



Australian Government

Assessment Requirements for SIRCDIS002 Deliver medicines to customers outside the pharmacy

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:

- deliver dispensed medicines and other products outside the pharmacy on five different occasions
- store, transport and package each of the following correctly for delivery:
 - products in different forms
 - products that are light sensitive
 - products that are heat sensitive
- deliver the following range of pharmacy medicines and products and complete required documentation:
 - Pharmacy Medicines (S2)
 - Pharmacist Only Medicines (S3)
 - Prescription Only Medicines (S4).

Knowledge Evidence

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

- role boundaries and responsibilities of pharmacy and dispensary assistants when delivering medicines outside the pharmacy
- circumstances which require and trigger referral to a pharmacist
- organisational procedures for home delivery of dispensed prescriptions and products:
 - responding to unavailability of the customer or authorised agent to accept delivery
 - arranging for a pharmacist to provide follow-up therapeutic advice and information to the customer
 - protecting security of self, product and cash
 - responding to theft, loss or accident
 - receiving, processing and documenting payments
 - maintaining privacy and confidentiality of customer information
- navigation aids for route planning and their features
- privacy and confidentiality principles relevant to prescription and pharmacy product transactions with customers

- storage and transport conditions and packaging for a range of pharmacy medicines and products in these forms:
 - drops
 - liquids
 - ointments and creams
 - pessaries
 - suppositories
 - tablets and capsules
- formats for, use and contents of:
 - customer medicine labels with directions for use
 - order documents
 - delivery documents and schedules
- features and functions of community pharmacy point-of-sale software.

Assessment Conditions

Skills must be demonstrated between:

- a pharmacy with a designated operational dispensary area. This must be in an industry workplace, which meets Pharmacy Board of Australia and relevant industry standards for dispensary operations; AND
- delivery locations which may be real or simulated.

Assessment must ensure use of:

- information technology hardware and software
- dispensary point-of-sale software currently used by the community pharmacy industry
- online information systems
- a diverse commercial product range of dispensed:
 - Pharmacy Medicines (S2)
 - Pharmacist Only Medicines (S3)
 - Prescription Only Medicines (S4)
- dispensed medicines with attached:
 - cautionary and advisory medicine labels
 - customer medicine labels with directions for use
- packing materials and storage containers appropriate for different types of pharmacy medicines and products:
 - medicines of different forms
 - light sensitive items
 - heat sensitive items
- real or fictitious, valid and fully completed prescriptions
- order documents

- delivery documents and schedules
- maps or online navigation aids
- organisational procedures for home delivery of dispensed prescriptions and products
- customers with whom the individual can interact
- pharmacists with whom the individual can interact
- assessment activities that allow the individual to:
 - work with commercial speed, timing and productivity to:
 - process delivery documentation and schedule multiple deliveries for each service period
 - complete deliveries within nominated deadlines
 - plan delivery routes in a logical sequence to achieve efficient delivery outcomes.

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>