



Australian Government

Department of Education, Employment and Workplace Relations

SIRPDIS003A Assist in dispensary operations

Revision Number: 1

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Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit covers skills and knowledge required to work in a dispensary to assist a pharmacist to prepare prescriptions and maintain records.

Application of the Unit

Application of the unit

This unit applies to community pharmacy employees working as dispensary assistants. Work is carried out under direction of a pharmacist.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units

SIRPPKS001A Support the sale of pharmacy and pharmacist-only medicines.

Employability Skills Information

Employability skills The required outcomes described in this unit contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Identify job roles and functions within a dispensary.	1.1 Identify <i>scope and boundaries of roles and responsibilities</i> of dispensary assistants and pharmacists. 1.2 Read and understand <i>common terms and abbreviations used in prescription writing</i> . 1.3 Identify prescribed medicine product categories. 1.4 Identify <i>dispensary layout and workflow</i> features.
2 Assemble and prepare prescription items.	2.1 Refer customer history to a pharmacist. 2.2 Record prescription and customer data and flag <i>details requiring pharmacist attention</i> . 2.3 Prepare labels to provide required information in a form that is clear and legible. 2.4 <i>Select prescribed medicines</i> and scan as required.

ELEMENT**PERFORMANCE CRITERIA**

- 2.5 *Attach labels* and other relevant cautionary and advisory advice to containers.
- 2.6 Check that *label information* is legible and complete.
- 2.7 Supply completed prescription items and paperwork to a pharmacist for verification.
- 2.8 *Maintain dispensary systems and records*

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- apply literacy skills to read and interpret prescription information, record customer information and prepare labels in plain English
- demonstrate procedures for assembling and preparing prescription items consistent with protocols and procedures
- apply protocols and procedures for selecting bio-equivalent generic medicines
- use dispensary information system to maintain customer history details and identify alerts or warnings for pharmacist referral
- maintain dispensary to meet good housekeeping requirements
- plan and organise work to meet dispensary workflow requirements.

The following knowledge must be assessed as part of this unit:

- pharmacy policies, protocols and procedures relating to assisting in dispensary activities
- dispensary workflow and layout
- procedures for controlling accessing and maintaining security of the dispensary
- sources of information on common terms and abbreviations used in writing prescriptions
- major drug categories
- literacy skills to confirm that label information is legible and expressed in plain English
- communication methods and systems to operate as part of a team and provide relevant information to a pharmacist and other pharmacy staff as required
- dispensary databases and information systems
- pricing policy and procedures
- dispensary housekeeping checklist and responsibilities
- role boundaries and responsibilities of the dispensary assistant in assisting a pharmacist with dispensing activities
- customer entitlements to privacy and confidentiality.

Evidence Guide

EVIDENCE GUIDE

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

EVIDENCE GUIDE

Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- applies pharmacy protocols and procedures when assisting with dispensary operations, including:
 - selecting and assembling medicines to meet prescription requirements
 - labelling and packaging dispensed items according to procedure and pharmacist direction
 - maintaining customer and prescription data
 - identifying situations or requests requiring referral to a pharmacist and referring appropriately
- respects and protects customer privacy when communicating with customers and maintaining customer records
- locates relevant information, such as common abbreviations and terms used in writing prescriptions
- recognises situations requiring referral to a pharmacist or other pharmacy staff according to pharmacy policy
- maintains housekeeping standards in the dispensary
- plans and carries out work to meet dispensary workflow requirements.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of dispensing activities over a period of time
- performance is observed by the assessor, or the technical expert working in partnership with the assessor.
- assessment must be undertaken in a real workplace environment that meets Pharmacy Board and relevant industry standards for dispensary operations
- access to relevant pharmacy protocols and procedures.
- access to state or territory legislation and guidelines where appropriate
- access to dispensary record-keeping systems
- access to relevant documentation, such as prescriptions (real or simulated)
- access to a range of customers with different requirements (real or simulated).
- access to a range of medicines and related equipment.

EVIDENCE GUIDE

Methods 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 performing a range of dispensing tasks, over sufficient time to demonstrate handling of a range of contingencies.
- written or verbal questioning to assess knowledge and understanding.
- evidence that completion of workplace documentation and records relevant to compounding operations is timely and accurate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically in the context of the job role and with other relevant units that make up the skill set or qualification.

Range Statement

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 in the performance criteria is detailed below.

Assisting in dispensary operations must comply with:

- federal and state or territory legislation
- industry codes of practice, standards and guidelines
- community pharmacy policies, protocols and

RANGE STATEMENT

procedures relating to assisting a pharmacist in dispensary operations.

Scope and boundaries of roles and responsibilities must comply with:

- federal and state or territory legislation and regulations
- business mode, policies, protocols and procedures of the community pharmacy

Common terms and abbreviations used in prescription writing refers to:

Abbreviations as detailed in the Australian Pharmaceutical Formulary (APF), Pharmaceutical Society of Australia, and in the British Pharmacopoeia (BP), Royal Pharmaceutical Society of Great Britain.

Dispensary layout and workflow may include:

- sequential positioning along shelves
- alphabetical arrangement
- controlled substances under specific storage conditions
- grouping of pharmacist-only medicine
- refrigeration.

Details requiring pharmacist attention may include:

- previous medical history
- previous experience and reactions to the medication
- allergies
- possible interactions and contra-indications.

Selection of prescribed medicines may include:

- desired form of medication
- required quantity
- appropriate packaging.

Attach labels requires:

- correct labels are used
- placement of labels does not obscure expiry date and batch number.

RANGE STATEMENT

- Label information*** may include:
- name of customer
 - details of pharmacy
 - date of dispensing
 - directions for use
 - prescription number or code
 - special storage requirements, such as cold chain
 - expiry date
 - generic and brand names
 - strength and form of medication
 - ancillary cautionary or advisory labels.
- Maintain dispensary systems and records*** may include:
- reviewing and updating customer medication records
 - maintaining prescriber records
 - maintaining medication and drug records
 - maintaining dispensing and prescription records
 - maintaining supply of cautionary and advisory information
 - dispensing activity summaries
 - reconciling prescription records with claims documentation
 - updating system software
 - carrying out data back-up.

Unit Sector(s)

Sector Community Pharmacy

Competency field

Competency field Dispensary