Australian Government

Department of Education, Employment and Workplace Relations

SIRCCPM501 Lead and develop pharmacy teams

Release: 1

INDUSTRY SKILLS COUNCILS
Creating Australia's Future

SIRCCPM501 Lead and develop pharmacy teams

Modification History

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

Release	Comments
First Release	New unit

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to lead and develop staff in a community pharmacy.

The unit covers the essential skills and knowledge for business success: building a strong team culture, setting clear performance goals, and motivating and leading team members. It is critical that the appropriate profile and number of staff are available to drive the business.

Application of the Unit

This unit applies to managers and business owners responsible for managing and leading a team within a community pharmacy, which may include management across single or multiple outlet businesses.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
1. Plan the staffing needs of the pharmacy.	1.1 Use the pharmacy's health-care standards, values and goals to inform own understanding of staffing requirements.
	1.2 Analyse current and projected volume and type of work to be undertaken.
	1.3 Assess existing staff skills, knowledge and behaviour to ensure access to the required mix and level of skills.
	1.4 Identify need for additional staff to meet pharmacy human resource requirements.
	1.5 Ensure appropriate *human resources policies* are in place to support the effective operation of staff and pharmacy.
2. Influence individuals and teams in a positive manner.	2.1 Encourage, value and reward individual and team contributions.
	2.2 Promote accountability of work undertaken by individuals and teams by communicating roles, responsibilities and expectations clearly.
	2.3 Gain positive acceptance and support from the team for information and ideas.
3. Make informed decisions.	3.1 Gather and analyse information relevant to issues under consideration.
	3.2 Encourage individuals and teams to actively participate in the decision-making process.
	3.3 Determine preferred course of action after risks and options are examined and assessed.
	3.4 Communicate decisions to individuals and teams clearly and in a timely manner.
	3.5 Prepare plans to implement decisions after agreement by relevant individuals and teams.
	3.6 Monitor the implementation and impact of decisions using reliable feedback processes.
4. Review and respond to the development needs of staff.	4.1 Identify current and future *staff development needs* using a range of methods and in line with organisational policies.
	4.2 Provide ongoing personal advice, coaching and mentoring to staff to build team skill base and performance.

	4.3 Provide opportunities for staff to develop their skills and knowledge in line with organisational policies.
	4.4 Include cost of staff training and development needs in relevant budgets and operational plans.
	4.5 Provide feedback and direction to staff members on their professional development needs.
5. Enhance the image of the business.	5.1 Conduct business in a way that is consistent with pharmacy health-care standards and values.
	5.2 Note and promptly discuss inappropriate values, standards and behaviour exhibited in the pharmacy with the appropriate person.
	5.3 Consistently model a high standard of personal presentation in line with pharmacy expectations.

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills to:
  - coach and mentor team members
  - inform team members of pharmacy protocols and procedures
  - provide direction and support to team members
  - explain changes in product and service delivery to team members
- initiative and enterprise skills to promote pharmacy standards and values
- literacy skills to:
  - access and analyse complex information from varied sources
  - develop documents that detail service standards, systems and procedures
- learning skills to identify and follow relevant human resource policies and procedures
- numeracy skills to calculate cost of staff training and development
- planning and organising skills to:
  - ensure the required mix and level of skills in the pharmacy team
  - predict factors that affect resource availability
  - identify and plan for current and future staff development needs
- problem-solving skills to assess the need for, and make, systemic improvements to address service quality issues
- teamwork skills to motivate and lead a customer service team
- technology skills to access and use online information as required by the job role

Required knowledge

- coaching and mentoring techniques
- key features of operational environment, including:
  - customer base
  - pharmacy products and services
- pharmacy human resources policies
- methods for:
  - assessing staff skills, knowledge and behaviour
  - building a pharmacy team-oriented environment, including:
    - affirming respect for individual behaviour and differences
    - applying techniques to resolve conflict within the team
    - facilitating team building activities and behaviour
  - implementing quality assurance in the pharmacy, including:
    - establishing and monitoring standards and procedures
    - involving and rewarding staff
    - evaluating customer service

- pharmacy standards and values

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the ability to: • plan the staffing needs of the pharmacy • communicate pharmacy expectations to staff of team member roles and responsibilities • involve team members in the decision-making process, and develop and communicate clear outcomes and plans • plan for and organise the ongoing professional development of pharmacy staff • promote pharmacy standards and values to pharmacy staff and others.
Context of and specific resources for assessment	Assessment must ensure that competency is: • observed by the assessor or the technical expert working in partnership with the assessor as described in the assessment guidelines • demonstrated over sufficient time to include handling of a range of contingencies • demonstrated in a real or simulated pharmacy environment, which may include customer interruptions and involvement in other related activities normally expected in the pharmacy. Assessment must ensure access to: • a pharmacy team • customers with different requirements • current information on pharmacy products and service provision • relevant pharmacy human resources policies and procedures.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • observation of the candidate in the workplace • written or oral questions appropriate to the language and literacy level of the learner to test relevant underpinning knowledge • role plays to confirm communication skills to meet

	diverse team and customer requirements
	• review of portfolios of evidence and third-party workplace reports of on-the-job performance.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Human resources policies may include:	• application of industrial relations legislation and regulations, such as Fair Work Act
	• relevant agreements and awards
	• administration of human resources records and databases
	• induction processes and programs
	• job description and performance appraisals
	• leave entitlements
	• work health and safety (WHS)
	• recruitment and selection
	• remuneration practices
	• rewards and recognition practices
	• termination procedures.
Staff development needs may be determined by many factors, including:	• changes to work practices and processes
	• customer feedback
	• individual staff requests for training
	• introduction of new technologies or software applications
	• performance appraisals
	• staff surveys
	• supervisor reports on individual staff.

Unit Sector(s)

Community Pharmacy

Competency Field

Community Pharmacy Management