



**Australian Government**

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

# **SIRPPKS010A Assist in the management of pharmacy and pharmacist-only medicines**

**Revision Number: 1**

## **SIRPPKS010A Assist in the management of pharmacy and pharmacist-only medicines**

### **Modification History**

Not applicable.

### **Unit Descriptor**

#### **Unit descriptor**

This unit covers skills and knowledge required to support the management of pharmacy and pharmacist-only medicines (S2 and S3). It covers an understanding of pharmacy standards, protocols and procedures to ensure these are maintained to reflect scheduling changes and so that procedures are effectively implemented by staff.

### **Application of the Unit**

#### **Application of the unit**

This unit may apply to both front of store and dispensary work roles and is carried out under direction of a pharmacist. There are some minor differences in state and territory regulations relating to the display, storage and sale of these items.

### **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 Maintain protocols and procedures in response to changes in scheduling of pharmacy and pharmacist-only medicines.	<p>1.1 Identify the <b><i>system</i></b> used to ensure the sale of pharmacy and pharmacist-only medicines complies with legislation and pharmacy protocols.</p> <p>1.2 Identify the current <b><i>schedule</i></b> of medicines stocked in the pharmacy.</p> <p>1.3 Identify and apply <b><i>standards</i></b> relating to the sale of pharmacy and pharmacist-only medicines.</p> <p>1.4 Participate in updating protocols and procedures for the sale of pharmacy or pharmacist-only medicines.</p> <p>1.5 Monitor location and shelf facings for pharmacy and pharmacist-only medicines to meet scheduling requirements.</p>
2 Support the implementation of protocols and procedures relating to the sale of	<p>2.1 Identify and address <b><i>training needs</i></b> to support the sale of pharmacy and pharmacist-only medicines.</p> <p>2.2 Provide current information on pharmacy protocols and procedures in formats accessible and appropriate to</p>

**ELEMENT**

pharmacy and  
pharmacist-only  
medicines.

**PERFORMANCE CRITERIA**

staff.

- 2.3 Model the implementation of pharmacy protocols and procedures demonstrate appropriate work behaviours and practice.

## 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:

- identify and locate advice on changes to scheduling of medicines
- access and update relevant information systems on pharmacy and pharmacist-only medicines
- identify and respond to staff training needs to support the sale of pharmacy and pharmacist-only medicines as appropriate
- demonstrate procedures for selling pharmacy and pharmacist-only medicines consistent with pharmacy protocols and procedures
- ensure that staff have access to current procedures and product information
- oversee stock locations, shelf facing and other product information appropriate to product schedule
- provide a mentoring role to others as appropriate to support the sale of pharmacy and pharmacist-only medicines.

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

- legal requirements governing the sale of pharmacy and pharmacist-only medicines and internal systems to ensure these requirements are met
- pharmacy policies, protocols and procedures relating to pharmacy and pharmacist-only medicines
- system for scheduling medicines:
  - role of the Therapeutic Goods Administration (TGA) in approving sale of new medicines
  - role of the National Drugs and Poisons Schedule Committee (NDPSC) in scheduling medicines
  - role of the pharmacy registering authorities (state and territory pharmacy boards) in setting standards for the sale of S2 and S3 medicines
  - broad factors taken into account when determining scheduling, e.g. quantities and concentration of active ingredients in packaged medicine
  - types of scheduled medicine
- legal requirements and pharmacy procedures for maintaining optimal stock levels of scheduled medicines, positioning and advertising scheduled medicines within the pharmacy
- procedure and responsibilities to update community pharmacy protocols and procedures
- sources of information on scheduled medicines
- stock management responsibilities and procedures:

## REQUIRED SKILLS AND KNOWLEDGE

- stock rotation
- stock disposal
- stock placement
- merchandising and advertising requirements and restrictions
- shelf facings and related product information
- ethical sales principles relating to the sale of pharmacy and pharmacist-only medicines
- sources of advice to support evidence-based assessment of the efficacy of pharmacy and pharmacist-only medicines
- staff development and training arrangements and options
- coaching and mentoring techniques appropriate to staff requirements
- communication skills to support effective coaching of others as required
- role boundaries and responsibilities for assisting the management of pharmacy and pharmacist-only medicines.

## 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 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 to assist in managing the sale of pharmacy or pharmacist-only medicines, including:
  - identifying changes to the scheduling of s2 and s3 items in a timely manner
  - updating pharmacy protocols and procedures to reflect scheduling changes
  - maintaining stock locations and shelf facings to support item schedule
  - providing information and support to staff as required to support implementation of revised procedures
  - providing a role model to others through implementation of appropriate procedures and behaviours

## **EVIDENCE GUIDE**

- sources current advice on scheduled medicines
- updates and maintains information systems
- provides information to staff in ways appropriate to their needs and demonstrates appropriate techniques to support mentoring
- works within the boundaries of responsibilities and roles to assist in managing the sale of pharmacy and pharmacist-only medicines and collaborates with other team members as appropriate
- plans and carries out work to ensure the timely maintenance of protocols and procedures relating to pharmacy and pharmacist-only medicines.

### **Context of and specific resources for assessment**

Assessment must ensure:

- demonstration of procedures to support the management of pharmacy or pharmacist-only medicines, over sufficient time to demonstrate handling of a range of contingencies
- performance is observed by the assessor or a technical expert working in partnership with the assessor.
- access to a real or simulated workplace environment that meets Pharmacy Board and relevant industry standards for dispensary operations
- access to relevant pharmacy standards, protocols and procedures
- access to state or territory legislation and guidelines where appropriate
- access to information management systems used to manage quality standards and procedures
- access to typical pharmacy storage locations, shelf facings and signage for a range of S2 and S3 medicines
- access to staff training and development systems and procedures.

## **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 assisting the management of pharmacy and pharmacist-only medicines
- written or verbal questioning to assess knowledge and understanding
- role plays to confirm communication skills to support staff development and understanding of revised protocols and procedures.

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



## EVIDENCE GUIDE

**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.

***System*** may include:

- a structured quality program, such as the Quality Care Pharmacy Program (QCPP), which includes specific Pharmacist Only and Pharmacy Medicines (POP) standards
- other quality programs that address development of policies, protocols and procedures relating to the sale of pharmacist-only and pharmacy medicines.

***Scheduled medicines*** are defined by Standards for the Uniform Scheduling of Drugs and Poisons (SUSDP) and may include:

- general medicines (non-scheduled)
- pharmacy medicines (S2)
- pharmacist-only medicines (S3)
- prescription-only medicines (S4)
- controlled medicines (S8).

## RANGE STATEMENT

*Standards* relating to the sale of pharmacy and pharmacist-only medicines may include:

- customer care and advice
- indirect supply
- documentation
- pharmacy design and environment - display and storage
- pharmacy design and environment - customer consultation
- rights and needs of customers.

*Training needs* may include:

- general training related to S2 and S3 medicines
- training to support understanding of new medicines that are down-scheduled and require a specific level of sales support.

## Unit Sector(s)

**Sector** Community Pharmacy

## Competency field

**Competency field** Community Pharmacy Product