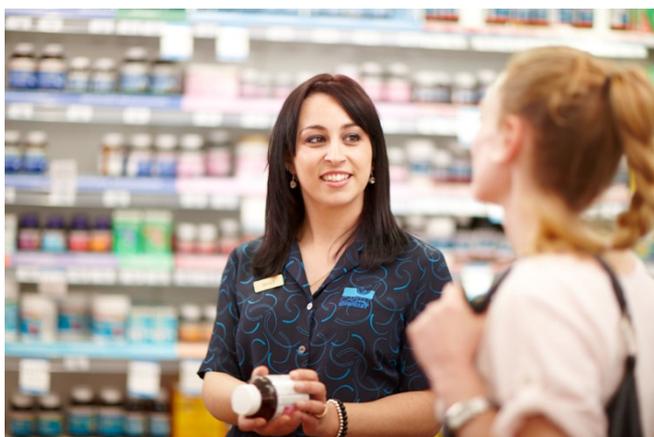


Pre-enrolment Information Guide Certificate III in Community Pharmacy SIR30112



What is the Certificate III in Community Pharmacy?

The Certificate III in Community Pharmacy (SIR30112) provides the skills and knowledge for you to be competent to work at entry level in a community pharmacy. Typical functions within the community pharmacy industry for those who achieve this level of competency include:

- 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

The Certificate III in Community Pharmacy is made up of 26 Units of Competency (17 core units and 9 elective units). This qualification has been designed with new or existing staff in mind.

What are the study pathways once I have completed a Certificate III in Community Pharmacy?

Learners who complete the SIR30112 Certificate III in Community Pharmacy have the required skills and knowledge required to work effectively within a community pharmacy. They can further enhance and deepen their skills by undertaking the SIR40112 Certificate IV in Community Pharmacy.

Is there an entry requirement?

You do not need to have prior pharmacy knowledge or prerequisite training, however you need to be employed within a community pharmacy.

Is there a specific language, literacy and numeracy requirement for entry into this course?

There is no specific language, literacy or numeracy entry requirement stipulated for this course; however learners are encouraged to discuss any learning difficulties or preferred learning styles with their trainer and/or the training manager so that appropriate support can be arranged if required. It may be necessary for you to undertake an assessment to accurately determine your learning support needs. If it is determined that you require specialised or extensive learning support, a cost may be involved.

Any information you provide will be protected under the Privacy policies and procedures of the Pharmacy Guild of Australia.

Unique Student Identifier (USI)

An initiative introduced by the Australian Government requires all individuals that are enrolled in nationally recognised training will need to have a USI.

Your USI account will contain all your nationally recognised training records and results.

Should you need to apply for a USI number please visit www.usi.gov.au and follow the prompts to create your account.

Once you have received your USI number you need to provide this to Guild Training. Your Certificate or Statement of Attainment will not be issued until Guild Training has received your USI number.

What is competency based training and assessment?

Competency based training places an emphasis on the workplace demonstration of knowledge and skills. When provided with an adequate range of workplace tasks you have the best opportunity to develop the necessary skills to achieve competency and complete your qualification. Another benefit of competency based training is that it allows you to move through your course as you attain competencies rather than being bound to set time frames. When all the competencies outlined in your training plan have been achieved, and all parties to the training plan agree, you will receive your qualification.

Assessment is the process of collecting evidence and making decisions about whether you, can perform to the standards expected in the workplace. The units of competency that you are studying are the benchmarks or standards for assessment and they form the basis for the nationally recognised qualification you will receive on successfully completing your course.

Guild Training uses a range of methods and tools to make a decision about your competency in both on and off-the-job activities. The assessments used by Guild Training will include a minimum of three from the list below:

- Written assessment activities
- Practical activities
- Assessment through Recognition of Prior Learning
- Workplace assessment (SERs)

The full details of your assessment requirements will be discussed at induction with your trainer/assessor. This section of your induction will cover:

- Your agreed training plan and assessment requirements
- Recognition of Prior Learning as an assessment method
- Resubmit process if you are deemed not yet competent
- Appeals against an assessment decision

What is the mode of study?

This mode of study enables you to undertake your training in the workplace under the supervision of a workplace supervisor and at a time convenient to the pharmacy. You will be provided with electronic training materials and supported/guided by a Guild trainer/assessor.

All learners will receive a pre-training visit from a Guild trainer/assessor.

Type of training enrolments

There are two types of training enrolments offered to learners. They are:

- Traineeships, or
- Standard enrolments.

Who can be a trainee?

Traineeships in the Certificate III in Community Pharmacy can be undertaken by full time or part time staff who are new or existing workers. There are a few exemptions to undertaking a traineeship that apply nationally. You can confirm your eligibility through your state government or with an Australian Apprenticeship Centre (AAC).

If you have worked continuously for your employer either full time for three months, or part time for 12 months immediately prior to entering traineeships, you are deemed an existing worker.

If you work part time, you can undertake a traineeship if the relevant industrial award or agreement has provision for this to happen. Under a part time traineeship, you must work a minimum of 13 hours per week, averaged over each 4 week period for the duration of the traineeship.

Traineeships are not available to casual or daily hire employees as there is no guaranteed pattern of work (which is a requirement of a training contract). Any form of traineeship offered in Australia requires you to have a training contract signed by an AAC and registered with your state government prior to commencing your course of study. Once you have signed your agreement and you are a registered trainee, you can enrol in your traineeship program with the Pharmacy Guild of Australia.

Can I do a traineeship while I am at school?

You may start a traineeship while you are at school. School based traineeships enable you to gain a vocational qualification while completing your school studies. Your

Vocational Education and Training (VET) Coordinator is a key contact to ensure you meet your school, work and training commitments. School based traineeships are a great career option for students in Year 11 and Year 12.

How do I become a trainee?

If you have not already done so, you and your employer will need to meet with an AAC representative to develop the training contract. The AAC role is to provide information, administration services and support to employers and trainees. They assist with the signing of training contracts, and also assess, approve and process the payment of Australian Government incentives to eligible employers. There is a range of AACs available nationally. To search for an AAC in your area, visit australianapprenticeships.gov.au or ask the Pharmacy Guild of Australia for assistance.

Can I still do the training if I am not eligible for a traineeship?

Yes, employees who are not eligible for a traineeship can still enrol in the training.

Pharmacy Visits

If you are undertaking a traineeship your Guild trainer/assessor will:

- contact you and your workplace supervisor, by phone on a monthly basis, and
- conduct in-store visits at specific increments of the training:
 - 1st visit – 25% of training
 - 2nd visit – between 25% and 50% of training
 - 3rd visit – between 50% and 75% of training
 - 4th visit – on completion of training.

Learners not undertaking a traineeship can request a pharmacy visit by their Guild trainer/assessor at an additional cost.

How long will the course take me to complete?

Your course is competency based and is designed in a way that allows you to progressively develop competencies. An indication of completion times for a Certificate III in Community Pharmacy are:

- Full time learners can expect to complete the course within 13 months
- Part time learners can expect to complete the course within 26 months

Note: These recommended timeframes may be reduced through Recognition of Prior Learning or credit transfer arrangements.

What is accelerated learning?

Accelerated learning enables you to progress through your course at a faster rate than usual. Completion of all designated assessments are required and may be negotiated between you, your employer and your Guild trainer/assessor. No special applications or processes are required and normal enrolment fees apply. All activities shall be recorded as part of the standard training delivery and assessment, and a result processed upon completion.

Can I gain credit toward my course?

Guild Training is committed to ensuring compliance with the VET Quality Framework by recognising qualifications and statements of attainments issued by other Registered Training Organisations (RTO).

Under the recognition principle Guild Training accepts the credentials issued by another Registered Training Organisation based in any State/Territory of Australia. All current and potential learners who hold qualifications or statements of attainment from other RTO's will have these qualifications recognised and receive the appropriate credit transfers or recognition opportunities.

If you have successfully completed the unit SIRPPKS001A Support the Sale of Pharmacy Medicines and Pharmacist Only Medicines, you may be eligible for recognition. Credit has to be applied for, at the time of enrolment.

What is Recognition of Prior Learning?

Guild Training is committed to the Principles of Recognition of Prior Learning (RPL) and Recognition of Current Competencies (RCC) and will provide all learners with access to these recognition and assessment services.

Guild Training supports an approach which values all learning, however achieved, through an open and transparent approach to assessment and recognition. Guild Training recognises that learning takes place not only through formal studies at accredited institutions, but also through activities such as employer-based training and development and relevant life experience.

The underlying principle of RPL is that no learner should be required to undertake a unit of competency in a course for which they are already able to demonstrate satisfactory achievement of the performance outcomes.

Please note RPL can be applied for at course commencement or at any time throughout the duration of the course.

When can I start my course?

The Pharmacy Guild of Australia offers rolling starts to pharmacy staff wishing to undertake study. This means you may commence training in this course any time that is suitable to you and your employer once you are enrolled.

How much will the Certificate III in Community Pharmacy cost?

The cost of the course will depend on the learners' eligibility for government-funded subsidised training.

Eligibility for government-funded subsidised training places is determined by Guild Training using Victorian Training Guarantee guidelines.

If learners are not eligible for government-funded subsidised training their enrolment will be on a fee for service basis.

How are fees calculated?

Government-funded subsidised training

- Is determined by Guild Training on the basis of the nominal hours allocated to units chosen by the trainee and endorsed in their Training Plan.
- Will be charged at \$4.00 per nominal hour of government-funded training.

Concession rates are available for government-funded enrolment for (i) any person holding a Commonwealth Health Care Card, Pensioner Concession Card or Veteran's Gold Card and (ii) any dependant spouse or dependant child of a cardholder. The concession rate will be calculated on 20% of the nominal hour fee.

Fee for service

Category	Guild Members	Non-Guild Members
Certificate III in Community Pharmacy*	\$3,400	\$3,890
Single Unit Fee - Enrolment	\$200	\$275

* Successful Completion of 26 Units of Competency

When are my course fees payable?

Course fees are charged after your eligibility for state funding has been assessed and your employer has given confirmation to proceed with the pre training visit.

The first payment charged before course commencement will be no more than \$1000. Each instalment thereafter will occur every three months and will not exceed \$1500 at any time until the full course fee has been invoiced.

Additional Charges

Issue or re-issue of learner guides

Hardcopy learner guides or workbooks are not included as part of the course fee. If you require hardcopy learner guides as part of your training, each learner guide will incur an additional charge of \$25.00 per learner guide. This is also applicable for any learner guide that is re-issued.

Guild Trainer/Assessor Pharmacy Visits

Learners who request a pharmacy visit outside of those already entitled under a traineeship can do so for an additional cost of \$150 per visit.

Note: If the visit is outside of your traineeship and further than 100kms from the Melbourne CBD, additional expenses may be incurred.

Replacement Certificates/Statements of Attainment

Guild Training will provide replacement certificates to trainees who provide proof of identity. Trainees who require replacement Certificates/Statements of Attainment will be charged \$50.00 for the provision of this service.

If you only require a Transcript of Results a charge of \$20 applies.

Once training is completed, learner files are archived off-

site. To recall your file, you will incur a \$55.00 charge.

Non-Completion of Traineeship

Trainees who do not complete their traineeship within the contract period will be required to complete any outstanding units of competency on a full fee paying basis. Fees will be calculated based on Guild Training's price schedule.

A Statement of Attainment will be issued for all completed units.

Extensions for traineeships can be applied for in extreme circumstances and approval will be on a case by case basis.

Am I eligible for a fee exemption on grounds of extreme financial hardship?

Where payment of the learner course fee would cause extreme financial hardship, then you may be exempt from these fees. If you believe you can provide evidence of extreme financial hardship, you must apply in writing for consideration of a full or partial waiver of fees.

Extreme financial hardship constitutes the following:

- The circumstance must be of an extreme nature, therefore, mere inconvenience or discomfort is not sufficient.
- The hardship must be financial.
- The hardship must be of such an extreme nature that it is outside that which the average person would usually have to manage.

Note: You must apply for fee exemption at the time of enrolment and it applies only to individual learners paying their own course fees.

Protection of Fees

Guild Training has a policy in place to protect fees paid in advance. This policy is in line with the VET Quality Framework. To achieve this, Guild Training, Victoria Branch is governed by Option 3 of the NVR standards. View this policy in our Training Agreement located at www.guildtraining.com.au.

Will my employer get any financial incentives?

Commonwealth incentives may be accessed by employers of eligible trainees through the Australian Apprenticeship Centres. The incentives and eligibility criteria are subject to change. Please ensure your employer has confirmed

their eligibility with an Australian Apprenticeship Centre at the time of signing the training contract.

Payment Methods

Fees can be paid by any of the following methods:

- Charge to your Guild Account
- Credit Card
- Cheque/Money Order be made payable to The Pharmacy Guild of Australia, Victoria Branch and be posted to Level 2, 40 Burwood Road, Hawthorn VIC 3122

Learner Policies

Learner policies and obligations will be provided upon enrolment. If you require information on any policies that apply to learners undertaking studies with the Pharmacy Guild of Australia, prior to enrolment, please refer to www.guildtraining.com.au.

Cancellation and Refunds of Course Fees

All cancellation and refunds must be requested in writing to Guild Training along with a reason for cancellation and requesting a refund. Course fees are non-transferable.

- If withdrawing prior to pre-training visit: full refund less \$150 administrative fee
- If withdrawing within 30 days of the pre-training visit: full refund less \$400
- If withdrawing after 30 days of the pre-training visit: no refund

In the event of a workplace dispute, no refunds will be given once the 30 day withdrawal period has expired. All matters in relation to fees paid should be discussed between the employer and employee and must not involve Guild Training.

Fees will be refunded in full where illness or disability prevents a learner from taking up a course (on submission of medical certificate).

The refund will be paid within two weeks of the day on which the refund was approved by the training manager. The refund must be paid to the same person or body from whom the payment was received.

No refund of course fees will be made where your enrolment is cancelled for any of the following reasons:

- **Failure to maintain**

*Get the
knowledge.*

Guild Training

satisfactory course progress.

- Failure to pay course fees.
- Failure to adhere to Learner Rules.

In the unlikely event that Guild Training is unable to deliver the course in full, a refund of all the course money paid to date will be offered. The refund will be paid within two weeks of the day on which the course ceased being provided.



Guild Overview

The Pharmacy Guild of Australia is an employer's organisation registered under the Workplace Relations Act. Its role is to service the needs of independent community pharmacies. It exists for the protection and development of its members and to maintain community pharmacies as the most appropriate providers of health care to the community through optimum therapeutic use of drugs, drug management and related services.

Inside this framework, the Pharmacy Guild of Australia recognises that the role of the pharmacy assistant and the dispensary assistant has become increasingly important in supporting these health care services, and is committed to providing up-to-date training services. Within the scope of the National Secretariat, The Pharmacy Guild of Australia is a Registered Training Organisation (RTO) – Provider number 0452 and is approved to deliver nationally recognised training to pharmacy assistants working in community pharmacy.

Contacts

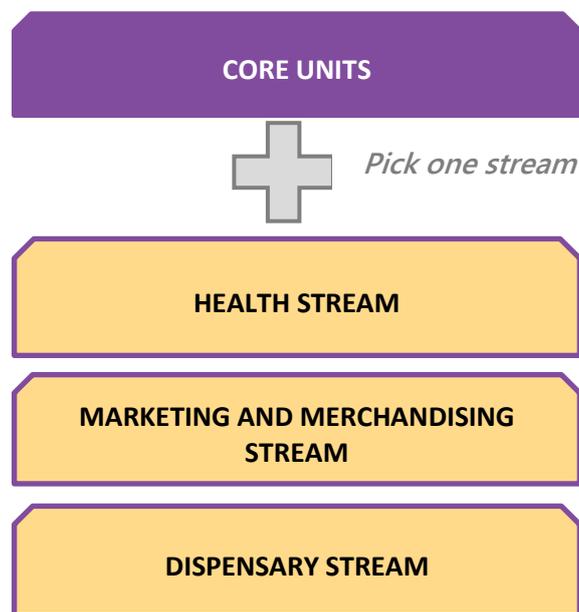
During your training you may need to contact someone from Guild Training. In most cases you will need to contact your Guild Trainer. Their contact details will be provided to you. Below is a list of additional contacts that you may need in your state Branch.

The Pharmacy Guild of Australia, Victoria Branch - Guild Training Contacts			
Branch Training Details			
Telephone	03 9810 9988	Email	trainingservices@vic.guild.org.au
Fax	03 9810 9980	Address	Level 2, 40 Burwood Road Hawthorn VIC 3122

Core and Elective Map Certificate III in Community Pharmacy SIR30112

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.

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



Unit Descriptors

Certificate III in Community Pharmacy SIR30112

CORE UNITS		UNIT DESCRIPTORS
SIRCHCS201	Support the supply of pharmacy medicines and pharmacist only medicines	This unit will provide you with the knowledge and skills required to support the supply of Pharmacy Medicines (S2) and Pharmacist Only Medicines (S3) to customers in a community pharmacy. This unit covers the role of the pharmacy assistant, quality in a community pharmacy, understanding medicines, medicine schedules and Pharmacy Medicines and Pharmacist Only Medicines. Also included in this unit are pharmacy protocols, dealing with specific medicines, communicating with your customers and privacy and confidentiality.
SIRXCOM101	Communicate in the workplace to support team and customer outcomes	This unit will provide you with the knowledge and skills to effectively communicate with customers and other staff in the workplace. It involves establishing contact with customers, processing information, working in a team, maintaining personal presentation, following routine instructions, and reading and interpreting retail documents. The unit covers the ability to select and use verbal and non-verbal communication techniques to interact with colleagues and customers in a positive and inclusive manner, and to interpret and generate workplace information in a variety of formats.
SIRXIND101	Work effectively in a customer service environment	This unit will provide you with the knowledge and skills required to work effectively in a customer service role in a community pharmacy. This unit applies to pharmacy assistants working as effective frontline staff in a pharmacy, within the context of the organisational goals, customer service values and standards. Also covered in this unit are the pharmacy industry, the pharmacy environment, medicines and schedules, employee rights and responsibilities.
SIRXCCS201	Apply point of sale handling procedures	This unit will provide you with the knowledge and skills to operate the point-of-sale system in your pharmacy, apply pharmacy policies and procedures to a range of transactions, interact with customers, and package or wrap an item for transportation. It covers demonstration of the ability to operate a range of point-of-sale equipment in order to complete sales, returns and exchange transactions, and process a number of methods of payment, according to pharmacy policies.
SIRXCCS202	Interact with customers	This unit will provide you with the knowledge and skills required to deliver service to customers. It involves being able to communicate effectively with customers, respond to their complaints, receive and process sales orders, and identify special customer requirements. This unit covers providing personalised service to customers, anticipating, identifying and solving problems, dealing with customer complaints, understanding customer needs and dealing with customers with special needs.
SIRXCLM101	Organise and maintain work areas	This unit will provide you with the knowledge and skills to organise and maintain work areas in a pharmacy environment. It involves applying personal hygiene practices and the organised use of equipment and chemicals to keep the workplace tidy, clean and safe. This unit covers the ability to demonstrate and apply knowledge of workplace policies, guidelines and manufacturer instructions in order to use tools, chemicals and equipment for the safe and efficient cleaning, organisation and maintenance of work areas. It also includes cleaning the work area, reporting an accident or incident, cleaning equipment and products, chemical and hazardous substances and disposing of waste.
SIRXWHS101	Apply safe working practices	This unit will provide you with the knowledge and skills to apply safe work practices in the pharmacy, including identifying and reporting faults and problems, according to work health and safety (WHS) legislation and pharmacy policies. It also covers procedures for emergency situations, evacuation, accident and illness. This unit includes the National Occupational Health and Safety Commission (NOHSC) guidelines for Workplace Health and Safety.
HLTIN301C	Comply with infection control procedures	This unit will provide you with the knowledge and skills to comply with infection control policies and procedures in the pharmacy. It covers infection control guidelines, identifying and responding to infection risks, maintaining personal hygiene and using personal protective equipment. Included in this unit is limiting contamination, the handling, packaging, storing and disposal of waste, cleaning pharmacy surfaces and managing spills.

CORE UNITS (continued)		UNIT DESCRIPTORS
SIRXINV001A	Perform stock control procedures	This unit will provide you with the knowledge and skills to handle stock in a pharmacy environment. It involves receiving and processing incoming goods, rotating stock and dispatching goods. This unit applies to team members who handle and move stock, to ensure efficient stock control within the pharmacy environment. Team members are required to receive and process incoming goods, dispatch outgoing goods, rotate stock and maintain stock levels, assist with stocktaking, and report problems or discrepancies in stock to relevant personnel according to pharmacy policy and relevant legislation, whilst using safe working practices.
SIRXRSK201	Minimise loss	This unit will provide you with the knowledge and skills to minimise theft and loss of stock in a pharmacy environment. It involves applying pharmacy policies and procedures and industry codes of practice in regard to pharmacy security, theft prevention and correct stock usage, reporting theft or suspicious behaviour to relevant personnel, and monitoring stock, work areas, customers and staff to minimise opportunities for theft. Also included in this unit is payment fraud, price switching, internal theft, supplier theft, shoplifting and robbery.
SIRCDIS301	Accept prescriptions and return dispensed medicines to customers	This unit will provide you with the knowledge and skills to collect and verify customer's prescription-related information, lodge prescriptions for dispensing, and return dispensed prescription medicines to customers on behalf of the dispensing pharmacist. Topics covered within this unit include the Pharmaceutical Benefits Scheme, the range of different prescriptions, packaging prescription medicines and your role in providing prescription medicines to your customers.
SIRCPPK309	Assist customers seeking to relieve common allergic symptom reactions	This unit will provide you with the knowledge and skills to work with customers to assist them with common allergic conditions. This will include the required questioning protocol, product and health care information and self-care practices. Topics covered within this unit include the common allergy conditions including allergic rhinitis or hayfever, sinusitis and conjunctivitis. Also included is the range of allergy medicines such as antihistamines, nasal sprays and corticosteroid nasal sprays.
SIRCPPK310	Assist customers seeking analgesic and anti-inflammatory products	This unit will provide you with the knowledge and skills to work with customers to assist them with pain and anti-inflammatory conditions. This will include the required questioning protocol, product and health care information and self-care practices. Topics covered within this unit include headache, joint pain, skin pain and dental pain. Also included is the range of pain and anti-inflammatory medicines including, paracetamol, aspirin, ibuprofen, and anti-inflammatories.
SIRCPPK205	Assist customers seeking to relieve cough and cold symptoms	This unit will provide you with the knowledge and skills to work with customers to assist them with cough and cold conditions. This will include the required questioning protocol, product and health care information and self-care practices. Topics covered within this unit include the common cough and cold conditions such as the unproductive cough, the congested cough, pharyngitis, tonsillitis and croup. Also included is the range of cough and cold medicines including decongestants, cough suppressants, expectorants, mucolytics, analgesics and antihistamines.
SIRCPPK308	Assist customers seeking relief from gastro-intestinal conditions	This unit will provide you with the knowledge and skills to work with customers to assist them with gastro-intestinal conditions. This will include the required questioning protocol, product and health care information and self-care practices. Topics covered within this unit include gastro-intestinal conditions such as heartburn and indigestion, constipation treatments, and nausea and vomiting. Also included is the range of gastro-intestinal medicines such as heartburn and indigestion treatments, constipation treatments, worm treatments and haemorrhoid treatments.
SIRCPPK206	Assist customers seeking to relieve skin and fungal conditions	This unit will provide you with the knowledge and skills to work with customers to assist them with skin and fungal conditions. This will include the required questioning protocol, product and health care information and self-care practices. Topics covered within this unit include the common skin and fungal conditions such as acne, impetigo, shingles, psoriasis, scabies and thrush, tinea, ringworm and eczema. Also included is the range of cold sore treatments, skin and fungal products, oral and vaginal thrush treatments, and head lice treatments.

CORE UNITS (continued)		UNIT DESCRIPTORS
SIRXINV001A	Perform stock control procedures	This unit will provide you with the knowledge and skills to handle stock in a pharmacy environment. It involves receiving and processing incoming goods, rotating stock and dispatching goods. This unit applies to team members who handle and move stock, to ensure efficient stock control within the pharmacy environment. Team members are required to receive and process incoming goods, dispatch outgoing goods, rotate stock and maintain stock levels, assist with stocktaking, and report problems or discrepancies in stock to relevant personnel according to pharmacy policy and relevant legislation, whilst using safe working practices.
SIRXRSK201	Minimise loss	This unit will provide you with the knowledge and skills to minimise theft and loss of stock in a pharmacy environment. It involves applying pharmacy policies and procedures and industry codes of practice in regard to pharmacy security, theft prevention and correct stock usage, reporting theft or suspicious behaviour to relevant personnel, and monitoring stock, work areas, customers and staff to minimise opportunities for theft. Also included in this unit is payment fraud, price switching, internal theft, supplier theft, shoplifting and robbery.
SIRCDIS301	Accept prescriptions and return dispensed medicines to customers	This unit will provide you with the knowledge and skills to collect and verify customer's prescription-related information, lodge prescriptions for dispensing, and return dispensed prescription medicines to customers on behalf of the dispensing pharmacist. Topics covered within this unit include the Pharmaceutical Benefits Scheme, the range of different prescriptions, packaging prescription medicines and your role in providing prescription medicines to your customers.
SIRCPPK309	Assist customers seeking to relieve common allergic symptom reactions	This unit will provide you with the knowledge and skills to work with customers to assist them with common allergic conditions. This will include the required questioning protocol, product and health care information and self-care practices. Topics covered within this unit include the common allergy conditions including allergic rhinitis or hayfever, sinusitis and conjunctivitis. Also included is the range of allergy medicines such as antihistamines, nasal sprays and corticosteroid nasal sprays.
SIRCPPK310	Assist customers seeking analgesic and anti-inflammatory products	This unit will provide you with the knowledge and skills to work with customers to assist them with pain and anti-inflammatory conditions. This will include the required questioning protocol, product and health care information and self-care practices. Topics covered within this unit include headache, joint pain, skin pain and dental pain. Also included is the range of pain and anti-inflammatory medicines including, paracetamol, aspirin, ibuprofen, and anti-inflammatories.
SIRCPPK205	Assist customers seeking to relieve cough and cold symptoms	This unit will provide you with the knowledge and skills to work with customers to assist them with cough and cold conditions. This will include the required questioning protocol, product and health care information and self-care practices. Topics covered within this unit include the common cough and cold conditions such as the unproductive cough, the congested cough, pharyngitis, tonsillitis and croup. Also included is the range of cough and cold medicines including decongestants, cough suppressants, expectorants, mucolytics, analgesics and antihistamines.
SIRCPPK308	Assist customers seeking relief from gastro-intestinal conditions	This unit will provide you with the knowledge and skills to work with customers to assist them with gastro-intestinal conditions. This will include the required questioning protocol, product and health care information and self-care practices. Topics covered within this unit include gastro-intestinal conditions such as heartburn and indigestion, constipation treatments, and nausea and vomiting. Also included is the range of gastro-intestinal medicines such as heartburn and indigestion treatments, constipation treatments, worm treatments and haemorrhoid treatments.
SIRCPPK206	Assist customers seeking to relieve skin and fungal conditions	This unit will provide you with the knowledge and skills to work with customers to assist them with skin and fungal conditions. This will include the required questioning protocol, product and health care information and self-care practices. Topics covered within this unit include the common skin and fungal conditions such as acne, impetigo, shingles, psoriasis, scabies and thrush, tinea, ringworm and eczema. Also included is the range of cold sore treatments, skin and fungal products, oral and vaginal thrush treatments, and head lice treatments.
HLTCSD306C	Respond effectively to difficult or challenging behaviours	This unit will provide you with the knowledge and skills required to respond effectively to difficult and challenging behaviour of customers. These skills are associated with handling difficult incidents rather than managing ongoing behaviour difficulties. Also included in this unit are the skills to understand difficult and challenging behaviour, understanding the range of actions to take, applying a response, minimising risk to customers and pharmacy staff and dealing with emergency situations. The unit also covers the reporting and review processes that need to occur after a critical incident.

HEALTH STREAM		UNIT DESCRIPTORS
SIRXSL201	Sell products and services	This unit will provide you with the knowledge and skills required to sell products and services in a community pharmacy environment. It involves the use of sales techniques and covers key selling skills, from approaching the customer to closing the sale. It requires a basic level of product knowledge and the recognition and demonstration of verbal and non-verbal communication skills to determine customer requirements, sell the benefits of products and services, overcome objections and close sales. Other topics covered within this unit include approaching the customer, gathering information, closing the sale and reviewing your personal sales style.
HLTCOM408D	Use specific health terminology to communicate effectively	This unit will provide you with the knowledge and skills required to understand and respond to instructions, carry out routine tasks and communicate with customers and other staff using appropriate health terminology. The unit covers skills to assist you to undertake basic research skills to increase your knowledge of health terminology, follow instructions, provide information to customers and other staff, develop written communication and understand abbreviations for health terms and associated processes.
SIRCHCS303	Advise on asthma management	This unit will provide you with the knowledge and skills to work with customers to assist them with the management of asthma. This will include the required questioning protocol, product and health care information and self-care practices. Topics covered within this unit include asthma medicines and delivery asthma action plan and asthma cycle of care. Also included are the symptoms of asthma and lifestyle information that can assist your customers to manage this health condition.
SIRCHCS304	Advise on smoking cessation	This unit will provide you with the knowledge and skills to work with customers to assist them with smoking cessations products and services. This will include the required questioning protocol, product and health care information and self-care practices. This unit includes the health effects of smoking, the benefits of stopping smoking, withdrawal symptoms and the methods of quitting smoking. Also included is nicotine replacement therapies, smoking and NRT and the range of NRT products.
SIRCPPK201	Assist customers seeking commonly requested vitamins, minerals and supplements	This unit will provide you with the knowledge and skills to work with customers to assist them with vitamins and mineral supplements. This will include the required questioning protocol, product and health care information and self-care practices. Topics covered within this unit include B group vitamins, folic acid, vitamin C, and fat-soluble vitamins such as vitamins A, D, E and K. Also included is information on essential minerals such as calcium, magnesium, zinc and potassium.
SIRCPPK203	Assist customers seeking first aid and wound products	This unit will provide you with the knowledge and skills to work with customers to assist them with first aid and wound care products. This will include the required questioning protocol, product and health care information and self-care practices. Topics covered within this unit include the skin and its functions, the different types of wounds and the wound healing process. Also included is the range of first aid and wound care products including dressing packs, antiseptics, and bandages.
SIRCPPK311	Assist customers seeking baby or infant care medicines and products	This unit will provide you with the knowledge and skills to work with customers to assist them with baby and infant care medicines and products. This will include the required questioning protocol, product and health care information and self-care practices. Topics covered within this unit include common baby and infant care conditions including croup, reflux, teething and temperature and fever. Also included are feeding baby and infants comprising breastfeeding, bottle feeding and formulas.
SIRCPPK312	Assist customers seeking sexual health medicines and products	This unit will provide you with the knowledge and skills to work with customers to assist them with sexual health related medicines and products. This will include the required questioning protocol, product and health care information and self-care practices. Topics covered within this unit include women and men's health conditions including menstruation, dysmenorrhoea (painful periods), incontinence and hernias. Also included is the range of contraception products, pregnancy test kits, and incontinence products.
SIRCPPK202	Assist customers seeking eye and ear products	This unit will provide you with the knowledge and skills to work with customers to assist them with eye or ear medicines. This will include the required questioning protocol, product and health care information and self-care practices. Topics covered within this unit include the structure of the eye and common eye conditions such as foreign bodies, conjunctivitis and eye infections and dry eyes. Also included is the structure of the ear and common ear conditions such as otitis externa and media, tinnitus and hearing loss.

MARKETING AND MERCHANDISING STREAM		UNIT DESCRIPTORS
SIRXMER202	Plan, create and maintain displays	This unit will provide you with the knowledge and skills to identify requirements for displays, develop display ideas, obtain approval from relevant personnel, and plan and build displays. It also covers maintaining displays to meet the requirements of the product, the audience and the pharmacy. This unit applies to team members responsible for displays in the pharmacy. Also included in this unit are the basic design principles, visual merchandising stands, environment, health and safety compliance.
SIRXMER201	Merchandise products	This unit will provide you with the knowledge and skills to merchandise products within a pharmacy. It involves the consistent application of pharmacy policies and procedures in regard to displaying, merchandising, ticketing, labelling, pricing and storing stock. It also includes the application of correct manual handling, storage and display techniques according to stock characteristics, industry codes of practice, and relevant legislation. This unit also covers the pharmacy appearance and layout, pharmacy products and product placement and the use of displays in the pharmacy.
SIRXCCS203	Promote loyalty programs	This unit will provide you with the knowledge and skills to promote loyalty programs to customers in the pharmacy. It covers the development of relationships with customers to identify regular, new, repeat customers and customers eligible for loyalty programs. This unit applies to frontline service staff and supervisors in the pharmacy. It requires the team member to promote loyalty programs to customers and to offer rewards to specific customers according to pharmacy procedures.
SIRXMRP002A	Provide marketing and promotion program support	This unit will provide you with the knowledge and skills required to support promotional and marketing programs as a frontline sales staff member in the pharmacy. This unit includes upcoming and ongoing promotional schedule, plans and activities, support requirements and expectations, processing promotional enquiries according to business policy and requirements, roles of management personnel and ways to support marketing and promotional programs.
SIRCHCS304	Advise on smoking cessation	This unit will provide you with the knowledge and skills to work with customers to assist them with smoking cessations products and services. This will include the required questioning protocol, product and health care information and self-care practices. This unit includes the health effects of smoking, the benefits of stopping smoking, withdrawal symptoms and the methods of quitting smoking. Also included is nicotine replacement therapies, smoking and NRT and the range of NRT products.
SIRCPPK201	Assist customers seeking commonly requested vitamins, minerals and supplements	This unit will provide you with the knowledge and skills to work with customers to assist them with vitamins and mineral supplements. This will include the required questioning protocol, product and health care information and self-care practices. Topics covered within this unit include B group vitamins, folic acid, vitamin C, and fat-soluble vitamins such as vitamins A, D, E and K. Also included is information on essential minerals such as calcium, magnesium, zinc and potassium.
SIRCPPK311	Assist customers seeking baby or infant care medicines and products	This unit will provide you with the knowledge and skills to work with customers to assist them with baby and infant care medicines and products. This will include the required questioning protocol, product and health care information and self-care practices. Topics covered within this unit include common baby and infant care conditions including croup, reflux, teething and temperature and fever. Also included are feeding baby and infants comprising breastfeeding, bottle feeding and formulas.
SIRXRPK002A	Recommend hair, beauty and cosmetic products and services	This unit will provide you with the knowledge and skills required to recommend and provide advice on hair, beauty and cosmetic products and services to customers. The unit includes information on hair health, cleansing the hair, styling products and using hair colours. Topics covered include the face and skin, skin types, skin care regimes and make-up. The unit also covers hands and nails, exfoliation, hair removal and fragrances.
SIRCHCS302	Assist in managing pharmacy medicines and pharmacist only medicines	This unit will provide you with the knowledge and skills to support the management of Pharmacy Medicines (S2) and Pharmacist Only Medicines (S3). It covers an understanding of pharmacy standards, protocols and procedures to ensure they are maintained to reflect scheduling changes and so that procedures are effectively implemented by staff in the pharmacy. Also included are the standards that apply to Pharmacy Medicines and Pharmacist Only Medicines, the advertising and promotional requirements and ethical sales principles, and implementing changes to scheduling rules and regulations.

DISPENSARY STREAM		UNIT DESCRIPTORS
SIRCDIS303	Assist in dispensing prescriptions	This unit will provide you with the knowledge and skills to work in a dispensary to assist with the preparation of prescriptions under the supervision of the pharmacist. It covers the duties of a dispensary assistant, limitations to the role of a dispensary assistant and the legislation and guidelines that apply to the pharmacy dispensary. Also included drug names, packaging and placement in the dispensary, dispensary workflow and design, prescription forms, and the dispensing process.
SIRCDIS404	Assist in dispensary stock control	This unit will provide you with the knowledge and skills to work with the pharmacist to manage and maintain a dispensary stock control system. It covers the sourcing and requisition of dispensary stock, PBS items, PBS reform and the use of generics, and the management of new, amended and deleted items. Also included are stock buying systems, stock documentation, storage and security of dispensary stock, monitoring temperature-sensitive products and dealing with product recalls.
SIRCDIS405	Assist in dispensary administration	This unit will provide you with the knowledge and skills to work with your pharmacist in completing administration tasks within a community pharmacy dispensary. This will include the performance of general administrative tasks including maintaining supplies of consumables and the maintenance of a safe and hygienic dispensary work are. Also included will be maintaining the dispensary computer system, preparation of the PBS claim and reconciliation of Medicare Australia payments.
SIRCHCS303	Advise on asthma management	This unit will provide you with the knowledge and skills to work with customers to assist them with the management of asthma. This will include the required questioning protocol, product and health care information and self-care practices. Topics covered within this unit include asthma medicines and delivery asthma action plan and asthma cycle of care. Also included are the symptoms of asthma and lifestyle information that can assist your customers to manage this health condition.
SIRCHCS304	Advise on smoking cessation	This unit will provide you with the knowledge and skills to work with customers to assist them with smoking cessations products and services. This will include the required questioning protocol, product and health care information and self-care practices. This unit includes the health effects of smoking, the benefits of stopping smoking, withdrawal symptoms and the methods of quitting smoking. Also included is nicotine replacement therapies, smoking and NRT and the range of NRT products.
SIRCPPK201	Assist customers seeking commonly requested vitamins, minerals and supplements	This unit will provide you with the knowledge and skills to work with customers to assist them with vitamins and mineral supplements. This will include the required questioning protocol, product and health care information and self-care practices. Topics covered within this unit include B group vitamins, folic acid, vitamin C, and fat-soluble vitamins such as vitamins A, D, E and K. Also included is information on essential minerals such as calcium, magnesium, zinc and potassium.
SIRCPPK203	Assist customers seeking first aid and wound products	This unit will provide you with the knowledge and skills to work with customers to assist them with first aid and wound care products. This will include the required questioning protocol, product and health care information and self-care practices. Topics covered within this unit include the skin and its functions, the different types of wounds and the wound healing process. Also included is the range of first aid and wound care products including dressing packs, antiseptics, and bandages.
SIRCPPK312	Assist customers seeking sexual health medicines and products	This unit will provide you with the knowledge and skills to work with customers to assist them with sexual health related medicines and products. This will include the required questioning protocol, product and health care information and self-care practices. Topics covered within this unit include women and men's health conditions including menstruation, dysmenorrhoea (painful periods), incontinence and hernias. Also included is the range of contraception products, pregnancy test kits, and incontinence products.
SIRCHCS302	Assist in managing pharmacy medicines and pharmacist only medicines	This unit will provide you with the knowledge and skills to support the management of Pharmacy Medicines (S2) and Pharmacist Only Medicines (S3). It covers an understanding of pharmacy standards, protocols and procedures to ensure they are maintained to reflect scheduling changes and so that procedures are effectively implemented by staff in the pharmacy. Also included are the standards that apply to Pharmacy Medicines and Pharmacist Only Medicines, the advertising and promotional requirements and ethical sales principles, and implementing changes to scheduling rules and regulations.