



Australian Government

SIRCCPM005 Manage pharmacy premises, equipment and merchandise

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to manage the maintenance and presentation of pharmacy premises, equipment and merchandise, including pricing, in line with the image of a professional health provider.

This unit applies to retail, front of pharmacy and other managers working in community pharmacies. They work with significant autonomy and are responsible for making a range of management decisions across single or multiple pharmacy outlets.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Community Pharmacy Management

Unit Sector

Community Pharmacy

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1. Manage pharmacy appearance and access.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Develop, document and implement organisational procedures for pharmacy housekeeping and maintenance.
- 1.2. Monitor and maintain pharmacy housekeeping standards.
- 1.3. Provide easy and safe access into and within pharmacy for people with mobility aids.
- 1.4. Maintain professional services area as clearly distinguishable from general trading area.
- 1.5. Identify and resolve merchandise and pharmacy presentation

- problems.
2. Maintain pharmacy equipment and stock storage.
 - 2.1. Develop and document maintenance schedules for pharmacy equipment according to manufacturer recommendations.
 - 2.2. Coordinate maintenance and repairs of pharmacy equipment to ensure serviceability and correct calibration.
 - 2.3. Complete and maintain accurate records of maintenance and repairs.
 - 2.4. Maintain areas for receiving and storing stock in appropriate conditions for stock category.
 - 2.5. Ensure refrigerated storage is cold chain tested and certified at regular intervals.
 - 2.6. Maintain room temperatures in pharmacy professional, trading and storage areas according to organisational requirements.
 3. Manage pharmacy merchandise presentation.
 - 3.1. Ensure layout and presentation promote customer flow, and comply with scheduled medicine display requirements and visual merchandising policies and plans.
 - 3.2. Develop and implement layout assessment checks.
 - 3.3. Organise location for display of temporary specials and promotions.
 - 3.4. Define standards for visual presentations and displays and clearly communicate to team members.
 - 3.5. Ensure team members maintain clean and tidy displays according to display plans.
 - 3.6. Consult with front of pharmacy team members to assess customer response to space allocations.
 4. Maintain pharmacy merchandise pricing.
 - 4.1. Maintain pricing of pharmacy medicines and products according to organisational pricing policy.
 - 4.2. Clearly communicate accurate pricing information and changes to team members.
 - 4.3. Ensure current and accurate pricing is maintained on all displays.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

- | | |
|---------------------|---|
| Reading skills to: | <ul style="list-style-type: none">• interpret a range of familiar and detailed documents including organisational policies and manufacturer instructions for equipment maintenance. |
| Numeracy skills to: | <ul style="list-style-type: none">• calculate dimensions of pharmacy areas to plan customer flow and space for displays |

- Technology skills to:
- interpret complex pricing policies, calculate and maintain correct prices.
 - produce and file procedures, pricing and maintenance documents.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet -

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

Assessment Requirements for SIRCCPM005 Manage pharmacy premises, equipment and merchandise

Modification History

Not applicable.

Performance Evidence

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

- manage all aspects of the maintenance and presentation of pharmacy premises and equipment, merchandise and pricing over a period of two months
- develop, document and implement maintenance schedules for the two month period
- coordinate over the two month period:
 - scheduled maintenance of pharmacy equipment
 - scheduled and unscheduled calibration of pharmacy equipment
 - required testing and certification of pharmacy refrigeration
- maintain areas for receiving and storing pharmacy stock for two supply periods, including requirements for cold chain items
- manage merchandise pricing, space allocation and display for:
 - three temporary specials displays
 - three changed locations for permanent stock.

Knowledge Evidence

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

- format, content and use of:
 - housekeeping and maintenance procedures
 - maintenance schedules
 - maintenance and repair records
 - presentation standards and procedures
- location and basic aspects of manufacturer instructions for maintenance and repairs
- maintenance requirements for different types of pharmacy equipment
- calibration requirements for pharmacy equipment and content of calibration charts
- testing and certification requirements and schedules for pharmacy refrigeration
- optimum environmental storage conditions for pharmacy medicines and products, including temperature, light and humidity controls for perishable and cold chain dispensary items
- overview of pharmacy product and service range
- legal requirements for product placement and advertising of Pharmacy Medicines (S2)

- front of pharmacy layouts and principles for:
 - ease of access for people with mobility aids
 - defining a professional services area
 - customer flow
 - effective placement of merchandising displays
- basic aspects of visual merchandising principles
- organisational:
 - merchandising policies and plans
 - merchandise space allocations
 - pricing policy.

Assessment Conditions

Skills must be demonstrated in a pharmacy with a designated front of pharmacy area and stock control and storage facilities for perishable and non-perishable pharmacy stock. This can be:

- an industry workplace
- a simulated industry environment.

Assessment must ensure use of:

- information technology hardware and software
- refrigerator or freezer dedicated to pharmaceuticals
- pharmacy display stands and shelving, shelf facings and signage for products and services
- demountable promotional display fixtures
- a diverse commercial product range of unscheduled medicines and products and Pharmacy Medicines
- product labels and price tickets
- manufacturer instructions for a range of pharmacy equipment
- calibration requirements and charts for pharmacy equipment
- testing and certification requirements and schedules for pharmacy refrigeration
- the following documents which can be:
 - housekeeping and maintenance procedures
 - maintenance schedules
 - maintenance and repair records
 - merchandising policies and plans
 - merchandise space allocations
 - pricing policy
 - price lists
- team members with whom the individual can interact; these can be:
 - 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.

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