



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **SIRCDIS404 Assist in dispensary stock control**

**Release: 1**

## SIRCDIS404 Assist in dispensary stock control

### 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	This is a revised unit, based on and equivalent to SIRPDIS004A Assist in dispensary stock control.

### Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to maintain a dispensary stock control system.

### Application of the Unit

This unit applies to dispensary assistants working in the dispensary area of a community pharmacy.

A person undertaking this role is required to work under the direct supervision of a pharmacist.

### Licensing/Regulatory Information

All relevant federal, state or territory legislation, Pharmacy Board of Australia Guidelines, and established practice and quality assurance standards are to be met.

### Pre-Requisites

SIRCDIS303 Assist in dispensing prescriptions

### 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.

- |  |   |
|--|---|
| <p>1. Source and order dispensary stock.</p>             | <p>1.1. Identify <b><i>dispensary stock</i></b> requirements.</p> <p>1.2. Obtain information on stock availability, cost and delivery capacity.</p> <p>1.3. Seek pharmacist approval for stock orders to meet stock maintenance requirements.</p> <p>1.4. Place orders for dispensary items within required timelines.</p>  |
| <p>2. Receive dispensary stock.</p>                      | <p>2.1. Check that cold chain items have maintained their optimum temperature during transport and report unacceptable quality to the pharmacist.</p> <p>2.2. Follow <b><i>dispensary procedures</i></b> when handling and storing received dispensary stock.</p> <p>2.3. Inspect stock quantities and quality against order and identify and report order discrepancies or unacceptable quality to pharmacist.</p> <p>2.4. Record and maintain dispensary stock control information.</p> <p>2.5. Label or ticket dispensary stock as required.</p> <p>2.6. Alert a pharmacist to the delivery of controlled drugs.</p> |
| <p>3. Store dispensary stock.</p>                        | <p>3.1. Identify and follow dispensary product layout when placing stock on shelves or storage locations.</p> <p>3.2. Monitor and maintain <b><i>storage conditions</i></b> to ensure product integrity and to meet legal requirements.</p> <p>3.3. Apply product security procedures.</p>  |
| <p>4. Assist in controlling dispensary stock levels.</p> | <p>4.1. Identify and confirm working stock levels with pharmacist.</p> <p>4.2. Implement <b><i>dispensary stock control procedures</i></b>.</p> <p>4.3. Implement stocktaking procedures.</p> <p>4.4. Investigate, resolve and report on stock discrepancies.</p>   |
| <p>5. Collect and dispose of dispensary stock waste.</p> | <p>5.1. Label and report expired, damaged or returned stock to a pharmacist.</p> <p>5.2. Sort waste and seek pharmacist approval to reject out-of-date, damaged or excess dispensary stock items, according to dispensary procedures.</p> <p>5.3. Handle and <b><i>dispose</i></b> of dispensary stock and waste under</p>  |

pharmacist supervision and according to dispensary procedures.  
5.4.Update dispensary stock records following disposal.

## Required Skills and Knowledge

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

### Required skills

- communication skills to:
  - seek pharmacist approval for stock orders and confirm working stock levels
  - alert pharmacist to the delivery of controlled drugs
  - report discrepancies, unacceptable quality and expired, damaged and returned stock through clear and direct communication
  - ask questions to identify and confirm requirements
- initiative and enterprise skills to follow environmental protection practices, such as:
  - identifying and handling products, including:
    - damaged, contaminated or deteriorated stock
    - routine handling of products
    - special handling as required
  - disposing rejected dispensary items according to dispensary procedures
  - minimising waste
- literacy skills to:
  - check order and delivery documentation
  - record and maintain stock information
- numeracy skills to:
  - count and reconcile stock levels
  - calculate stock necessary to maintain required levels
  - review and compare information on stock cost
- planning and organising skills to:
  - receive and store stock in a timely manner
  - conduct dispensary stocktakes
  - maintain storage areas to meet good housekeeping requirements
  - plan and organise own work to meet dispensary stock control requirements
  - organise product return and recall
- problem-solving skills to:
  - maintain stock levels
  - handle and dispose of unused or returned dispensary stock
- technology skills to use dispensary databases and information systems

### Required knowledge

- dispensary databases and information systems to support management of supplier information and process for ordering goods
- dispensary layout and storage locations for dispensary items, including requirements for storing scheduled medicines

- dispensary procedures relating to stock control
- financial implications of stock level control
- personal role boundaries and responsibilities for maintaining and controlling dispensary stock
- purpose of batch numbering and expiry dates on pharmaceutical 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:

- plan and carry out work to meet dispensary stock control requirements
- apply pharmacy procedures and codes of practice in regard to dispensary stock control
- follow contingency control procedures, including procedures for returning pharmacy products to supplier or manufacturer and procedures for returning unwanted medicines from customer to pharmacy
- recognise and act on situations requiring referral to a pharmacist
- maintain housekeeping standards in the dispensary stores area.

#### Context of and specific resources for assessment

Assessment must ensure that competency is:

- consistently demonstrated over a period of time and observed by the assessor or the technical expert working in partnership with the assessor as described in the assessment
- demonstrated in a real workplace environment that meets Pharmacy Board of Australia and relevant industry standards for dispensary operations, which may include interruptions and involvement in other related activities normally expected in the pharmacy dispensary area.

Assessment must ensure access to:

- relevant pharmacy procedures
- relevant codes of practice or guidelines
- dispensary stock control record-keeping systems
- relevant documentation, such as:
  - purchase orders
  - invoices and statements
  - packing slips
  - credit slips
  - standing orders
  - electronic data interchange (EDI) forms
- a range of medicines and related equipment
- storage capacity appropriate to a dispensary.

**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:

- observation of the learner:
  - performing a range of dispensary stock control tasks over sufficient time to demonstrate handling of a range of contingencies
  - storing and handling a range of items, including scheduled items requiring storage in secure areas and items with special handling and storage requirements
  - using dispensary information systems
- 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.

**Guidance information for assessment**

Holistic assessment with other units relevant to the industry sector, salon 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.

- Dispensary stock*** may include:
- scheduled products
  - products requiring special handling, e.g. refrigerated stock
  - raw materials for compounding.
- Dispensary procedures*** may include:
- cold chain requirements
  - dispensary access
  - dispensary housekeeping checklist and personal responsibilities
  - identification and handling of products
  - maintaining security of dispensary stock
  - ordering and receiving dispensary stock
  - work health and safety (WHS) in the dispensary
  - performing dispensary stocktakes
  - product return and recall
  - waste handling, sorting and disposal.
- Storage conditions*** may include:
- location
  - cold chain requirements
  - temperature, humidity, light and security
  - ventilation
  - storage of hazardous substances.
- Dispensary stock control procedures*** may include:
- maintaining storage conditions
  - rotating dispensary stock
  - keeping dispensary stock undamaged
  - monitoring expiry dates
  - assisting in dispensary stock selection
  - maintaining current shelf labels
  - maintaining stock levels within budget.
- Dispose*** may include:
- returning to supplier
  - safe destruction according to pharmacy policy, legislative requirements and environmental protection guidelines
  - disposal service.

## **Unit Sector(s)**

Community Pharmacy

## **Competency field**

Dispensary