



Australian Government

Department of Education, Employment and Workplace Relations

SIR20112 Certificate II in Community Pharmacy

Release: 2

SIR20112 Certificate II in Community Pharmacy

Modification History

The version details of this endorsed qualification are in the table below. The latest information is at the top.

Release	Comments
Release 2	Editorial updates.
First Release	SIR20112 replaces SIR20107 Certificate II in Community Pharmacy as the intent of the qualification. The total number of units required to complete the qualification has decreased to 18 units. The number of core units has decreased from 12 to 8. The number of elective units has increased from 6 to 10.

Description

This qualification reflects the role of individuals who apply retail operational tasks and provide initial customer service in a community pharmacy environment. These individuals provide preliminary advice to customers, and function under supervision, as part of a pharmacy team, recognising the limitations of their job role and referring customers to more senior pharmacy assistants or a pharmacist where appropriate.

Work could be undertaken in a variety of community pharmacy settings.

Job roles

Individuals with this qualification are able to perform roles, such as:

- responding to and advising customers on general retail products
- accepting prescriptions
- applying product knowledge to recommend and supply a defined range of pharmacy products and services to customers
- referring customers to more senior pharmacy assistants or a pharmacist
- operating within the legislative framework, regulation and protocols that apply to community pharmacy
- operating a point of sale area
- maintaining stock levels and displays
- organising and maintaining work areas

Pathways Information

This qualification is suitable for an Australian Apprenticeship pathway. The Certificate II in Community Pharmacy is suitable for VET in Schools delivery.

Pathways into the qualification

People may enter this qualification with limited or no vocational experience and without a lower level qualification.

Pathways from the qualification

After achieving this qualification, people may progress to a Certificate III in Community Pharmacy or to Certificate III qualifications other service industry fields.

Licensing/Regulatory Information

All relevant federal, state or territory legislation, Pharmacy Board of Australia Guidelines, and established practice and quality assurance standards are to be met.

Entry Requirements

There are no entry requirements for this qualification.

Employability Skills Summary

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY	
Employability Skill	Industry/enterprise requirements
Communication	Use questioning and active listening techniques to identify requirements, answer questions and provide information on pharmacy product or service and to provide advice to a more senior team member or a customer. Follow instructions from other team members and complete workplace documents, complete forms and provide work related information with customers.
Teamwork	Work collaboratively with other team members, respecting and understanding of their roles and responsibilities. Feedback in the context of a pharmacy. Employees are expected to perform their duties and have opportunities to assist others.
Problem-solving	Demonstrate sensitivity to customer needs, identify problems and acting to avoid them. Work in the context of a team structure where tasks may be referred to another team member. Follow store policy and procedures.
Initiative and enterprise	Look for opportunities to do things better than other team members and supervisors. Positively accept and adapt to change in the pharmacy. Take positive action to improve the pharmacy.
Planning and organising	Plan and carry out simple front-of-counter tasks that are set by a supervisor.
Self-management	Understand and follow pharmacy work duties. Work within the pharmacy. Demonstrate good behaviour, effective management of time; and the ability to efficiently perform tasks under instruction.
Learning	Identify personal strengths and weaknesses and to recognise how to personally learn new ways of doing things within the context of store procedures.
Technology	Use of computer based point-of-sale systems, pharmacy equipment and pharmacy procedures. Follow pharmacy equipment and follow pharmacy procedures.

Packaging Rules

18 units must be completed:

- 10 core units
- 8 elective units:
 - 4 units must be selected from Group A – Pharmacy Product Knowledge
 - the remaining 4 units may be selected from:
 - Group B – General Elective Units, or
 - SIR07 V3 Retail Services Training Package or another endorsed Training Package or accredited course, provided the units are first packaged at AQF level 2 or 3 in the parent Training Package.

In all cases, selection of electives must be guided by the job outcome, local industry requirements and the characteristics of this qualification (as per the AQF descriptors).

Core units	
HLTIN301C	Comply with infection control p
SIRCIND201	Operate in a community pharm
SIRCHCS201	Support the supply of Pharmacy
SIRXCCS201	Apply point-of-sale handling pr
SIRXCLM101	Organise and maintain work ar
SIRXCOM101	Communicate in the workplace
SIRXIND101	Work effectively in a customer
SIRXMER201	Merchandise products
SIRXRSK201	Minimise loss
SIRXWHS101	Apply safe work practices
Elective Group A – Pharmacy Product Knowledge	
SIRCPPK201	Assist customers seeking comm supplements
SIRCPPK202	Assist customers seeking eye a
SIRCPPK203	Assist customers seeking first a
SIRCPPK204	Assist customers seeking oral c

SIRCPPK205	Assist customers seeking to rel
SIRCPPK206	Assist customers seeking to rel
SIRCPPK207	Supply medical devices
SIRXRPK002A	Recommend hair, beauty and c
Elective Group B – General Elective units	
Client and Customer Service	
SIRXCCS202	Interact with customers
Computer Operations and ICT Management	
SIRXICT001	Operate retail technology
Finance	
SIRXFIN201	Balance and secure point of sal
Inventory	
SIRXINV001A	Perform stock control procedur
Pharmacy Product Knowledge	
SIRCPPK201	Assist customers seeking comm supplements
SIRCPPK202	Assist customers seeking eye a
SIRCPPK203	Assist customers seeking first a
SIRCPPK204	Assist customers seeking oral c
SIRCPPK205	Assist customers seeking to rel
SIRCPPK206	Assist customers seeking to rel
SIRCPPK207	Supply medical devices
SIRXRPK002A	Recommend hair, beauty and c
Retail Make-Up and Skin Care	
SIBBFAS201A	Demonstrate retail skin care pr

SIBXFAS201A	Design and apply make-up
Sales	
SIRXSLS201	Sell products and services
Skin Services	
SIBBSKS201A	Pierce ears
Sustainability	
BSBSUS201A	Participate in environmentally s
Industry	
SIRCIND202	Plan a career in community pha