



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **SIR40112 Certificate IV in Community Pharmacy**

**Release: 2**

## SIR40112 Certificate IV 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
Release 2	Updated imported units: <ul style="list-style-type: none"> <li>• BSBCUS401B Coordinate implementation of service strategies</li> <li>• HLTCOM408D Use specific health communication strategies to communicate effectively</li> <li>• HLTSL408D Perform home based assessment and studies</li> </ul>
First Release	SIR40112 replaces SIR40107 as the intended qualification. The intent remains unchanged. The total number of units required to complete the qualification has decreased from 33 to 14. The number of core units has decreased from 14 to 14. The number of elective units has decreased from 19 to 0.

## Description

This qualification reflects the role of individuals who apply knowledge and skills to provide leadership in the pharmacy team; working relatively autonomously under the broad supervision of the pharmacist. They may also coordinate and supervise others in the workplace. The role involves the use of a broad knowledge base incorporating some theoretical concepts and requires the identification, analysis and evaluation of information from a variety of sources.

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

### Job roles

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

- maintaining store safety and security
- coordinating sales and customer service
- leading a team
- supervising front-of-pharmacy staff
- coordinating merchandise and pharmacy presentation
- coordinating pharmacy health promotions
- providing specialised pharmacy product advice
- providing health care support services
- assisting a pharmacist in dispensary operations and administration
- coordinating stock control requirements for the pharmacy
- coordinating the administration of the pharmacy quality program.

## Pathways Information

This qualification is suitable for an Australian Apprenticeship pathway.

### Preferred Pathway

The preferred pathway for candidates entering this qualifications is the:

- SIR30112 Certificate III in Community Pharmacy.

## 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

In the absence of this qualification, the following entry requirements apply.

The candidate must demonstrate employment experience in a community pharmacy setting, demonstrating the following skills:

- communicating with customers to identify needs
- accepting and delivering prescriptions to and from customers
- applying current 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
- creating and maintaining displays
- merchandising products and performing stock control.

## Employability Skills Summary

<b>EMPLOYABILITY SKILLS QUALIFICATION SUMMARY</b>	
<b>Employability Skill</b>	<b>Industry/enterprise requirements</b>
Communication	Apply communication skills to others in the workplace and co-customers who may be elderly, personal and sensitive matters. Be familiar with technical terms product and health care information.
Teamwork	Effectively participate in communication (the pharmacist and other members of the team). Lead front of pharmacy team (role). Mentor workplace procedures leadership and support team members.
Problem-solving	Demonstrate sensitivity to customer problems and acting to avoid them within the framework of established business procedures. Refer to the pharmacist. Reinvestigate and resolve stock discrepancies.
Initiative and enterprise	Use initiative in identifying new customers and maintain current trends. Opportunities for initiating business procedures and protocols. Those responsible for marketing promotional strategies for community pharmacy.
Planning and organising	Support the pharmacist in planning the pharmacy environment and overseeing implementation of protocols consistent with legislation. Identify and source required resources for customer service. Schedule work service providers and ensure the staff team to deliver business objectives.
Self-management	Understand how a personal job fits into business values and directions. Understand schedules and routines for other staff. Understand the legal role and also an awareness of the and managing scheduled medicines of the roles and responsibilities.

	relate to the role of the pharmacist
Learning	Identify personal strengths and weaknesses and recognise how to personally learn from experience of market trends and products available in the pharmacy. Access a range of sources to update personal knowledge and provide current product knowledge available
Technology	Update and maintain computer systems. Sell a range of health care products. Understand how these items operate and make selection depending on their needs. provide information on care and

## Packaging Rules

14 units must be completed:

- 4 core units
- 10 elective units:
  - all 4 units from one of the following elective groups:
    - Group A – Front of Pharmacy Supervision
    - Group B – Health Care Support
    - Group C – Community Pharmacy Dispensary
    - Group D – Stock Control.
  - the remaining 6 units:
    - 3 must be selected from Group E - General Elective Units
    - a maximum of 3 units may be selected from SIR07 V3 Retail Services Training Package or another endorsed Training Package or accredited course, provided the units are first packaged at AQF level 4 or 5 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).

<b>Core units</b>	
HLTCSD306C	Respond effectively to difficult
SIRCHCS302	Assist in managing Pharmacy M
SIRXWHS302	Maintain store safety
SIRXMGT003A	Lead and manage people
<b>Elective Group A – Front of Pharmacy Supervision</b>	
SIRCMER401	Market and promote a pharmaco
SIRXCCS304	Coordinate interaction with cus
SIRXMGT001A	Coordinate work teams
SIRXSLS304	Coordinate sales performance
<b>Elective Group B – Health Care Support</b>	
SIRCHCS407	Test blood pressure and advise
SIRCHCS408	Test blood glucose and advise o management
SIRCHCS409	Advise on diet, nutrition and w

SIRCHCS415	Coordinate pharmacy health pro
<b>Elective Group C – Community Pharmacy Dispensary</b>	
SIRCDIS303	Assist in dispensing prescriptio
SIRCDIS404	Assist in dispensary stock contr
SIRCDIS405	Assist in dispensary administra
SIRCDIS406	Assist in preparing dose admini
<b>Elective Group D – Stock Control</b>	
SIRXINV001A	Perform stock control procedur
SIRXINV002A	Maintain and order stock
SIRXINV003A	Plan inventory levels
SIRXINV005A	Control inventory
<b>Elective Group E – General Elective units</b>	
<b>Client and Customer Service</b>	
BSBCUS401A	Coordinate implementation of c
SIRXCCS304	Coordinate interaction with cus
SIRXCCS406	Provide customer service for hi
SIRXCCS408	Build retail relationships and su
<b>Communication and Teamwork</b>	
HLTCOM408C	Use specific health terminology
BSBRES401A	Analyse and present research in
<b>Dispensary</b>	
SIRCDIS303	Assist in dispensing prescriptio
SIRCDIS404	Assist in dispensary stock contr
SIRCDIS405	Assist in dispensary administra
SIRCDIS406	Assist in preparing dose admini



SIRCDIS407	Assist in preparing extemporan
SIRCDIS408	Coordinate service to patients i
<b>Finance</b>	
BSBFIA302A	Process payroll
SIRXFIN003A	Produce financial results
<b>Health Care Support</b>	
HLTHIR403C	Work effectively with culturall
HLTHIR404D	Work effectively with Aborigin
HLTSL408C	Perform home based assessmen
HLTIN402C	Maintain infection control stan
SIRCHCS201	Support the supply of Pharmacy
SIRCHCS303	Advise on asthma management
SIRCHCS304	Advise on smoking cessation
SIRCHCS305	Advise on continence managem
SIRCHCS306	Advise on complementary med
SIRCHCS407	Test blood pressure and advise
SIRCHCS408	Test blood glucose and advise o management
SIRCHCS409	Advise on diet, nutrition and w
SIRCHCS410	Advise on pregnancy and mater
SIRCHCS411	Advise on wound care products
SIRCHCS412	Provide Australian Needle and
SIRCHCS413	Supply and hire aids and equip
SIRCHCS414	Support the management of obs
SIRCHCS415	Coordinate pharmacy health pr

<b>Human Resources</b>	
SIRXHRM001A	Administer human resources p
SIRXHRM002A	Recruit and select personnel
<b>Infection Control</b>	
HLTIN301C	Comply with infection control p
<b>Inventory</b>	
SIRXINV001A	Perform stock control procedur
SIRXINV002A	Maintain and order stock
SIRXINV003A	Plan inventory levels
SIRXINV005A	Control inventory
<b>Merchandising</b>	
SIRCMER401	Market and promote a pharmaco
SIRXMER405	Manage store presentation and
<b>Management and Leadership</b>	
BSBMGT403A	Implement continuous improve
BSBMGT405A	Provide personal leadership
SIRXMGT002	Maintain employee relations
<b>Quality and Innovation</b>	
SIRCQUA401	Coordinate a pharmacy quality
<b>Risk Management and Security</b>	
SIRXRSK002A	Maintain store security
<b>Sales</b>	
SIRXSLS303	Build relationships with custom
SIRXSLS304	Coordinate sales performance
<b>Sustainability</b>	

BSBSUS301A	Implement and monitor environ
<b>Training and Education</b>	
TAEASS301B	Contribute to assessment
TAEDEL404A	Mentor in the workplace