



**Australian Government**

# **Assessment Requirements for SIRCCPM003 Lead and develop pharmacy teams**

**Release: 1**

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## Modification History

Not applicable.

## Performance Evidence

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

- take responsibility for leading a pharmacy team over a period of two months
- analyse and plan for staffing levels and skill mix to meet workload, for the forthcoming twelve month trading period
- plan and budget for staff skill development needs for a twelve month trading period
- provide information to staff about roles, responsibilities and goals for two specific sales and service activities
- actively involve team members in decision-making processes and develop and communicate clear outcomes and plans for two sales and service issues
- conduct a counselling discussion in response to inappropriate workplace behaviour.

## Knowledge Evidence

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

- key features of pharmacy operational environments:
  - different job roles and boundaries of responsibility, including managerial roles
  - skills, knowledge and attitude required to fulfil pharmacy job roles
  - typical volume of work and staffing levels
- key features of pharmacy industry health-care standards and values
- format, content and use of:
  - human resource policies
  - job descriptions
  - staffing budgets
  - operational plans
- different leadership styles and characteristics of effective leadership
- techniques for motivating team members and building a team-oriented environment:
  - affirming respect for individual behaviour and differences
  - involving individuals and teams in decision making processes
  - providing encouragement and opportunities for skill development
  - recognising abilities, achievements and positive workplace behaviour

- rewarding individuals and teams
- methods for assessing staff skills, knowledge and behaviour
- techniques for
  - decision making and their application to typical workplace issues
  - conflict resolution and staff counselling.

## Assessment Conditions

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

- an industry workplace
- a simulated industry environment.

Assessment must ensure use of:

- the following documents which can be:
  - organisational human resource policies
  - pharmacy job descriptions
  - staffing budgets
  - operational plans
- a team whose overall performance is the responsibility of the individual; this 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>