



Australian Government

Department of Education, Employment and Workplace Relations

SIRCCPM503 Manage pharmacy premises and equipment

Release: 1

SIRCCPM503 Manage pharmacy premises and equipment

Modification History

The version details of this endorsed unit are in the table below. The latest information is at the top.

Release	Comments
First Release	New unit

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to ensure pharmacy merchandise, premises and equipment are consistently presented and maintained in line with the image of a professional health provider.

Application of the Unit

This unit applies to persons with managerial responsibility in community pharmacies and may include management across single or multiple outlet businesses.

Persons in this role are required to apply initiative and judgement, using a range of problem-solving and decision-making strategies.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

- | | |
|---|---|
| 1. Manage pharmacy appearance and access. | 1.1. Develop and implement pharmacy procedures for <i>pharmacy housekeeping and maintenance</i> .
1.2. Ensure pharmacy housekeeping standards are monitored and maintained.
1.3. Provide easy and safe access into and within the pharmacy for people with mobility aids.
1.4. Maintain professional services area that is clearly distinguishable from the general trading area and supervised at all times by a pharmacist.
1.5. Initiate contingency plans in the event of merchandise or pharmacy presentation problems. |
| 2. Manage pharmacy stock storage and equipment maintenance. | 2.1. Ensure all equipment used in the pharmacy is kept clean, serviceable and calibrated where required.
2.2. Maintain areas for receiving and storing stock under appropriate conditions, according to stock <i>category</i> .
2.3. Ensure refrigerated storage is cold chain tested and certified at regular intervals.
2.4. Maintain a room temperature at no more than 25 degrees in professional, trading and storage areas of the pharmacy. |
| 3. Manage pharmacy merchandise presentation. | 3.1. Ensure layout and presentation promote customer flow, and comply with scheduled medicine display restrictions and pharmacy <i>visual merchandising policies and plans</i> .
3.2. Develop and implement layout assessment checks.
3.3. Organise the location of displays of temporary specials and promotions.
3.4. Define standards for visual presentations and displays and clearly communicate these to team members.
3.5. Ensure team members maintain displays in a clean and tidy condition according to display plans.
3.6. Consult with front-of-pharmacy team members to assess customer response to space allocations. |
| 4. Maintain | 4.1. Maintain pricing of pharmacy medicines and products according |

pharmacy
merchandise
pricing.

to pharmacy pricing policy.

4.2. Communicate accurate pricing information and changes to relevant team members.

4.3. Ensure current and accurate pricing is maintained on all displays.

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills to:
 - consult team members
 - convey accurate pricing information to team members
 - explain pharmacy standards and expectations to front-of-pharmacy team members
 - ask questions to identify and confirm requirements
 - use language and concepts appropriate to cultural differences
- literacy skills to:
 - read pharmacy documents
 - follow visual merchandising plans
 - follow pharmacy merchandising and pricing procedures
- numeracy skills to:
 - analyse stock figures
 - check and maintain pricing policies
 - check and maintain merchandise space requirements
- problem-solving skills to initiate a contingency plan in the event of incidents, such as:
 - blackouts
 - breakages
 - major spillages
- planning and organising skills to:
 - work with pharmacist in charge to monitor dispensary equipment and cold storage
 - arrange equipment maintenance where required
 - develop and implement layout and assessment checks
- technology skills to use pharmacy point-of-sale and stock software

Required knowledge

- appropriate storage conditions for temperature-sensitive stock
- cold chain requirements
- merchandise space allocations and stock layout
- pharmacy equipment requiring regular maintenance checks or calibration
- pharmacy protocols and procedures in regard to:
 - efficient and sustainable use of resources
 - housekeeping for premises, fittings, fixtures and equipment
 - pricing
 - stock storage
 - visual merchandising
- range and availability of pharmacy products

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the ability to:

- manage pharmacy appearance and access
- manage stock-handling storage to maintain optimum quality
- plan and coordinate a system of regular equipment checks and maintenance
- manage space allocation, merchandise presentation and pricing to comply with medicine schedules and pharmacy visual merchandising standards.

Context of and specific resources for assessment

Assessment must ensure that competency is:

- observed by the assessor or the technical expert working in partnership with the assessor as described in the assessment guidelines
- demonstrated over sufficient time to include handling of a range of contingencies
- demonstrated in a real or simulated pharmacy environment, which may include customer interruptions and involvement in other related activities normally expected in the pharmacy.

Assessment must ensure access to:

- a pharmacy team
- relevant documentation, such as:
 - current pricing information
 - relevant pharmacy procedures
 - merchandise range
 - space allocation data
 - visual merchandising plans.

Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- case studies
- observation of the candidate in the workplace
- research report
- written or oral questions appropriate to the language and literacy level of the learner to test relevant underpinning

knowledge

- review of portfolios of evidence and third-party workplace reports of on-the-job performance.

Guidance information for assessment

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Pharmacy housekeeping and maintenance may include:

- pharmacy premises
- fittings and fixtures
- equipment
- safe disposal of undispensed or returned medicines
- maintenance and calibration of:
 - cold chain equipment and storage areas
 - weighing and measuring devices
- servicing and updating pharmacy hardware and software.

Category may include:

- temperature-sensitive stock requiring storage between 2 degrees centigrade and 8 degrees centigrade
- scheduled medicines
- cytotoxic medicines
- unscheduled stock items
- damaged, faulty or expired stock
- return of unwanted medicines
- products subject to recall.

Visual merchandising policies and plans may include:

- banner group display standards
- key product areas
- medicine locations, according to schedules
- pharmacy image
- pharmacy layout and space availability
- pricing policy
- seasonal lines
- target market.

Unit Sector(s)

Community Pharmacy

Competency field

Community Pharmacy Management