



Learner Induction and Information Policy

Guild Training is committed to ensuring that all learners are provided with an effective induction program. The induction program is designed to provide learners with the knowledge, information, tools and resources to successfully complete their training and assessment.

Guild Training will also ensure that all learners receive information which will inform them of Guild Training's processes and procedures, their rights and responsibilities and will contribute to their success.

Information that will be disseminated to learners includes:

- Client selection, enrolment and induction/orientation procedures
- Course information, including content and vocational outcomes
- Fees and charges, including refund policy and exemptions (where applicable)
- Provision for language, literacy and numeracy assistance
- Client support, including any external support the RTO has arranged for clients
- Flexible learning and assessment procedures
- Welfare and guidance services
- Appeals, complaints procedures
- Disciplinary procedures
- Staff responsibilities for access and equity
- Recognition of prior learning (RPL) arrangements

This policy and procedure has been developed by the Pharmacy Guild of Australia (the Guild) as an all-inclusive document for delivery of training and assessment services in the state/territory Branches and should be read in conjunction with the individual state/territory Branch policies and procedures.

Procedure: actions and responsibilities

Action	Responsibility
The National Secretariat and State Branches are responsible for developing induction and information programs that provide learners with an understanding of Guild Training's operation, training and assessment services and policies and procedures.	National Secretariat State Branches
State Branches are responsible for ensuring that state-based funding contractual requirements in relation to learner induction are met.	State Branches
<p>LEARNER INFORMATION</p> <p>Prior to enrolment learners will be provided with information regarding Guild Training and its operation as an RTO. Information will include:</p> <ul style="list-style-type: none"> • Traineeships (if applicable) • Qualification / unit of competency information • Study pathways • Entry requirements • Language, literacy and numeracy requirements • Competency Based Training and Assessment information • Modes of study • Duration of qualification / unit of competency • Credit / Recognition • Recognition of Prior Learning • Fees and Charges • Cancellations and refunds • Contact details • Unit selection • Enrolment form • Payment details <p>Further information is also available in the following publications/areas:</p> <ul style="list-style-type: none"> • Learner Handbooks • Induction information • Information is also posted on the notice board located in the Training room. • Guild Training – website 	State Branches

State Branches are responsible for ensuring that all learners who undertake training and assessment activities with Guild Training undertake a comprehensive and effective induction program.	State Branches
Induction occurs when the prospective learner contacts Guild Training. As part of the inquiry process the prospective learner may be sent information or will be directed to the Guild website. This information provides the prospective learner with information regarding their rights, responsibilities and information regarding Guild Training's operation.	State Branches National Secretariat
Upon enrolment the new learner may be inducted in a number of ways: In-centre training The in-centre learner is provided with a learner handbook which outlines a range of information, tools and resources which will help them achieve their work and training goals. A formal induction process is undertaken during the first class which includes: <ul style="list-style-type: none"> • Tour of building including staff amenities • Discussion of information outlined in learner handbook • Outline of roles and responsibilities of Guild Trainer, workplace supervisor and learner. Distance education The distance learner is provided with a Learner Handbook which outlines a range of information, tools and resources which will help them achieve their work and training goals. A formal induction process is undertaken on enrolment and may include: <ul style="list-style-type: none"> • An information pack which outlines a range of information, tools and resources which will help them achieve their work and training goals. • An induction phone call from the Guild Trainer to both the learner and workplace supervisor. The induction phone call outlines the distance training and assessment process and the roles and responsibilities of the Guild Trainer, workplace supervisor and learner. • A Pre-Training visit which is undertaken prior to the commencement of training. This visit allows the Guild Trainer/Assessor to meet with the learner and workplace assessor, reiterate the training and assessment process and outline the responsibilities of all parties. 	State Branches
A learner induction checklist is provided to assist the State Branches in ensuring that all required information is covered during the induction process.	National Secretariat

Associated documentation

Pre-Enrolment Information Guide
Learner Handbook
Guild Training website
Learner induction checklist

Related topics

References

Authority

National Training Manager – 25.04.2007
National Training Manager – 15.06.2010
National Training Manager – 29.07.2011
Academy Compliance Manager – 21.10.2013
Academy Compliance Manager – 10.08.2014
Head – Guild Pharmacy Academy – 16.11.2015
Head – Guild Learning and Development – 15.11.2016
Head – Guild Learning and Development – 09.11.2019
RTO Compliance Manager – Membership, Learning and Development – 20.07.2020