Australian Government

SIR40116 Certificate IV in Community Pharmacy

Release 3

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Modification History

Release	Comments
Release 3	Release 3. SIR40116 Certificate IV in Community Pharmacy supersedes and is equivalent to Release 2. SIR40116 Certificate IV in Community Pharmacy. Modification includes addition of elective unit: • SIRXCEG009 Manage workplace responses to disrespectful aggressive or abusive customer behaviour
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 skilled senior pharmacy assistants who use sound knowledge of a broad range of pharmacy products and health care support services. Some senior pharmacy assistants may take a lead role in coordinating front of pharmacy business activities.

Depending on the job role, they work under the overall or direct supervision of a pharmacist, and may have team leading or supervisory responsibilities.

Senior 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

Entry to this qualification is open to individuals who:

have achieved the Certificate III in Community Pharmacy or

- have relevant industry employment experience as a community pharmacy assistant in a job role that has involved the application of skills and knowledge described in core units of competency from SIR30116 Certificate III in Community Pharmacy, and
- have a statement of attainment in the unit **SIRCIND002 Support the supply of Pharmacy Medicines and Pharmacist Only Medicines.**

Packaging Rules

14 units must be completed:

- 3 core units
- 11 elective units consisting of:
    - 8 units from the list below
    - 3 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.

Note: Unit marked with an asterisk * includes prerequisite unit SIRXCEG008 Manage disrespectful, aggressive or abusive customers.

Core Units

BSBLDR403	Lead team effectiveness
HLTWHS003	Maintain work health and safety
SIRCCPM001	Assist in managing Pharmacy Medicines and Pharmacist Only Medicines

Elective Units

Anatomy and Physiology

HLTAAP001	Recognise healthy body systems

Client and Customer Service

BSBCUS401	Coordinate implementation of customer service strategies
SIRXCEG003	Build customer relationships and loyalty
SIRXCEG008	Manage disrespectful, aggressive or abusive customers
SIRXCEG009 *	Manage workplace responses to disrespectful aggressive or abusive customer behaviour

Community Pharmacy Management

SIRCCPM002	Coordinate a pharmacy quality system
SIRCCPM003	Lead and develop pharmacy teams
SIRCCPM004	Manage pharmacy sales and service delivery
SIRCCPM005	Manage pharmacy premises, equipment and merchandise

SIRCCPM006   Develop a pharmacy product and service range

Dispensary

SIRCDIS002   Deliver medicines to customers outside the pharmacy

SIRCDIS003   Assist in dispensing prescriptions

SIRCDIS004   Assist in preparing dose administration aids

SIRCDIS005   Assist in preparing extemporaneous prescriptions

SIRCDIS006   Maintain dispensary stock

SIRCDIS007   Administer dispensary computer system and claims

SIRCDIS008   Coordinate service to residential care facilities

Diversity

CHCDIV001   Work with diverse people

Finance

BSBFIA302   Process payroll

Health Care Support

SIRCHCS001   Support the management of obstructive sleep apnoea

SIRCHCS002   Supply and hire home health care aids and equipment

SIRCHCS003   Test blood pressure and advise on self-monitoring

SIRCHCS004   Test blood glucose and advise on equipment and services for diabetes
management

SIRCHCS005   Provide Australian Needle and Syringe Program services

SIRCHCS006   Coordinate pharmacy health promotions

Human Resource Management

BSBHRM405   Support the recruitment, selection and induction of staff

Infection Control

SIRCINF001   Use pharmacy practices for infection control

Inventory

SIRRINV002   Control stock

Legal and ethical

CHCLEG001   Work legally and ethically

Management and Leadership

BSBMGT403   Implement continuous improvement

BSBMGT405   Provide personal leadership

SIRXHRM002   Maintain employee relations

Pharmacy Product Advice

SIRCPPA001   Assist customers with vitamins, minerals and supplements

SIRCPPA007   Assist customers with pregnancy and maternal health products and services

SIRCPPA012   Assist customers with asthma-care aids and equipment

SIRCPPA013   Assist customers with smoking cessation products

SIRCPPA014   Assist customers with continence management products

SIRCPPA015   Assist customers with wound care products

SIRCPPA016   Assist customers with diet, nutrition and weight-management products and services

SIRCPPA017   Assist customers with complementary medicines

SIRCPPA018   Assist customers with women's and men's health care products

Research

BSBRES401   Analyse and present research information

Risk Management and Security

SIRXRSK002   Maintain store security

Qualification Mapping Information

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SkillsIQ

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Links

Companion Volume implementation guides are found in VETNet -
https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ca051b1b-5101-4ec2-ac1c-49699303188d