



Australian Government

Department of Education, Employment and Workplace Relations

SIRCHCS302 Assist in managing Pharmacy Medicines and Pharmacist Only Medicines

Release: 1

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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	<p>This is a revised unit, based on and equivalent to SIRPPKS010A Assist in the management of pharmacy and pharmacist-only medicines.</p> <p>New functional area. Unit descriptor expanded to define regulatory environment. Application statement expanded to define scope and boundaries of the pharmacy assistant role. No change to the overall scope of outcomes of the unit.</p>

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to support the management of Pharmacy Medicines (S2) and Pharmacist Only Medicines (S3). It covers an understanding of pharmacy standards, protocols and procedures to ensure they are maintained to reflect scheduling changes and so that procedures are effectively implemented by staff.

Application of the Unit

This unit applies to community pharmacy employees working as pharmacy assistants or dispensary assistants. Pharmacy assistants work directly with customers suggesting Pharmacy Medicines (S2) and unscheduled medicines. In situations where customers require referral to a pharmacist for therapeutic advice, or where the supply of Pharmacist Only Medicines or products is required, the pharmacy assistant gathers information, refers the customer on, and then supports the pharmacist by finalising the supply of medicines and products.

A person undertaking this role is required to work under the 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 relating to the promotion and supply of Pharmacy Medicines and Pharmacist Only Medicines.

Pre-Requisites

SIRCHCS201 Support the supply of Pharmacy Medicines and Pharmacist Only Medicines

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements and Performance Criteria

ELEMENT

Elements describe the essential outcomes of a unit of competency.

1. Maintain protocols and procedures in response to changes in scheduling of Pharmacy Medicines and Pharmacist Only Medicines.
2. Support the implementation of protocols and procedures relating to the sale of Pharmacy Medicines and Pharmacist Only Medicines.

PERFORMANCE CRITERIA

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.

- 1.1. Identify the system used to ensure the supply of Pharmacy Medicines and Pharmacist Only Medicines complies with current regulations and pharmacy protocols.
- 1.2. Identify pharmacy medicines, storage locations and requirements according to the ***Standard for the Uniform Scheduling of Medicines and Poisons (SUSMP)***.
- 1.3. Apply pharmacy protocols and procedures relating to the supply of Pharmacy Medicines and Pharmacist Only Medicines.
- 1.4. Participate in updating protocols and procedures for the supply of Pharmacy Medicines and Pharmacist Only Medicines.
- 1.5. Monitor location and shelf facings for Pharmacy Medicines and Pharmacist Only Medicines to meet scheduling requirements.
- 2.1. Identify and address ***training needs*** to support the sale of Pharmacy Medicines and Pharmacist Only Medicines.
- 2.2. Provide current information on pharmacist-approved protocols and procedures in formats accessible and appropriate to staff.
- 2.3. Model the implementation of pharmacy protocols and procedures to demonstrate appropriate work behaviour and practice.

Required Skills and Knowledge

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

Required skills

- communication skills to:
 - refer to the pharmacist
 - convey information to other staff members
- learning skills to identify and locate information on changes to scheduling of medicines
- literacy skills to interpret changes to medicine schedules
- planning and organising skills to:
 - identify and respond to staff training needs to support the supply of Pharmacy Medicines and Pharmacist Only Medicines as appropriate
 - oversee stock locations, shelf facing and other considerations appropriate to product schedule
- self-management skills to work within personal role boundaries and responsibilities to assist the pharmacist in charge to manage the supply of Pharmacy Medicines and Pharmacist Only Medicines
- teamwork skills to act as a mentor to others in order to support compliance with regulations relating to the sale of Pharmacy Medicines and Pharmacist Only Medicines
- technology skills to access and update relevant information systems on Pharmacy Medicines and Pharmacist Only Medicines

Required knowledge

- ethical sales principles relating to the supply of Pharmacy Medicines and Pharmacist Only Medicines
- pharmacy protocols and procedures relating to Pharmacy Medicines and Pharmacist Only Medicines
- pharmacy staff development and training options
- regulations governing the supply of Pharmacy Medicines and Pharmacist Only Medicines and internal systems to ensure these requirements are met
- regulations regarding the positioning and advertising of scheduled medicines within the pharmacy
- sources of information on scheduled medicines
- stock management responsibilities and procedures, including:
 - stock rotation
 - stock disposal
 - stock placement
 - merchandising and advertising requirements and restrictions
 - shelf facings and related product information
- system for scheduling medicine, including:
 - role of the Therapeutic Goods Administration (TGA) in approving sale of new medicines

- role of the Pharmacy Board of Australia in setting standards for the supply of Pharmacy Medicines and Pharmacist Only Medicines
- broad factors taken into account when determining scheduling, such as quantities and concentration of active ingredients in packaged medicine
- types of scheduled medicine

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

Evidence of the ability to:

- source current advice on scheduled medicines and identify changes to the scheduling of Pharmacy Medicines and Pharmacist Only Medicines
- update information systems, pharmacy protocols and procedures to reflect scheduling changes in a timely manner
- maintain stock locations and shelf facings to support items schedule
- inform and mentor staff to support implementation of revised schedules
- act as a role model to others through implementation of appropriate procedures and behaviour
- work within personal role boundaries and responsibilities to assist in managing the supply of Pharmacy Medicines and Pharmacist Only Medicines by collaborating with the pharmacist and other staff members.

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:

- relevant pharmacy protocols and procedures
- state or territory legislation and guidelines where appropriate
- information management systems used to manage quality standards and procedures
- typical pharmacy storage locations, shelf facings and signage for a community pharmacy, including unscheduled, Pharmacy Medicines and Pharmacist Only Medicines
- staff training and development systems and procedures.

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 candidate in the workplace assisting the management of Pharmacy Medicines and Pharmacist Only Medicines
- written or oral questions appropriate to the language and literacy level of the learner to test relevant underpinning knowledge
- role plays to confirm communication and mentoring skills that support staff development and understanding of revised schedules and procedures
- 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.

System may include:

- a structured quality program, such as the Quality Care Pharmacy Program (QCPP), which includes specific Pharmacy Medicine and Pharmacist Only Medicine standards
- other quality programs that address development of policies, protocols and procedures relating to the supply of Pharmacy Medicines and Pharmacist Only Medicines.

***Standards for the Uniform
Scheduling of Medicines and
Poisons*** may include:

- general sales medicines (unscheduled)
- Pharmacy Medicine (S2)
- Pharmacist Only Medicine (S3)
- Prescription Only Medicine (S4)
- Controlled Drug (S8).

Training needs may include:

- general training relating to Pharmacy Medicines and Pharmacist Only Medicines
- training to support understanding of new medicines, or medicines that are down scheduled or up scheduled, and require a specific level of sales support.

Unit Sector(s)

Not applicable.

Competency field

Health Care Support