



Australian Government

SIR40112 Certificate IV in Community Pharmacy

Release 3

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 3	<ul style="list-style-type: none">• Editorial updates• Added SIRCDIS301 Accept prescriptions and return dispensed medicines to customers to Electives
Release 2	Updated imported units: <ul style="list-style-type: none">• BSBCUS401B Coordinate implementation of customer service strategies• HLTCOM408D Use specific health terminology to communicate effectively• HLTSL408D Perform home based assessments for sleep studies
First Release	<p>SIR40112 replaces SIR40107 as the intent of the qualification remains unchanged.</p> <p>The total number of units required to complete this qualification has decreased from 33 to 14.</p> <p>The number of core units has decreased from 22 to 4.</p> <p>The number of elective units has decreased from 11 to 10.</p>

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

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY	
Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	Apply communication skills to provide instruction and feedback, mentor others in the workplace and co-ordinate customer service. Interact with customers who may be elderly, ill or drug affected, often about highly personal and sensitive matters requiring empathy, tact and confidentiality. Be familiar with technical terms used to describe products and/or used in product and health care information.
Teamwork	Effectively participate in community pharmacy teams, working closely with the pharmacist and other members of the staff team (according to business size). Lead front of pharmacy teams where required in the context of the job role. Mentor workplace procedures and protocols to others, provide leadership and support team members to carry out their role.
Problem-solving	Demonstrate sensitivity to customer needs and concerns, anticipating problems and acting to avoid them where possible. Solve problems within a framework of established business procedures and protocols and with reference to the pharmacist. Respond to staffing and resource issues, investigate and resolve stock discrepancies and respond to customer requests.
Initiative and enterprise	Use initiative in identifying the most appropriate products and services for customers and 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. Those responsible for marketing and merchandising develop and coordinate promotional strategies for community pharmacy products.
Planning and organising	Support the pharmacist in planning and providing a safe and secure work environment and overseeing implementation of work procedures and protocols consistent with legislative, business and customer requirements. Identify and source required resources to support management of sales and customer service. Schedule work activities, co-ordinate inputs of specialist service providers and ensure that the required resources are available for the staff team to deliver business outcomes.
Self-management	Understand how a personal job role fits into the context of the wider business values and directions. Manage own time and oversee or establish schedules and routines for others in consultation with the pharmacist and/or other staff. 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.
Learning	Identify personal strengths and weaknesses in the context of the job role and recognise how to personally learn best at work. Maintain current knowledge of market trends and products and services that could be sold by the pharmacy. Access a range of sources of information and expertise to update personal knowledge and provide current information to customers. Make current product knowledge available to other team members.
Technology	Update and maintain computer-based information and database systems. Sell a range of health care products including kits, aids and equipment. Understand how these items operate, to assist the customer in appropriate selection depending on their need/capacity, demonstrate safe use and provide information on care and maintenance as appropriate.

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).

Core units	
HLTCSD306C	Respond effectively to difficult or challenging behaviour
SIRCHCS302	Assist in managing Pharmacy Medicines and Pharmacist Only Medicines
SIRXWHS302	Maintain store safety
SIRXMGT003A	Lead and manage people
Elective Group A – Front of Pharmacy Supervision	
SIRCMER401	Market and promote a pharmacy products and services area
SIRXCCS304	Coordinate interaction with customers
SIRXMGT001A	Coordinate work teams
SIRXSLS304	Coordinate sales performance
Elective Group B – Health Care Support	
SIRCHCS407	Test blood pressure and advise on self-monitoring
SIRCHCS408	Test blood glucose and advise on equipment and services for diabetes management
SIRCHCS409	Advise on diet, nutrition and weight-management products and services

SIRCHCS415	Coordinate pharmacy health promotions and home medicine reviews
Elective Group C – Community Pharmacy Dispensary	
SIRCDIS303	Assist in dispensing prescriptions
SIRCDIS404	Assist in dispensary stock control
SIRCDIS405	Assist in dispensary administration
SIRCDIS406	Assist in preparing dose administration aids
Elective Group D – Stock Control	
SIRXINV001A	Perform stock control procedures
SIRXINV002A	Maintain and order stock
SIRXINV003A	Plan inventory levels
SIRXINV005A	Control inventory
Elective Group E – General Elective units	
Client and Customer Service	
BSBCUS401A	Coordinate implementation of customer service strategies
SIRXCCS304	Coordinate interaction with customers
SIRXCCS406	Provide customer service for high value and complex sales
SIRXCCS408	Build retail relationships and sustain customer loyalty
Communication and Teamwork	
HLTCOM408C	Use specific health terminology to communicate effectively
BSBRES401A	Analyse and present research information
Dispensary	
SIRCDIS301	Accept prescriptions and return dispensed medicines to customers
SIRCDIS303	Assist in dispensing prescriptions
SIRCDIS404	Assist in dispensary stock control
SIRCDIS405	Assist in dispensary administration

SIRCDIS406	Assist in preparing dose administration aids
SIRCDIS407	Assist in preparing extemporaneous prescriptions
SIRCDIS408	Coordinate service to patients in residential care settings
Finance	
BSBFIA302A	Process payroll
SIRXFIN003A	Produce financial results
Health Care Support	
HLTHIR403C	Work effectively with culturally diverse clients and co-workers
HLTHIR404D	Work effectively with Aboriginal and/or Torres Strait Islander people
HLTSL408C	Perform home based assessments for sleep studies
SIRCHCS201	Support the supply of 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
SIRCHCS407	Test blood pressure and advise on self-monitoring
SIRCHCS408	Test blood glucose and advise on equipment and services for diabetes management
SIRCHCS409	Advise on diet, nutrition and weight-management products and services
SIRCHCS410	Advise on pregnancy and maternal health products and services
SIRCHCS411	Advise on wound care products and self-care
SIRCHCS412	Provide Australian Needle and Syringe Program services
SIRCHCS413	Supply and hire aids and equipment to support home health care
SIRCHCS414	Support the management of obstructive sleep apnoea
SIRCHCS415	Coordinate pharmacy health promotions and home medicine reviews

Human Resources	
SIRXHRM001A	Administer human resources policy
SIRXHRM002A	Recruit and select personnel
Infection Control	
HLTIN301C	Comply with infection control policies and procedures
HLTIN402C	Maintain infection control standards in office practice settings
Inventory	
SIRXINV001A	Perform stock control procedures
SIRXINV002A	Maintain and order stock
SIRXINV003A	Plan inventory levels
SIRXINV005A	Control inventory
Merchandising	
SIRCMER401	Market and promote a pharmacy products and services area
SIRXMER405	Manage store presentation and pricing
Management and Leadership	
BSBMGT403A	Implement continuous improvement
BSBMGT405A	Provide personal leadership
SIRXMGT002	Maintain employee relations
Quality and Innovation	
SIRCQUA401	Coordinate a pharmacy quality system
Risk Management and Security	
SIRXRSK002A	Maintain store security
Sales	
SIRXSLS303	Build relationships with customers
SIRXSLS304	Coordinate sales performance

Sustainability	
BSBSUS301A	Implement and monitor environmentally sustainable work practices
Training and Education	
TAEASS301B	Contribute to assessment
TAEDEL404A	Mentor in the workplace