



**Australian Government**

# **SIRCCPM005 Manage pharmacy premises, equipment and merchandise**

**Release: 1**

# SIRCCPM005 Manage pharmacy premises, equipment and merchandise

## Modification History

Not applicable.

## Application

This unit describes the performance outcomes, skills and knowledge required to manage the maintenance and presentation of pharmacy premises, equipment and merchandise, including pricing, in line with the image of a professional health provider.

This unit applies to retail, front of pharmacy and other managers working in community pharmacies. They work with significant autonomy and are responsible for making a range of management decisions across single or multiple pharmacy outlets.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

## Pre-requisite Unit

Nil

## Competency Field

Community Pharmacy Management

## Unit Sector

Community Pharmacy

## Elements and Performance Criteria

### ELEMENTS

Elements describe the essential outcomes.

1. Manage pharmacy appearance and access.

### PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Develop, document and implement organisational procedures for pharmacy housekeeping and maintenance.
- 1.2. Monitor and maintain pharmacy housekeeping standards.
- 1.3. Provide easy and safe access into and within pharmacy for people with mobility aids.
- 1.4. Maintain professional services area as clearly distinguishable from general trading area.
- 1.5. Identify and resolve merchandise and pharmacy presentation

- problems.
2. Maintain pharmacy equipment and stock storage.
    - 2.1. Develop and document maintenance schedules for pharmacy equipment according to manufacturer recommendations.
    - 2.2. Coordinate maintenance and repairs of pharmacy equipment to ensure serviceability and correct calibration.
    - 2.3. Complete and maintain accurate records of maintenance and repairs.
    - 2.4. Maintain areas for receiving and storing stock in appropriate conditions for stock category.
    - 2.5. Ensure refrigerated storage is cold chain tested and certified at regular intervals.
    - 2.6. Maintain room temperatures in pharmacy professional, trading and storage areas according to organisational requirements.
  3. Manage pharmacy merchandise presentation.
    - 3.1. Ensure layout and presentation promote customer flow, and comply with scheduled medicine display requirements and visual merchandising policies and plans.
    - 3.2. Develop and implement layout assessment checks.
    - 3.3. Organise location for display of temporary specials and promotions.
    - 3.4. Define standards for visual presentations and displays and clearly communicate to team members.
    - 3.5. Ensure team members maintain clean and tidy displays according to display plans.
    - 3.6. Consult with front of pharmacy team members to assess customer response to space allocations.
  4. Maintain pharmacy merchandise pricing.
    - 4.1. Maintain pricing of pharmacy medicines and products according to organisational pricing policy.
    - 4.2. Clearly communicate accurate pricing information and changes to team members.
    - 4.3. Ensure current and accurate pricing is maintained on all displays.

## Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

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|---------------------|---|
| Reading skills to:  | <ul style="list-style-type: none"> <li>• interpret a range of familiar and detailed documents including organisational policies and manufacturer instructions for equipment maintenance.</li> </ul> |
| Numeracy skills to: | <ul style="list-style-type: none"> <li>• calculate dimensions of pharmacy areas to plan customer flow and space for displays</li> </ul>   |

Technology skills to:

- interpret complex pricing policies, calculate and maintain correct prices.
- produce and file procedures, pricing and maintenance documents.

## Unit Mapping Information

No equivalent unit.

## Links

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