



Australian Government

SIR20116 Certificate II in Community Pharmacy

Release 2

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Modification History

- Release 2 This version was released in SIR Retail Services Training Package Release 5.0
Electives updated to include Manage disrespectful, aggressive or abusive customers
- Release 1 Initial release.

Qualification Description

This qualification reflects the role of pharmacy assistants who use a defined and limited range of customer service skills. With basic product knowledge, they recommend and supply a limited range of products to customers and often refer enquiries to other team members.

They are involved in mainly routine front of pharmacy tasks such as point-of-sale service, stock maintenance and display. They work under close supervision, with guidance from more experienced and senior pharmacy assistants and ultimately under the supervising pharmacist.

Pharmacy assistants must comply with federal, state or territory law and Pharmacy Board of Australia Guidelines for supplying scheduled medicines. No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.

Entry Requirements

There are no entry requirements for this qualification.

Packaging Rules

12 units must be completed:

- 4 core units
- 8 elective units consisting of:
 - 4 units from the list below
 - 4 units from the list below, elsewhere in the SIR Retail Services Training Package or any other current Training Package or accredited course.

The selection of electives must be guided by the job outcome sought, local industry requirements and the complexity of skills appropriate to the AQF level of this qualification.

Core Units

SIRCCCS001	Interact with pharmacy customers
SIRCIND001	Work effectively in a community pharmacy
SIRCINF001	Use pharmacy practices for infection control
HLTWHS001	Participate in workplace health and safety

Elective Units

Beauty Products and Services

SHBBCCS001	Advise on beauty products and services
SHBBMUP002	Design and apply make-up

Inventory

SIRRINV001	Receive and handle retail stock
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Pharmacy Product Advice

SIRCPPA001	Assist customers with vitamins, minerals and supplements
SIRCPPA004	Assist customers with oral care products
SIRCPPA006	Assist customers with skin and anti-fungal products

Retail Procedures

SIRRMER001	Produce visual merchandise displays
SIRXCEG008	Manage disrespectful, aggressive or abusive customers
SIRXSLS002	Follow point-of-sale procedures
SIRXIND002	Organise and maintain the store environment
SIRRRTF001	Balance and secure point-of-sale terminal
SIRXSLS001	Sell to the retail customer

Working in Industry

SIRCIND002	Support the supply of Pharmacy Medicines and Pharmacist Only Medicines
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Qualification Mapping Information

No equivalent qualification.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ca051b1b-5101-4ec2-ac1c-49699303188d>