Australian Government

Department of Education, Employment and Workplace Relations

SIR40107 Certificate IV in Community Pharmacy

Revision Number: 1

INDUSTRY SKILLS COUNCILS
Creating Australia's Future

SIR40107 Certificate IV in Community Pharmacy

Modification History

Not applicable.

Description

This qualification provides the skills and knowledge for an individual to be competent to work in a community pharmacy. Likely functions within the community pharmacy industry for those who achieve this level of competency include maintaining store safety and security, managing sales and customer service, leading and managing staff and managing merchandise and store presentation.

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.

This qualification is designed to reflect the role of individuals who work relatively autonomously under broad supervision of the pharmacist. They also coordinate and supervise others in the workplace. The role involves the use of a broad knowledge base incorporating some theoretical concepts and requires the identification, analysis and evaluation of information from a variety of sources.

This qualification is suitable for an Australian Apprenticeship pathway.

Job roles

Pharmacy assistant

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Entry requirements
There are no prerequisites for entry to this qualification.

Employability Skills Summary

EMPLOYABILITY SKILLS SUMMARY
SIR40107 Certificate IV in Community Pharmacy
The following table contains a summary of the employability skills required by the community pharmacy industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability skill	Industry/enterprise requirements for this qualification include:
Communication	Apply communication skills to provide instruction and feedback, mentor others in the workplace and co-ordinate customer service. Interact with customers who may be elderly, ill or drug affected, often about highly personal and sensitive matters requiring empathy, tact and confidentiality. Be familiar with technical terms used to describe products and/or used in product and health care information.
Problem solving	Solve problems within a framework of established business procedures and protocols and with reference to the pharmacist. Respond to staffing and resource issues, investigate and resolve stock discrepancies and respond to customer requests.
Initiative and enterprise	Use initiative in identifying the most appropriate products and services for customers and maintain current knowledge of product range and market trends. Opportunities for initiative and enterprise occur within established business procedures and protocols and with reference to the pharmacist. Those responsible for marketing and merchandising develop and coordinate promotional strategies for community pharmacy products.
Teamwork	Work closely with the pharmacist and other members of the staff team (according to business size). Mentor workplace procedures and protocols to others, provide leadership and support team members to carry out their role.
Planning and organising	Support the pharmacist in planning and providing a safe and secure work environment and overseeing implementation of work procedures and protocols consistent with legislative, business and customer requirements. Identify and source required resources to support management of sales and customer service. Schedule work activities, co-ordinate inputs of specialist service providers and ensure that the required resources are available for the staff team to deliver business outcomes.

Employability skill	Industry/enterprise requirements for this qualification include:
Self-management	Manage their own time and overseeing or establishing schedules and routines for others in consultation with the pharmacist and/or other staff. Understand the legal context, including the boundaries of the job role and also an awareness of the special requirements for selling medicines and managing scheduled medicines. This involves a detailed understanding of the roles and responsibilities of the pharmacy assistant and how these relate to the role of the pharmacist.
Learning	Maintain current knowledge of market trends and products and services that could be sold by their pharmacy. Access a range of sources of information and expertise to update their own knowledge and provide current information to customers. Make current product knowledge available to other team members.
Technology	Update and maintain computer-based information and database systems. Sell a range of products including kits, aids and equipment. Understand how these items operate, to assist the customer in appropriate selection depending on their need/capacity, demonstrate safe use and provide information on care and maintenance as appropriate.

Due to the high proportion of electives required by this qualification, the industry/enterprise requirements described above for each employability skill are representative of community pharmacy in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements of the units of competency for this qualification.

Retail and Wholesale qualifications

Packaging Rules

QUALIFICATION RULES

To achieve a Certificate IV in Community Pharmacy, 33 units must be completed:

- all 22 core units
- 11 elective units. Elective units may be selected as follows.
  - A maximum of 6 units may be selected from the Elective Units in Group A below.
  - A minimum of 5 and a maximum of 11 elective units may be selected from the Elective Units in Group B below.
  - A maximum of 2 elective units may be selected from Group C below.
  - A maximum of 5 elective units may be selected from elsewhere in the Retail Services Training Package or from any other endorsed Training Package or accredited course. These must be units which are packaged within a Certificate III or IV qualification in the parent Training Package. Training Packages that

> overlap with Community Pharmacy activities include Health, Business Services and Beauty.
>
> Elective units selected must be additional to those already counted towards a lower level qualification within this 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	
HLTCSD306B	Respond effectively to difficult or challenging behaviour
SIRPDIS001A	Accept prescriptions and deliver medicine
SIRPPKS001A	Support the sale of pharmacy and pharmacist-only medicines
SIRPPKS002A	Identify, locate and sell products related to allergies
SIRPPKS003A	Identify, locate and sell analgesic and anti-inflammatory products
SIRPPKS005A	Identify, locate and sell cough and cold products
SIRPPKS006A	Identify, locate and sell eye, ear and oral care products
SIRPPKS007A	Identify, locate and sell products for gastro-intestinal conditions
SIRPPKS008A	Identify, locate and sell first aid and wound care products
SIRPPKS009A	Identify, locate and sell products for skin and fungal conditions
SIRPPKS010A	Assist in the management of pharmacy and pharmacist-only medicines
SIRXCCS003A	Coordinate interaction with customers
SIRXIND001A	Work effectively in a retail environment
SIRXINV001A	Perform stock control procedures
SIRXMER001A	Merchandise products
SIRXMGT003A	Lead and manage people
SIRXOHS001A	Apply safe working practices
SIRXOHS002A	Maintain store safety

SIRXOHS003A	Provide a safe working environment
SIRXRSK001A	Minimise theft
SIRXRSK002A	Maintain store security
SIRXSLS005A	Manage sales service and delivery

ELECTIVE UNITS: **GROUP A**

Community Pharmacy: **Dispensary**

SIRPDIS003A	Assist in dispensary operations
SIRPDIS004A	Assist in dispensary stock control
SIRPDIS005A	Assist in preparing dose administration containers
SIRPDIS006A	Assist in preparing extemporaneous prescriptions

Community Pharmacy: **Product**

SIRPPKS011A	Provide information, products and services on asthma
SIRPPKS012A	Provide information, products and services on blood pressure
SIRPPKS013A	Provide information, products and services on complementary medicine
SIRPPKS014A	Provide information, products and services on diabetes
SIRPPKS015A	Provide information, products and services on diet, nutrition and weight management
SIRPPKS016A	Provide information, products and services to support home health care
SIRPPKS017A	Provide information, products and services on pregnancy and maternal health
SIRPPKS018A	Provide information, products and services on smoking cessation
SIRPPKS019A	Provide information, products and services on women's and men's health
SIRPPKS020A	Provide information, products and services on wound care

ELECTIVE UNITS: **GROUP B**

Cleaning and Maintenance

SIRXCLM002A	Manage store facilities

Service Skills Australia

E-Business

SIRXEBS001A	Acquire and retain online customers
SIRXEBS002A	Manage retail brands online
SIRXEBS003A	Manage and promote business to business e-commerce solutions
SIRXEBS004A	Select an e-business model

Finance

SIRXFIN004A	Manage financial resources
BSBFIA302A	Process payroll

ELECTIVE UNITS: GROUP B (CONTINUED)

Human Resources Management

SIRXHRM001A	Administer human resources policy
SIRXHRM002A	Recruit and select personnel
TAAASS401A	Plan and organise assessment
TAADEL402A	Facilitate group-based learning
TAADEL404A	Facilitate work-based learning

Inventory

SIRXINV004A	Buy merchandise
SIRXINV005A	Control inventory

Merchandising

SIRXMER004A	Manage merchandise and store presentation

Risk Management and Security

SIRXRSK004A   Control store security

ELECTIVE UNITS: **GROUP C**

Administration

SIRXADM001A   Apply retail office procedures

SIRXADM002A   Coordinate retail office

Computer Operations and ICT Management

SIRXICT001A   Operate retail technology

Community Pharmacy: **Dispensary**

SIRPDIS002A   Deliver prescription medicines to customers outside the
                       pharmacy

Finance

SIRXFIN001A   Balance point-of-sale terminal

SIRXFIN002A   Perform retail finance duties

SIRXFIN003A   Produce financial reports

Human Resources Management

BSBWOR301A	Organise personal work priorities and development
TAADEL301A	Provide training through instruction and demonstration of work skills
TAAASS301A	Contribute to assessment

Inventory

SIRXINV002A	Maintain and order stock

ELECTIVE UNITS: **GROUP C** (**CONTINUED**)

Merchandising

SIRPMER001A	Market and promote pharmacy products and services area
SIRXMER002A	Coordinate merchandise presentation

Management and Leadership

SIRXMGT001A	Coordinate work teams
SIRXMGT002A	Maintain employee relations
SIRXMGT006A	Initiate and implement change

Quality and Innovation

SIRXQUA005A	Maintain operational quality and productivity

Risk Management and Security

SIRXRSK003A	Apply store security systems and procedures

Sales	
SIRXSLS003A	Coordinate sales performance
SIRXSLS004A	Build relationships with customers

Community Pharmacy: **Product**	
SIRPPKS004A	Identify, locate and sell baby and infant products

Retail Product Knowledge	
SIRXRPK001A	Recommend health and nutritional products and services
SIRXRPK002A	Recommend hair, beauty and cosmetic products and services

Service Skills Australia