



Australian Government

Department of Education, Employment and Workplace Relations

SIR30112 Certificate III in Community Pharmacy

Release: 1

SIR30112 Certificate III in Community Pharmacy

Modification History

The version details of this endorsed qualification are in the table below. The latest information is at the top.

Release	Comments
First Release	<p>SIR30112 replaces SIR30107 Certificate III in Community Pharmacy as the intent of the qualification remains unchanged.</p> <p>The total number of units required to complete this qualification has decreased from 34 to 26.</p> <p>The number of core units has decreased from 21 to 17.</p> <p>The number of elective units has decreased from 13 to 9.</p>

Description

This qualification reflects the role of individuals who apply pharmacy product and service knowledge along with retail skills to provide service to customers in a community pharmacy environment. Work is undertaken with some autonomy but under the supervision of a 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.

Job roles

Individuals with this qualification are able to perform pharmacy assistant roles, such as:

- communicating with customers to identify needs
- accepting and delivering prescriptions to and from customers
- applying specialised product knowledge to recommend and supply pharmacy products and services to customers
- operating within the legislative framework, regulation and protocols that apply to community pharmacy
- recognising and acting on situations or requests that require referral to a pharmacist
- assisting in the dispensary
- creating and maintaining displays
- merchandising products and performing stock control.

Pathways Information

This qualification is suitable for an Australian Apprenticeship pathway and is not recommended for VET in Schools delivery.

Pathways into the qualification

People may enter this qualification with limited or no vocational experience and without a lower level qualification, or they may have previously completed a Certificate II qualification.

Pathways from the qualification

After achieving this qualification, people may progress to a Certificate IV in Community Pharmacy or to Certificate IV qualifications in other service industry fields.

Licensing/Regulatory Information

All relevant federal, state or territory legislation, Pharmacy Board of Australia Guidelines, and established practice and quality assurance standards are to be met.

Entry Requirements

There are no entry requirements for this qualification.

Employability Skills Summary

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY	
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.
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.
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.
Planning and organising	Operate within the boundaries of their job role, established by 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 point-of-sale, information and database systems. Sell a range of products including kits, aids and equipment. Explain how these items operate. Assist the customer in appropriate selection depending on their need or capacity, demonstrate safe use and provide information on care and maintenance as appropriate.

Packaging Rules

To achieve a Certificate III in Community Pharmacy 26 units must be completed:

- 17 core units
- 9 elective units:
 - 5 units must be selected from Group A – Pharmacy Support
 - the remaining 4 units may be selected from:
 - Group B – General Elective Units, or
 - SIR07 V3 Retail Services Training Package or another endorsed Training Package or accredited course, provided the units are first packaged at AQF level 2, 3 or 4 in the parent 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	
HLTIN301C	Comply with infection control policies and procedures
HLTCSD306C	Respond effectively to difficult or challenging behaviour
SIRCDIS301	Accept prescriptions and return dispensed medicines to customers
SIRCHCS201	Support the supply of Pharmacy Medicines and Pharmacist Only Medicines
SIRCPPK205	Assist customers seeking to relieve cough and cold symptoms
SIRCPPK206	Assist customers seeking to relieve skin and fungal conditions
SIRCPPK308	Assist customers seeking relief from gastro-intestinal conditions
SIRCPPK309	Assist customers seeking to relieve common allergic symptom reactions
SIRCPPK310	Assist customers with analgesic and anti-inflammatory products
SIRXCCS201	Apply point-of-sale handling procedures
SIRXCCS202	Interact with customers
SIRXCLM101	Organise and maintain work areas
SIRXCOM101	Communicate in the workplace to support team and customer outcomes
SIRXIND101	Work effectively in a customer service environment
SIRXINV001A	Perform stock control procedures
SIRXRSK201	Minimise loss

SIRXWHS101	Apply safe work practices
Elective Group A – Pharmacy Support	
SIRCHCS302	Assist in managing Pharmacy Medicines and Pharmacist Only Medicines
SIRCHCS303	Advise on asthma management
SIRCHCS304	Advise on smoking cessation
SIRCHCS305	Advise on continence management
SIRCHCS306	Advise on complementary medicines
SIRCPPK201	Assist customers seeking commonly requested vitamins, minerals and supplements
SIRCPPK202	Assist customers seeking eye and ear products
SIRCPPK203	Assist customers seeking first aid and wound care products
SIRCPPK204	Assist customers seeking oral care products
SIRCPPK311	Assist customers seeking baby or infant care medicines and products
SIRCPPK312	Assist customers seeking sexual health medicines and products
SIRXRPK002	Recommend hair, beauty and cosmetic products and services
Elective Group B – General Elective units	
Client and Customer Service	
SIRXCCS203	Promote loyalty programs
Computer Operations and ICT Management	
SIRXICT303	Operate retail information technology systems
Dispensary	
SIRCDIS302	Deliver medicines to customers outside the pharmacy
SIRCDIS303	Assist in dispensing prescriptions
Finance	
SIRXFIN201	Balance and secure point-of-sale terminal

Health Care Support	
SIRCHCS302	Assist in managing Pharmacy Medicines and Pharmacist Only Medicines
SIRCHCS303	Advise on asthma management
SIRCHCS304	Advise on smoking cessation
SIRCHCS305	Advise on continence management
SIRCHCS306	Advise on complementary medicines
Inventory	
SIRXINV002A	Maintain and order stock
Medical Services Administration	
BSBMED301B	Interpret and apply medical terminology appropriately
Management	
SIRXMGT001A	Coordinate work teams
SIRXMGT002A	Maintain employee relations
Marketing and Promotion	
SIRXMPR001A	Provide marketing and promotion program support
Merchandising	
SIRXMER201	Merchandise products
SIRXMER202	Plan, create and maintain displays
Pharmacy Product Knowledge	
SIRCPPK201	Assist customers seeking commonly requested vitamins, minerals and supplements
SIRCPPK202	Assist customers seeking eye and ear products
SIRCPPK203	Assist customers seeking first aid and wound care products
SIRCPPK204	Assist customers seeking oral care products
SIRCPPK311	Assist customers seeking baby or infant care medicines and products

SIRCPPK312	Assist customers seeking sexual health related medicines and products
SIRXRPK002A	Recommend hair, beauty and cosmetic products and services
Skin Services	
SIBBSKS201A	Pierce ears
Sales	
SIRXSLS201	Sell products and services
Sustainability	
BSBSUS201A	Participate in environmentally sustainable work practices
Training and Education	
TAEASS301B	Contribute to assessment
TAEDEL301A	Provide work skill instruction
Workplace Effectiveness	
BSBWOR301A	Organise personal work priorities and development