



Australian Government

Department of Education, Employment and Workplace Relations

SIR30112 Certificate III in Community Pharmacy

Release: 2

SIR30112 Certificate III 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	Updated imported unit: <ul style="list-style-type: none">BSBWOR301B Organise personal work development
First Release	SIR30112 replaces SIR30107 Certificate III in Community Pharmacy as the intent of the qualification has changed. The total number of units required to complete the qualification has decreased from 34 to 26. The number of core units has decreased from 10 to 8. The number of elective units has decreased from 24 to 18.

Description

This qualification reflects the role of individuals who apply pharmacy product and service knowledge along with retail skills to provide service to customers in a community pharmacy environment. Work is undertaken with some autonomy but under the supervision of a pharmacist.

The structure of this qualification recognises the diversity of business models that characterise the community pharmacy industry. It supports multi-skilling and participation in work teams as appropriate to the size and structure of the business.

Job roles

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

- communicating with customers to identify needs
- accepting and delivering prescriptions to and from customers
- applying specialised product knowledge to recommend and supply pharmacy products and services to customers
- operating within the legislative framework, regulation and protocols that apply to community pharmacy
- recognising and acting on situations or requests that require referral to a pharmacist
- assisting in the dispensary
- creating and maintaining displays
- merchandising products and performing stock control.

Pathways Information

This qualification is suitable for an Australian Apprenticeship pathway and is not recommended 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, or they may have previously completed a Certificate II qualification.

Pathways from the qualification

After achieving this qualification, people may progress to a Certificate IV in Community Pharmacy or to Certificate IV qualifications in 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 communication skills to explain product information, answer questions and provide information. Communicate about highly perishable products with empathy, tact and confidentiality to affected customers. Be familiar with the range of products and/or used in product
Teamwork	Work closely with the pharmacist to provide appropriate products and services. May include supporting other personnel in the role as required and according to
Problem-solving	Solve problems within a framework of protocols and with reference to product information to services to meet customer needs. Provide product information, for example, evidence-based product information and choices.
Initiative and enterprise	Use initiative in identifying the needs of customers and to maintain current trends. Opportunities for initiating new business procedures and protocols.
Planning and organising	Operate within the boundaries of guidelines and business protocols. Managing the sale of products includes managing information and ensuring that procedures and protocols
Self-management	Understand the legal context, including also an awareness of the special requirements of managing scheduled medicines. Understand the roles and responsibilities of the pharmacist. Take responsibility for the role of the pharmacist. Take management and actively seek
Learning	Maintain current knowledge about the pharmacy. Access a range of sources to update their own knowledge and provide
Technology	Use computer based point-of-sale systems to access a range of products including kits

	items operate. Assist the customer to identify their need or capacity, demonstrate the use of equipment and maintenance as appropriate.
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Packaging Rules

To achieve a Certificate III in Community Pharmacy 26 units must be completed:

- 17 core units
- 9 elective units:
 - 5 units must be selected from Group A – Pharmacy Support
 - 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, 3 or 4 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 procedures
HLTCSD306C	Respond effectively to difficult situations
SIRCDIS301	Accept prescriptions and return to supplier
SIRCHCS201	Support the supply of Pharmacy products
SIRCPPK205	Assist customers seeking to relieve pain
SIRCPPK206	Assist customers seeking to relieve discomfort
SIRCPPK308	Assist customers seeking relief of cold and flu
SIRCPPK309	Assist customers seeking to relieve allergies
SIRCPPK310	Assist customers with analgesic use
SIRXCCS201	Apply point-of-sale handling procedures
SIRXCCS202	Interact with customers
SIRXCLM101	Organise and maintain work area
SIRXCOM101	Communicate in the workplace
SIRXIND101	Work effectively in a customer service environment
SIRXINV001A	Perform stock control procedures
SIRXRSK201	Minimise loss

SIRXWHS101	Apply safe work practices
Elective Group A – Pharmacy Support	
SIRCHCS302	Assist in managing Pharmacy M
SIRCHCS303	Advise on asthma management
SIRCHCS304	Advise on smoking cessation
SIRCHCS305	Advise on continence management
SIRCHCS306	Advise on complementary med
SIRCPPK201	Assist customers seeking comm supplements
SIRCPPK202	Assist customers seeking eye an
SIRCPPK203	Assist customers seeking first a
SIRCPPK204	Assist customers seeking oral c
SIRCPPK311	Assist customers seeking baby
SIRCPPK312	Assist customers seeking sexual
SIRXRPK002A	Recommend hair, beauty and c
Elective Group B – General Elective units	
Client and Customer Service	
SIRXCCS203	Promote loyalty programs
Computer Operations and ICT Management	
SIRXICT303	Operate retail information techn
Dispensary	
SIRCDIS302	Deliver medicines to customers
SIRCDIS303	Assist in dispensing prescriptio
Finance	
SIRXFIN201	Balance and secure point-of-sal

Health Care Support	
SIRCHCS302	Assist in managing Pharmacy M
SIRCHCS303	Advise on asthma management
SIRCHCS304	Advise on smoking cessation
SIRCHCS305	Advise on continence management
SIRCHCS306	Advise on complementary med
Inventory	
SIRXINV002A	Maintain and order stock
Medical Services Administration	
BSBMED301B	Interpret and apply medical term
Management	
SIRXMGT001A	Coordinate work teams
SIRXMGT002A	Maintain employee relations
Marketing and Promotion	
SIRXMPR002A	Provide marketing and promoti
Merchandising	
SIRXMER201	Merchandise products
SIRXMER202	Plan, create and maintain displa
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
SIRCPPK311	Assist customers seeking baby

SIRCPPK312	Assist customers seeking sexual
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Skin Services	
SIBBSKS201A	Pierce ears
Sales	
SIRXSL201	Sell products and services
Sustainability	
BSBSUS201A	Participate in environmentally s
Training and Education	
TAEASS301B	Contribute to assessment
TAEDEL301A	Provide work skill instruction
Workplace Effectiveness	
BSBWOR301B	Organise personal work priorit