Step into a supervising or management role within the pharmacy or move into the dispensary. Through elective units, this qualification can be tailored to provide expertise in: dispensary operations, assisting with health promotion and professional services, including diabetes, blood pressure and sleep apnoea, and leadership and management skills.

There are five different Certificate IV qualification streams to choose from. This allows you to select a qualification that meets the current and on-going needs of your pharmacy. Before you enrol in your Certificate IV you need to choose which stream best suits your needs.

WHO SHOULD DO THIS COURSE?

Experienced pharmacy assistants who want to develop management skills, provide specialised support in the pharmacy and have their existing skills formally recognised.

COURSE DURATION

Full time employees should complete the course within 14 months. Part time employees should complete the course in under 18 months. A training plan is provided to support each student for the duration of the course. If you have already completed either Certificate II or III in Community Pharmacy you could complete the course within 12 months. Additional units or evidence showing previous experience may be required for students who haven’t completed a Certificate III in Community Pharmacy.

ENTRY REQUIREMENTS

There are no formal entry requirements, however a Certificate III in Community Pharmacy is highly recommended. Students need to be employed within a community pharmacy and working a minimum of 13 hours per week for the duration of the course.

DELIVERY METHOD

This course is delivered via workbook and completed whilst working in a community pharmacy. Support and assessment is provided by a qualified Guild trainer throughout the course duration.

RECOGNITION OF PRIOR LEARNING (RPL)

Recognition of Prior Learning (RPL) is an assessment process which evaluates your existing skills, knowledge and life experience against the training units in the Community Pharmacy qualifications. If eligible you may be given credit for specific units in your qualification based on this assessment – saving you valuable time in gaining your qualification.

COURSE FEES

<table>
<thead>
<tr>
<th></th>
<th>Funded</th>
<th>Concession</th>
<th>Fee for service</th>
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<tr>
<td>Member</td>
<td>$1,760</td>
<td>$352</td>
<td>$2,900</td>
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<tr>
<td>Non-member</td>
<td>Upon request</td>
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This course fee is GST free, inclusive of administration fees and provides for electronic workbooks. The fees stated are indicative and subject to confirmation during enrolment based on eligibility for funding and credit transfers. Additional material fees apply if hardcopy workbooks are requested ($25 per workbook). Member prices apply to employees of the nominated Guild member pharmacy. AFSPA prices apply to employees of the AFSPA pharmacies.

GOVERNMENT FUNDING

Training to eligible students is delivered with Victorian and Commonwealth funding.

Guild Training will be able to assist in determining your eligibility for funding. Guild Training encourages people with disabilities to access government funded subsidised training.

STREAMS

Students select from one of the specialised course streams below. Each stream includes Core units and a number of Electives to meet the requirements of this qualification.

- Certificate IV in Community Pharmacy - Dispensary (SIR40112)
- Certificate IV in Community Pharmacy - Specialist Product Knowledge (SIR40112)
- Certificate IV in Community Pharmacy - Front of Pharmacy Supervision (SIR40112)
- Certificate IV in Community Pharmacy - Health Care Support (SIR40112)
- Certificate IV in Community Pharmacy - Stock Control and Management (SIR40112)
COURSE STREAM
UNITS & ELECTIVES

ALL STREAMS - CORE UNITS

- SIRCHCS201 Support the supply of Pharmacy Medicines and Pharmacist Only Medicines
- HLTCS306C Respond effectively to difficult or challenging behaviour
- SIRCHCS302 Assist in managing Pharmacy Medicines and Pharmacist Only Medicines
- SIRXWHS302 Maintain store safety
- SIRXMGT003A Lead and manage people

DISPENSARY STREAM

This qualification is designed to provide dispensary assistants with the full set of dispensary units to ensure they have a comprehensive and thorough understanding of all aspects of dispensary operations. This qualification also includes additional dispensary units that allow you to gain more advanced skills including the preparation of dose administration aids and working with residential care and aged care facilities in the provision of services to your patients.

The units included in this qualification meet Pharmacy Board of Australia that requires pharmacists to 'ensure that dispensary assistants or dispensary technicians undertake a complete a recognised training course that provides them with the skills and knowledge to, under the direct personal supervision of a pharmacist, assist in the selection, processing and labelling of prescription medicines.'

This would suit dispensary assistants who want to advance their understanding of dispensary operations and provide the full scope of dispensary services.

DISPENSARY ELECTIVE UNITS

- SIRCDIS301 Accept prescriptions and return dispensed medicines to customers
- SIRCDIS303 Assist in dispensing prescriptions
- SIRCDIS404 Assist in dispensary stock control
- SIRCDIS405 Assist in dispensary administration
- SIRCDIS406 Assist in preparing dose administration aids
- SIRCDIS408 Coordinate service to patients in residential care settings
- HLTCOM408D Use specific health terminology to communicate effectively
- SIRCQUA401 Coordinate a pharmacy quality system
- BSBMGT403A Implement continuous improvement
COURSE STREAM
UNITS & ELECTIVES

SPECIALIST PRODUCT KNOWLEDGE STREAM

This qualification is designed to provide you with the skills and knowledge to assist the pharmacist in the implementation, coordination and management of health services and programs within your pharmacy. The units studied within this qualification will equip you with key skills in the provision of blood pressure testing, blood glucose testing, and weight management services as well as an understanding of home medicines reviews and pharmacy health promotions. You can further specialise your skills by selecting elective units that match the specific health services provided by your pharmacy.

This qualification would ideally suit pharmacy assistants who want to play a key role in the provision of health services to the community and advance their knowledge of key health conditions and product knowledge.

SPECIALIST PRODUCT KNOWLEDGE ELECTIVE UNITS

- HLTIN402C Maintain infection control standards in office practices settings
- SIRCHCS407 Test blood pressure and advise on self-monitoring
- SIRCHCS408 Test blood glucose and advise on equipment and services for diabetes management
- SIRCHCS409 Advise on diet, nutrition and weight-management products and services
- SIRCHCS415 Coordinate pharmacy health promotions and home medicine reviews
- SIRCHCS411 Advise on wound care products and self-care
- SIRCHCS410 Advise on pregnancy and maternal health products and services
- SIRCHCS305 Advise on continence management
- HLTIN301C Comply with infection control policies and procedures

HEALTH CARE SUPPORT STREAM

This qualification is designed to provide you with the skills and knowledge to assist the pharmacist in the implementation, coordination and management of health services and programs within your pharmacy. The units studied within this qualification will equip you with key skills in the provision of blood pressure testing, blood glucose testing, and weight management services as well as an understanding of home medicines reviews and pharmacy health promotions. You can further specialise your skills by selecting elective units that match the specific health services provided by your pharmacy.

This qualification would ideally suit pharmacy assistants who want to play a key role in the provision of health services to the community.

HEALTH CARE ELECTIVE UNITS

- HLTIN402C Maintain infection control standards in office practices settings
- SIRCHCS407 Test blood pressure and advise on self-monitoring
- SIRCHCS408 Test blood glucose and advise on equipment and services for diabetes management
- SIRCHCS409 Advise on diet, nutrition and weight-management products and services
- SIRCHCS415 Coordinate pharmacy health promotions and home medicine reviews
- SIRCHCS414 Support the management of obstructive sleep apnoea
- SIRCHCS410 Advise on pregnancy and maternal health products and services
- SIRCHCS412 Provide Australian needle and syringe program services
- HLTCOM408D Use specific health terminology to communicate effectively
FRONT OF PHARMACY SUPERVISION STREAM

This qualification is designed to provide you with the skills and knowledge to take the first step into managing and supervising the front of pharmacy. The units studied within this qualification will equip you with key management skills include managing staff, undertaking recruitment, selection and employment tasks, implementing and maintaining QCPP in your pharmacy as well as coordinating services and sales of pharmacy products.

This qualification would ideally suit a pharmacy assistant who sees their career in community pharmacy focused on the front of shop operations and the management of the pharmacy team.

FRONT OF PHARMACY ELECTIVE UNITS

- SIRCMER401 Market and promote a pharmacy products and services area
- SIRXMER405 Manage store presentation and pricing
- SIRXCCS304 Coordinate interaction with customers
- SIRXSLS304 Coordinate sales performance
- SIRXMGT001A Coordinate work teams
- SIRXHRM001A Administer human resources policy
- SIRXMGT002A Maintain employee relations
- SIRXHRM002A Recruit and select personnel
- SIRCQUA401 Coordinate a pharmacy quality system

STOCK CONTROL AND MANAGEMENT STREAM

This qualification is designed to provide you with the skills and knowledge to manage critical stock control and inventory functions in your pharmacy. The units included in this qualification will ensure you have the skills to manage this critical area in community pharmacy and allow you to control stock, manage supplier relationships, plan inventory and manage pricing. Other key skills included in this qualification include coordinating your pharmacy’s interactions with customers and understanding sales performance to achieve positive outcomes for your pharmacy.

This qualification would ideally suit a pharmacy assistant who wishes to specialise in the management of stock and inventory and play a fundamental role in the provision of medicines to the community.

STOCK CONTROL AND MANAGEMENT ELECTIVE UNITS

- SIRXINV001A Perform stock control procedures
- SIRXINV002A Maintain and order stock
- SIRXINV003A Plan inventory levels
- SIRXINV005A Control inventory
- SIRXINV407 Manage suppliers
- SIRCMER401 Market and promote a pharmacy products and services area
- SIRXMER405 Manage store presentation and pricing
- SIRXCCS304 Coordinate interaction with customers
- SIRXSLS304 Coordinate sales performance