



Australian Government

Assessment Requirements for SIRCCPM004 Manage pharmacy sales and service delivery

Release: 1

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Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- take responsibility for managing all aspects of pharmacy sales and service delivery over a period of two months
- collect and evaluate customer feedback for two month period
- evaluate and resolve three referred customer complaints
- determine staff sales targets for the two month period and produce documents which clearly present targets
- monitor sales data and performance and make monthly target adjustments according to operational constraints
- produce fortnightly sales reports over the two month period
- maintain fortnightly records of stock availability, evaluate supply issues fortnightly over the two month period and rectify problems
- develop a report at the end of the two month period, detailing operational difficulties and recommendations for improving business productivity. Issues to be covered:
 - systematic customer service problems
 - sales
 - product supply
 - business processes and systems.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- principles of quality customer service
- professional service standards expected of pharmacy personnel
- pharmacy customer groups and their service preferences and expectations
- format, contents and use of:
 - customer service and complaint resolution policies and procedures
 - sales targets
 - sales reports
- methods of monitoring adherence to customer service standards and policies
- methods of collecting customer feedback

- methods of determining sales targets in line with pharmacy values and objectives
- overview of:
 - pharmacy product range
 - specifications for quality of supplier merchandise
- sources of product and supplier information
- sources of information on negotiated cost of supply, contractual arrangements and preferred supplier arrangements
- features and functions of pharmacy stock control and sales data software.

Assessment Conditions

Skills must be demonstrated in a pharmacy with designated front of pharmacy and dispensary areas. This can be:

- an industry workplace
- a simulated industry environment.

Assessment must ensure use of:

- information technology hardware
- stock control and sales data software currently used by the community pharmacy industry
- the following documents which can be:
 - sales target documents
 - sales reports
 - information on negotiated cost of supply, contractual arrangements and preferred supplier arrangements
 - customer service and complaint resolution policies and procedures
 - specifications for quality of supplier merchandise
- customers and team members with whom the individual can interact; these can be:
 - customers and staff in an industry workplace; or
 - individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Assessors must satisfy the Standards for Registered Training Organisation's requirements for assessors, and:

- have worked in the pharmacy sector for at least two years.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ca051b1b-5101-4ec2-ac1c-49699303188d>