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.education.gov.au/Pages/TrainingDocs.aspx?q=ca051b1b-5101-4ec2-ac1c-49699303188d