



Australian Government

Department of Education, Employment and Workplace Relations

SIR30107 Certificate III in Community Pharmacy

Revision Number: 1

SIR30107 Certificate III in Community Pharmacy

Modification History

Not applicable.

Description

This qualification provides the skills and knowledge for an individual to be competent to work in a community pharmacy. Likely functions within the community pharmacy industry for those who achieve this level of competency include developing specialist product knowledge to support customers to prevent and/or manage health conditions, assisting in the dispensary, merchandising and marketing products and controlling stock, and basic staff development and training.

The work role of the community pharmacy/dispensary assistant is defined by the pharmacy registering authorities (state and territory Pharmacy Boards). When selling pharmacy and pharmacist-only medicines, the pharmacy assistant provides a filter to identify customer information and requirements for referral to the pharmacist.

The structure of this qualification recognises the diversity of business models that characterise the community pharmacy industry. It supports multi-skilling and participation in work teams as appropriate to the size and structure of the business.

This qualification is suitable for an Australian Apprenticeship pathway.

Job roles

Pharmacy assistant

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Entry requirements

There are no prerequisites for entry to this qualification.

Employability Skills Summary

EMPLOYABILITY SKILLS SUMMARY

SIR30107 Certificate III in Community Pharmacy

The following table contains a summary of the employability skills required by the community pharmacy industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability skill	Industry/enterprise requirements for this qualification include:
Communication	Use communication skills to establish customer requirements, answer questions and provide information on pharmacy products and services. Communicate about highly personal and sensitive information that requires empathy, tact and confidentiality. Manage difficult, elderly, ill or drug affected customers. Be familiar with technical terms used to describe products and/or used in product and health care information.
Problem solving	Solve problems within a framework of established business procedures and protocols and with reference to the pharmacist. Source information and services to meet customer needs and requests. This involves evaluating product information, for example, to distinguish between hearsay and evidence-based product information to support appropriate customer choices.
Initiative and enterprise	Use initiative in identifying the most appropriate products and services for customers and to maintain current knowledge of product range and market trends. Opportunities for initiative and enterprise occur within established business procedures and protocols and with reference to the pharmacist.
Teamwork	Work closely with the pharmacist to assist in managing the sale of appropriate products and services to community pharmacy customers. This may include supporting other pharmacy team members to carry out their role as required and according to business size and structure.
Planning and organising	Understand the boundaries of their job role, established by

Employability skill	Industry/enterprise requirements for this qualification include:
	legislation, guidelines and business protocols and procedures. Assist the pharmacist in managing the sale of products including scheduled medicines. This can include managing information systems, stock management and display and ensuring that procedures and protocols are implemented.
Self-management	Understand the legal context, including the boundaries of the job role and also an awareness of the special requirements for selling medicines and managing scheduled medicines. This involves a detailed understanding of the roles and responsibilities of the pharmacy assistant and how these relate to the role of the pharmacist. Take responsibility for their own time management and actively seek and respond to advice and feedback.
Learning	Maintain current knowledge about the products and services sold by their pharmacy. Access a range of sources of information and expertise to update their own knowledge and provide current information to customers.
Technology	Use computer-based information and database systems. Sell a range of products including kits, aids and equipment. Understand how these items operate, assist the customer in appropriate selection depending on their need/capacity, demonstrate safe use and provide information on care and maintenance as appropriate.

Due to the high proportion of electives required by this qualification, the industry/enterprise requirements described above for each employability skill are representative of community pharmacy in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements of the units of competency for this qualification.

Packaging Rules

QUALIFICATION RULES

To achieve a Certificate III in Community Pharmacy, 34 units must be completed:

- all 21 core units
- 13 elective units:
 - A minimum of 3 elective units must be selected from the Elective Units: Group A below.

- A further 10 elective units may be selected as follows.
- A maximum of 10 elective units may be selected from the Elective Units in Group A or Group B below.
- A maximum of 2 elective units may be selected from the Elective Units: Group C below.
- A maximum of 5 elective units may be selected from elsewhere in the Retail Services Training Package or from any other endorsed Training Package or accredited course. These must be units which are packaged within a Certificate II or higher qualification in the parent Training Package. Training Packages that overlap with Community Pharmacy activities include Health, Business Services and Beauty.

Elective units selected must be additional to those already counted towards a lower level qualification within this Training Package.

In all cases selection of electives must be guided by the job outcome, local industry requirements and the characteristics of this qualification (as per the AQF descriptors).

CORE UNITS

HLTCSD306B	Respond effectively to difficult or challenging behaviour
SIRPDIS001A	Accept prescriptions and deliver medicine
SIRPPKS001A	Support the sale of pharmacy and pharmacist-only medicines
SIRPPKS002A	Identify, locate and sell products related to allergies
SIRPPKS003A	Identify, locate and sell analgesic and anti-inflammatory products
SIRPPKS005A	Identify, locate and sell cough and cold products
SIRPPKS006A	Identify, locate and sell eye, ear and oral care products
SIRPPKS007A	Identify, locate and sell products for gastro-intestinal conditions
SIRPPKS008A	Identify, locate and sell first aid and wound care products
SIRPPKS009A	Identify, locate and sell products for skin and fungal conditions
SIRPPKS010A	Assist in the management of pharmacy and pharmacist-only medicines
SIRXCCS001A	Apply point-of-sale handling procedures
SIRXCCS002A	Interact with customers
SIRXCLM001A	Organise and maintain work areas

SIRXCOM001A	Communicate in the workplace
SIRXIND001A	Work effectively in a retail environment
SIRXINV001A	Perform stock control procedures
SIRXMER001A	Merchandise products
SIRXOHS001A	Apply safe working practices
SIRXRSK001A	Minimise theft
SIRXSLS001A	Sell products and services

ELECTIVE UNITS: GROUP A**Dispensary**

SIRPDIS003A	Assist in dispensary operations
SIRPDIS004A	Assist in dispensary stock control
SIRPDIS005A	Assist in preparing dose administration containers
SIRPDIS006A	Assist in preparing extemporaneous prescriptions

Community Pharmacy: Product

SIRPPKS011A	Provide information, products and services on asthma
SIRPPKS012A	Provide information, products and services on blood pressure
SIRPPKS013A	Provide information, products and services on complementary medicine
SIRPPKS014A	Provide information, products and services on diabetes
SIRPPKS015A	Provide information, products and services on diet, nutrition and weight management
SIRPPKS016A	Provide information, products and services to support home health care
SIRPPKS017A	Provide information, products and services on pregnancy and maternal health
SIRPPKS018A	Provide information, products and services on smoking cessation
SIRPPKS019A	Provide information, products and services on women's and men's health
SIRPPKS020A	Provide information, products and services on wound care

ELECTIVE UNITS: GROUP B**Administration**

SIRXADM001A	Apply retail office procedures
SIRXADM002A	Coordinate retail office

Finance

SIRXFIN002A	Perform retail finance duties
SIRXFIN003A	Produce financial reports

Human Resources Management	
BSBWOR301A	Organise personal work priorities and development
TAAASS301A	Contribute to assessment
TAADEL301A	Provide training through instruction and demonstration of work skills
Inventory	
SIRXINV002A	Maintain and order stock
Merchandising	
SIRXMER002A	Coordinate merchandise presentation
SIRPMER001A	Market and promote pharmacy products and services area
ELECTIVE UNITS: GROUP B (CONTINUED)	
Management and Leadership	
SIRXMGT001A	Coordinate work teams
SIRXMGT002A	Maintain employee relations
Quality and Innovation	
SIRXQUA005A	Maintain operational quality and productivity
Risk Management and Security	
SIRXRSK003A	Apply store security systems and procedures

Sales

SIRXSLS003A	Coordinate sales performance
SIRXSLS004A	Build relationships with customers

ELECTIVE UNITS: GROUP C**Computer Operations and ICT Management**

SIRXICT001A	Operate retail technology
-------------	---------------------------

Dispensary

SIRPDIS002A	Deliver prescription medicines to customers outside the pharmacy
-------------	--

Finance

SIRXFIN001A	Balance point-of-sale terminal
-------------	--------------------------------

Community Pharmacy: Product

SIRPPKS004A	Identify, locate and sell baby and infant products
-------------	--

Retail Product Knowledge

SIRXRPK001A	Recommend health and nutritional products
SIRXRPK002A	Recommend hair, beauty and cosmetic products and services