



**Australian Government**

**SIRCIND001 Work effectively in a  
community pharmacy**

**Release: 1**

# SIRCIND001 Work effectively in a community pharmacy

## Modification History

Not applicable.

## Application

This unit describes the performance outcomes, skills and knowledge required to work effectively in a community pharmacy by integrating knowledge of workplace rights and responsibilities, organisational policies and procedures and by using effective work practices to plan and organise daily work activities.

This unit applies to any individual working at any level as a pharmacy or dispensary assistant in a community pharmacy. They may report directly to a retail supervisor or manager, under the overall supervision of a pharmacist, or report directly to a pharmacist.

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

## Pre-requisite Unit

Nil

## Competency Field

Working in Industry

## Unit Sector

Community Pharmacy

## Elements and Performance Criteria

### ELEMENTS

Elements describe the essential outcomes.

1. Source and use information on employment in community pharmacy.

### PERFORMANCE CRITERIA

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

- 1.1. Identify and access sources that provide current and accurate information on employee and employer rights and responsibilities.
- 1.2. Obtain and interpret key information on individual responsibilities for anti-discrimination, harassment and equal employment opportunity.
- 1.3. Source and interpret information on national employment standards and specific employment

- arrangements for current role.
- 1.4. Source and use information on skill and knowledge requirements for own and related roles in community pharmacy.
  - 1.5. Comply with all employment requirements.
2. Work within organisational requirements.
    - 2.1. Obtain, interpret and comply with organisational procedures.
    - 2.2. Accept and process prescriptions according to organisational procedures.
    - 2.3. Participate in environmentally sustainable work practices, according to organisational procedures.
    - 2.4. Seek advice and information from supervisors and managers to ensure full understanding of organisational requirements.
    - 2.5. Work within own role boundaries and recognise roles and responsibilities of other pharmacy staff.
    - 2.6. Use designated lines of pharmacy communication and reporting.
    - 2.7. Follow organisational dress or uniform standards.
3. Use effective work habits.
    - 3.1. Plan and organise daily work activities within scope of responsibility.
    - 3.2. Maintain work areas according to organisational procedures and standards.
    - 3.3. Act promptly on instructions, information and follow procedures relevant to the task.
    - 3.4. Work collaboratively with team members, supervisors and managers to maximise efficiency and quality of daily work outcomes.
    - 3.5. Prioritise and complete competing tasks within designated timeframes.

## 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.

Technology skills to:

- use online information systems to search for information.

## 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>