



Australian Government

Assessment Requirements for SIRCCPM006 Develop a pharmacy product and service range

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:

- research four different pharmacy customer groups and their product and services preferences
- review the performance of two different categories of pharmacy products and services
- research and identify two new products and suppliers for each of the two product categories chosen
- identify product line for deletion for one of the product categories chosen
- develop and document pricing policies for the four new products
- monitor the quality and performance of new supply over a two month trading period and rectify deficiencies.

Knowledge Evidence

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

- sources of information on pharmacy customer groups and their product and service preferences
- overview of pharmacy product range
- front of pharmacy layout and space requirements for different categories of pharmacy products
- pharmacy values and objectives that impact on product and service provision
- overview of current competitor products, services and price structure
- format and content of sales budgets, sales and stock reports and their use in analysing product performance
- sales budget targets for:
 - turnover
 - profit
- format, content and use of:
 - merchandising plans
 - product pricing policies
 - specifications for quality of supplier merchandise
- sources of product and supplier information

- principles of negotiation, stages in the negotiating process and different techniques that can be applied
- key components of contracts and agreements with suppliers:
 - nature of agreements and contracts
 - preferred supplier agreements
 - terms and obligations of parties
 - terms of trade
 - exclusion clauses
 - dispute resolution clauses
 - termination of contracts
- methods of monitoring quality of supply and identifying systematic deficiencies
- features and functions of pharmacy stock control and sales data software.

Assessment Conditions

Skills must be demonstrated in a pharmacy with a designated front of pharmacy area. This can be:

- an industry workplace
- a simulated industry environment.

Assessment must ensure use of:

- information technology hardware and software
- stock control and sales data software currently used by the community pharmacy industry
- online information systems
- customer profiles and product and service preferences
- the following documents which can be:
 - sales budgets
 - sales reports
 - stock reports
 - supplier product and cost information
 - supplier contracts and agreements
 - supplier terms of trade
 - merchandising plans
 - product pricing policies
 - specifications for quality of supplier merchandise
- 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.

Links

Companion Volume implementation guides are found in VETNet -

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