



Australian Government

SIRCIND001 Work effectively in a community pharmacy

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to work effectively in a community pharmacy by integrating knowledge of workplace rights and responsibilities, organisational policies and procedures and by using effective work practices to plan and organise daily work activities.

This unit applies to any individual working at any level as a pharmacy or dispensary assistant in a community pharmacy. They may report directly to a retail supervisor or manager, under the overall supervision of a pharmacist, or report directly to a pharmacist.

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

Pre-requisite Unit

Nil

Competency Field

Working in Industry

Unit Sector

Community Pharmacy

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1. Source and use information on employment in community pharmacy.

PERFORMANCE CRITERIA

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

- 1.1. Identify and access sources that provide current and accurate information on employee and employer rights and responsibilities.
- 1.2. Obtain and interpret key information on individual responsibilities for anti-discrimination, harassment and equal employment opportunity.
- 1.3. Source and interpret information on national employment standards and specific employment

- arrangements for current role.
- 1.4.Source and use information on skill and knowledge requirements for own and related roles in community pharmacy.
 - 1.5.Comply with all employment requirements.
2. Work within organisational requirements.
 - 2.1.Obtain, interpret and comply with organisational procedures.
 - 2.2. Accept and process prescriptions according to organisational procedures.
 - 2.3.Participate in environmentally sustainable work practices, according to organisational procedures.
 - 2.4.Seek advice and information from supervisors and managers to ensure full understanding of organisational requirements.
 - 2.5.Work within own role boundaries and recognise roles and responsibilities of other pharmacy staff.
 - 2.6.Use designated lines of pharmacy communication and reporting.
 - 2.7.Follow organisational dress or uniform standards.
3. Use effective work habits.
 - 3.1.Plan and organise daily work activities within scope of responsibility.
 - 3.2.Maintain work areas according to organisational procedures and standards.
 - 3.3.Act promptly on instructions, information and follow procedures relevant to the task.
 - 3.4.Work collaboratively with team members, supervisors and managers to maximise efficiency and quality of daily work outcomes.
 - 3.5.Prioritise and complete competing tasks within designated timeframes.

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.

Technology skills to:

- use online information systems to search for information.

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 SIRCIND001 Work effectively in a community pharmacy

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:

- access, interpret and use information about employment rights and responsibilities and organisational procedures in community pharmacy from three different sources
- use effective planning, organisational and communication skills to address five community pharmacy daily work activities that individually or cumulatively involve situations where:
 - customers require dispensing services
 - customers require referral to pharmacist or more senior pharmacy colleagues.

Knowledge Evidence

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

- sources of information on employment rights and responsibilities:
 - employer associations
 - Fair Work Commission
 - Fair Work Ombudsman
 - state and territory government boards and commissions for anti-discrimination and equal employment opportunity
 - staff handbooks
 - trade unions
- basic aspects of these employment related laws covering rights and responsibilities of employees and employers:
 - Fair Work Act 2009; minimum workplace entitlements provided by the National Employment Standards (NES)
 - relevant state or territory anti-discrimination or equal employment opportunity law:
 - harassment provisions; types of harassment, rights and responsibilities of employees and employers and consequences of non-compliance with the law
 - equal employment opportunity (EEO) provisions; rights of employees and responsibilities of employers to make merit based employment decisions
 - role of relevant state or territory board or commission in managing complaints

- general role characteristics, boundaries and responsibilities for key community pharmacy jobs, including career paths:
 - pharmacy assistants
 - dispensary assistants
 - retail supervisors and managers
 - pharmacists
- basic aspects of industrial awards for community pharmacy employees
- primary functions of trade unions for community pharmacy employees
- organisational policies and procedures that relate to general work practices:
 - uniform, personal presentation
 - accepting, declining and amending rostered hours
 - personal and carer's leave
 - counselling and discipline
 - grievances
 - equal employment opportunity
 - harassment
 - environmentally sustainable workplace practices
- organisational policies and procedures that relate to pharmacy work practices:
 - accepting and processing prescriptions
 - referral to pharmacist
- typical terms and conditions of employment for community pharmacies
- sustainable work practices in pharmacies:
 - waste disposal
 - practices for reducing water and energy use in pharmacies.

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 and software
- online information systems
- current plain English guidelines issued by regulatory bodies covering National Employment Standards (NES), anti-discrimination or equal employment opportunity law
- plain English information about industrial awards for community pharmacy employees issued by regulatory bodies or unions
- organisational policies and procedures for general work and pharmacy practices.

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

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