Australian Government

SIR30116 Certificate III in Community Pharmacy

Release 2

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Modification History

Release 2   This version was released in SIR Retail Services Training Package Release 5.0

Electives updated to include Manage disrespectful, aggressive or abusive customers

Release 1   Initial release.

Qualification Description

This qualification reflects the role of skilled pharmacy assistants who use a range of well-developed service skills to identify and meet customer needs. They have sound knowledge of a broad range of pharmacy products and health care support services. Some pharmacy assistants may be involved in assisting with a limited range of dispensary activities.

They work with some independence, under limited supervision from others, but ultimately under the supervising pharmacist. They may provide technical advice and support to team members.

Pharmacy assistants must comply with federal, state or territory law and Pharmacy Board of Australia Guidelines for supplying scheduled medicines. No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.

Entry Requirements

There are no entry requirements for this qualification.

Packaging Rules

19 units must be completed:

- 11 core units
- 8 elective units consisting of:
  - 6 units from the list below
  - 2 units from the list below, elsewhere in the SIR Retail Services Training Package or any other current Training Package or accredited course.

The selection of electives must be guided by the job outcome sought, local industry requirements and the complexity of skills appropriate to the AQF level of this qualification.

Core Units

SIRCCCS002   Provide and promote services to pharmacy customers

SIRCDIS001   Assist customers with prescriptions

SIRCIND001   Work effectively in a community pharmacy

SIRCIND002   Support the supply of Pharmacy Medicines and Pharmacist Only Medicines

SIRCINF001   Use pharmacy practices for infection control

SIRCPPA005   Assist customers with cough and cold relief products

SIRCPPA006   Assist customers with skin and anti-fungal products

SIRCPPA008   Assist customers with products for gastro-intestinal conditions

SIRCPPA009   Assist customers with allergy relief products

SIRCPPA010   Assist customers with analgesic and anti-inflammatory products

HLTWHS001   Participate in workplace health and safety

Elective Units

Anatomy and Physiology

HLTAAP001   Recognise healthy body systems

Beauty Products and Services

SHBBCCS001   Advise on beauty products and services

SHBBMUP002   Design and apply make-up

Client and Customer Service

SIRXCEG003   Build customer relationships and loyalty

SIRXCEG008   Manage disrespectful, aggressive or abusive customers

Dispensary

SIRCDIS002   Deliver medicines to customers outside the pharmacy

SIRCDIS003   Assist in dispensing prescriptions

Diversity

CHCDIV001   Work with diverse people

Pharmacy Product Advice

SIRCPPA001   Assist customers with vitamins, minerals and supplements

SIRCPPA002   Assist customers with eye and ear care products

SIRCPPA003   Assist customers with first aid products

SIRCPPA004   Assist customers with oral care products

SIRCPPA007   Assist customers with pregnancy and maternal health products and services

SIRCPPA011   Assist customers with baby and infant care products

SIRCPPA013   Assist customers with smoking cessation products

SIRCPPA018   Assist customers with women's and men's health care products

Inventory

SIRRINV001   Receive and handle retail stock

SIRRINV002   Control stock

Marketing and Public Relations

SIRXMKT001   Support marketing and promotional activities

Merchandising

SIRRMER001   Produce visual merchandise displays

Retail Procedures

SIRXSLS002   Follow point-of-sale procedures

SIRRRTF001   Balance and secure point-of-sale terminal

Skin Services

SHBBSKS001   Pierce ear lobes

Workplace Effectiveness

BSBWOR301   Organise personal work priorities and development

Qualification Mapping Information

No equivalent qualification.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ca051b1b-5101-4ec2-ac1c-49699303188d