Assessment Requirements for SIRCIND001 Work effectively in a community pharmacy

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 context of the job role, and:

- access, interpret and use information about employment rights and responsibilities and organisational procedures in community pharmacy from three different sources
- use effective planning, organisational and communication skills to address five community pharmacy daily work activities that individually or cumulatively involve situations where:
    - customers require dispensing services
    - customers require referral to pharmacist or more senior pharmacy colleagues.

Knowledge Evidence

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

- sources of information on employment rights and responsibilities:
    - employer associations
    - Fair Work Commission
    - Fair Work Ombudsman
    - state and territory government boards and commissions for anti-discrimination and equal employment opportunity
    - staff handbooks
    - trade unions
- basic aspects of these employment related laws covering rights and responsibilities of employees and employers:
    - Fair Work Act 2009; minimum workplace entitlements provided by the National Employment Standards (NES)
    - relevant state or territory anti-discrimination or equal employment opportunity law:
        - harassment provisions; types of harassment, rights and responsibilities of employees and employers and consequences of non-compliance with the law
        - equal employment opportunity (EEO) provisions; rights of employees and responsibilities of employers to make merit based employment decisions
        - role of relevant state or territory board or commission in managing complaints

- general role characteristics, boundaries and responsibilities for key community pharmacy jobs, including career paths:
  - pharmacy assistants
  - dispensary assistants
  - retail supervisors and managers
  - pharmacists
- basic aspects of industrial awards for community pharmacy employees
- primary functions of trade unions for community pharmacy employees
- organisational policies and procedures that relate to general work practices:
  - uniform, personal presentation
  - accepting, declining and amending rostered hours
  - personal and carer's leave
  - counselling and discipline
  - grievances
  - equal employment opportunity
  - harassment
  - environmentally sustainable workplace practices
- organisational policies and procedures that relate to pharmacy work practices:
  - accepting and processing prescriptions
  - referral to pharmacist
- typical terms and conditions of employment for community pharmacies
- sustainable work practices in pharmacies:
  - waste disposal
  - practices for reducing water and energy use in pharmacies.

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:

- information technology hardware and software
- online information systems
- current plain English guidelines issued by regulatory bodies covering National Employment Standards (NES), anti-discrimination or equal employment opportunity law
- plain English information about industrial awards for community pharmacy employees issued by regulatory bodies or unions
- organisational policies and procedures for general work and pharmacy practices.

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