set up some time to demonstrate a task to your learner. Review the assessment activities in the back of the learner guide and think about how you could assist your learner.

Talk to your learner and identify some time during the week that you can work on these assessment activities together. Look at the Supervisor Evidence Report. Identify the tasks, skills and knowledge that you need to observe your learner completing. Think about the period of time that you are going to observe them and what you will be looking for. It may be useful to block out a certain time each week that you spend observing your learner.

### What happens if my learner can't answer the questions in the Learner Guide?

If your learner is unable to answer questions in their learner guide they should speak, firstly, to you. If they are still having difficulty, then they should contact their Guild trainer who will be able to assist them. Please do not send incomplete assessment activities to your Guild trainer as they will be returned to your learner for completion.

### **Can my learner fail?**

Competency based training and assessment is about providing your learner with every opportunity to develop their skills and knowledge. If your learner is unable to demonstrate these skills and knowledge they may receive an assessment that indicates that they are 'Not Yet Competent'.

This does not mean that your learner has failed the unit. Rather, Guild Training believes that your learner needs further time to develop and practice their skills. Your learner may need to correct a problem, undertake research in a pharmacy product or practice a skill. You can assist them by demonstrating the task or procedure again, allowing them time to practice their skills or asking them to read through their learner guide or pharmacy documents. Once you and your learner feel that they can perform this skill you should contact your Guild trainer and ask for the assessment to be re-done.

### **What happens if my learner does not submit work on time?**

When your learner commenced their training they will have received a training plan. This training plan is an important document and clearly outlines when your learner needs to submit their learner guides. If your learner falls behind in the submission of their assessment activities it is only going to put more pressure on them towards the end of their training as they try to catch up. You may need to provide your learner with some additional time to complete any outstanding assessment activities.

Guild Training understands that at times your learner may become sick, take holidays, have personal problems or the pharmacy may become very busy. If your learner is unable to submit their assessment activities by the required date you should contact your Guild trainer.

### **What happens if my learner falls behind?**

If your learner does fall behind you should contact your Guild trainer to discuss the situation. Your Guild trainer will be able to provide you and your learner with a range of strategies to assist you. You should not ignore the situation as this will only make the situation worse.

We understand that there are times that you or your learner may become ill or the pharmacy may go through a period where you are short-staffed or particularly busy. Guild Training may be able to re-negotiate the training plan or provide your learner with an extension. However, this is only done if your learner can show that they have experienced a genuine reason for falling behind. Due to government requirements if your learner falls too far behind Guild Training may have to cancel their training. But your first action should be to contact your Guild trainer the moment your learner falls behind.

### **What happens if my learner is ill or away from the pharmacy on annual leave, maternity leave, etc?**

If your learner is planning to take holidays or other forms of leave then you work with your learner to complete as many units as you can. Having your learner complete additional units before they take holidays means that they will not come back to work with extra units to complete or fall behind and place extra pressure on themselves to complete their training. If your learner becomes ill and will be away from work for an extended period of time you should contact your Guild trainer to discuss this issue. It may be that the training can be suspended or extended for a period of time. There may be times that your learner will have to provide evidence of their absence from work so always keep copies of medical certificates that they receive from your doctor.

### **Can my learner get an extension?**

Extensions are only granted to learners who can demonstrate that they have a valid reason for falling behind or failing to complete their training in the required time. If your learner requires an extension you will need to contact your Guild trainer. Your learner may be asked to provide evidence as to why they require an extension. This could be a medical certificate or a letter from their employer.



### **What happens if my learner has to withdraw from their training?**

If your learner is unable to continue with their training you should contact your Guild trainer and discuss their options. Whatever the decision, your Guild trainer will be able to provide you and your learner with a clear outline of the process that needs to be followed. There are a range of documents that need to be completed so it is important that you contact Guild Training immediately.

### **What if my learner leaves the pharmacy?**

If your learner decides to leave the pharmacy they may transfer their training to another pharmacy, as long as their new employer agrees to this. However, before this can happen you should contact your Guild trainer to inform them that your learner is leaving the pharmacy and seek their advice on how to transfer their training.

### **What happens if I am not happy with Guild Training?**

Guild Training prides itself on maintaining excellent standards in training, assessment and customer service. Guild Training is committed to providing learners with the best possible learning opportunities in all modes of course delivery and at the same time acknowledging the principles of continuous improvement. Guild Training recognises that from time to time there may be some reason for dissatisfaction and welcomes feedback as an opportunity to review and improve its practices. For further information regarding our complaint and appeals policy please access our website.

### **What happens if my learner loses a learner guide?**

Your learner needs to take care of their learner guides as they form an important part of their training. If your learner does lose a learner guide then contact your Guild trainer for a replacement. Unfortunately, if the learner guide has not been assessed the work will need to be redone. Your learner may be charged a fee to replace the lost learner guide.

### **Does my learner need to complete the whole learner guide or just the assessment activities?**

If your learner is new to pharmacy it is recommended that they should complete the entire learner guide including the exercises in the main part of the learner guide and the assessment activities. Working through the learner guide your learner will develop comprehensive skills and knowledge, particularly when it comes to pharmacy products. If your learner has been working in pharmacy for some time they may only need to read through the learner guide and complete the assessment activities. But you and your learner should discuss this with your Guild trainer before proceeding.

### **What happens if I disagree with an assessment?**

If you disagree with an assessment you have the opportunity to lodge an appeal. The Guild has a detailed appeals process which includes the opportunity for an independent assessment. This appeals process is clearly outlined on our website – [www.guildtraining.com.au](http://www.guildtraining.com.au)

For further information contact your Guild trainer or the Training Manager at your state Branch.

### **What is there to stop other people doing the work for my learner?**

Guild Training has a number of processes to ensure that the work your learner submits is their own. Within the learner guide there is an assessment sign-off page. This document is a declaration made by your learner and you that the work your learner has completed is their own. Both you and your learner must sign this document.

Guild Training has a thorough assessment process. This process includes a practical activities process that requires your learner to answer questions verbally. This is either done via the telephone or face-to-face in the pharmacy. This process allows the Guild trainer to assess the skills and knowledge your learner has gained.

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knowledge.**

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### **What do I do if I can no longer be a workplace supervisor?**

If you can no longer act as a workplace supervisor for your learner you need to contact your Guild trainer who will assist you. A new workplace supervisor may need to undergo an induction and will certainly need to speak to your Guild trainer about the training plan.

### **When will my learner get their certificate?**

Your learner's certificate will be sent to them within weeks of the completion of your training. However, it is important to understand that Guild Training is responsible for checking a large number of processes and documents before they can process your learner's certificate. This process includes checking that your learner has completed all of their assessment activities, SER's and practical activities and this may take a little time. If you or your learner do not provide Guild Training with all of the required documents including the Supervisor Evidence Report this may delay us in completing your learner's file and sending them their certificate.

If your learner is leaving the pharmacy on the completion of their training you should contact your Guild trainer and ensure that we have the correct contact details.