



Australian Government

**Assessment Requirements for
SIRCCPM002 Coordinate a pharmacy
quality system**

Release: 1

Assessment Requirements for SIRCCPM002 Coordinate a pharmacy quality system

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- take responsibility for coordinating all aspects of a pharmacy quality system over a period of two months
- monitor operational activities, over this two month period, to ensure two specific policies, and procedures are followed
- check that two specific quality assurance monitoring activities are completed according to schedule
- develop updates to two policies and two procedures and communicate changes to staff
- complete one review of the operations manual and communicate changes to staff
- monitor, review and record details of performance against two quality standards and document comprehensive recommendations for improvements to work practices and quality systems
- coordinate processes required for one external quality audit.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- roles and responsibilities of quality system coordinator, operational and managerial staff in quality system management processes
- format, content and use of:
 - pharmacy industry quality standards
 - organisational policies and procedures that align to quality standards
 - operations manuals
 - quality assurance monitoring records
 - staff training records
 - explanatory instructions for external audits
 - audit compliance reports
- scheduling requirements for quality assurance monitoring activities
- methods for communicating quality standards, policies, procedures and quality assurance monitoring activities to staff
- record keeping requirements for quality assurance systems

- basic principles of evidence based assessment and record keeping
- methods of monitoring adherence to quality standards, policies and procedures
- external audit processes:
 - purpose of external audits
 - role of external auditor
 - process for preparing and presenting required documents
 - requirements for and methods of responding to non-compliances identified by audit.

Assessment Conditions

Skills must be demonstrated in a pharmacy with designated front of pharmacy, dispensary and administration areas. This can be:

- an industry workplace
- a simulated industry environment.

Assessment must ensure use of:

- information technology hardware and software
- online information systems
- pharmacy industry quality standards; these can be:
 - organisation specific standards used by a pharmacy; or
 - those for a pharmacy industry quality program such as the Quality Care Pharmacy Program (QCPP)
- explanatory instructions for external audits
- the following documents:
 - a suite of organisational policies and procedures that align to the quality standards
 - an operations manual
 - quality assurance monitoring records
 - staff training records
 - audit compliance reports
 - schedules for quality assurance monitoring activities
- community pharmacy staff with whom the individual can interact; these can be:
 - staff in an industry workplace; or
 - individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Assessors must satisfy the Standards for Registered Training Organisation's requirements for assessors, and:

- have worked in the pharmacy sector for at least two years.

Links

Companion Volume implementation guides are found in VETNet -

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