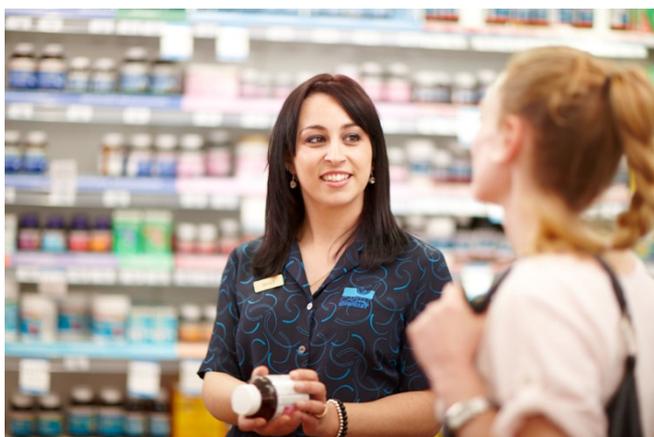


Pre-enrolment Information Guide Certificate IV in Community Pharmacy SIR40112



What is the Certificate IV in Community Pharmacy?

The Certificate IV in Community Pharmacy (SIR40112) is designed to enhance the skills of pharmacy assistants who are working or aspiring to work in a pharmacy management role. Pharmacy assistants who hold this level qualification are likely to perform roles such as:

- Maintaining store safety and security
- Coordinating sales and customer service
- Leading a team
- Supervising front of pharmacy staff
- Coordinating merchandise and pharmacy presentation
- Coordinating pharmacy health promotions
- Providing specialised pharmacy product advice
- Providing health care support services
- Assisting a pharmacist in dispensary operation and administration
- Coordinating stock control requirements for the pharmacy
- Coordinating the administration of the pharmacy quality program

The SIR40112 Certificate IV in Community Pharmacy is made up of 14 Units of Competency (4 core units and 10 elective units).

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

Learners who complete the SIR40112 Certificate IV in Community Pharmacy can undertake further studies by completing a Diploma of Retail or Diploma of Business. Other skills could be developed by accessing individual units of competency in specialist areas.

Is there an entry requirement?

You must be employed within a community pharmacy throughout the duration of the course. It is important to acknowledge that this course will require the opportunity to demonstrate competency in a number of management related activities and access to these elements in the workplace is essential to developing the relevant competencies. Please discuss this with the Guild trainer/assessor to clarify resource requirements.

If you have not completed a Certificate III in Community Pharmacy prior to commencing Certificate IV in Community Pharmacy you may be required to complete additional pre-requisite units and provide evidence that you have the required capabilities to undertake the qualification.

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 IV 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.

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 IV in Community Pharmacy are:

- Full time learners can expect to complete the course within 7 months
- Part time learners can expect to complete the course within 14 months to complete

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 IV 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 IV in Community Pharmacy*	\$2,900	\$3,380
Single Unit Fee - Enrolment	\$200	\$275

* Successful Completion of 14 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 VICV6 170216 [NATV2 090413]

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.

*Get the
knowledge.*

Guild Training

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

- **Failure to maintain 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.

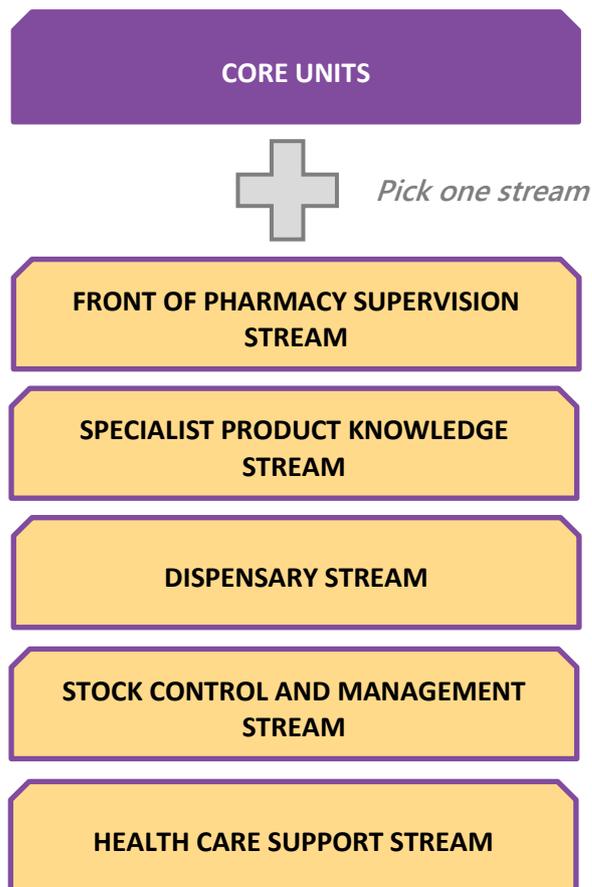
Inside this framework, the Pharmacy Guild of Australia recognises that the role of the pharmacy assistant and the dispensary assistant has become increasingly important in supporting these health care services, and is committed to providing up-to-date training services. Within the scope of the National 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 IV in Community Pharmacy SIR40112



Unit Descriptors

Certificate IV in Community Pharmacy SIR40112

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.
HLTCS306C	Respond effectively to difficult or challenging behaviour	This unit will provide you with the knowledge and skills required to respond effectively to difficult and challenging behaviours 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.
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.
SIRXMG003A	Lead and manage people	This unit will provide you with the knowledge and skills to lead and manage teams. This unit applies to team leaders or managers who are responsible for communicating team objectives, developing and improving teams, delegating responsibility, consultation and actively supporting team members to achieve goals, store plans and targets. It includes leadership and leadership styles, leadership and communication, developing goals and team objectives, improving team performance and delegating to achieve team results.
SIRXWHS302	Maintain store safety	This unit will provide you with the knowledge and skills to maintain safety in a pharmacy environment. It involves informing and involving team members with regard to work health and safety (WHS), monitoring and maintaining a safe work environment, implementing emergency procedures, identifying the need for WHS training, and maintaining WHS records. It is based on the National Occupational Health and Safety Commission (NOHSC) guidelines. Also included in this unit is managing the hierarchy of control, encouraging team consultation and collaboration and reviewing unsafe or hazardous events to identify a cause and implement risk control practices.
FRONT OF PHARMACY SUPERVISION STREAM		UNIT DESCRIPTORS
SIRCMER401	Market and promote a pharmacy products and services area	This unit will provide you with the knowledge and skills to plan and implement promotional strategies within a community pharmacy. This unit applies to pharmacy assistants who are responsible for the marketing and promotion of a specified front of pharmacy products and services area. This unit covers establishing customer profiles, developing, implementing and evaluating promotional strategies. Also included in this unit is identifying market characteristics, market analysis, and planning, developing and managing promotions.
SIRXMER405	Manage store presentation and pricing	This unit will provide you with the knowledge and skills to apply your understanding of pharmacy merchandising to plan and manage pharmacy promotions, and manage pharmacy pricing policies and housekeeping. It includes interpreting and complying with pharmacy layout and visual merchandising policies, developing and implementing procedures to manage merchandise pricing, and managing all aspects of pharmacy housekeeping, including contingency procedures. The unit also includes advertising and promotion, pricing merchandise, and managing pharmacy housekeeping.

SIRXCCS304	Coordinate interaction with customers	This unit will provide you with the knowledge and skills to coordinate interaction with customers. It involves implementing customer service standards, implementing pharmacy policy regarding customer complaints, communicating with management, and leading a customer service team. This unit covers the ability to coordinate a customer service team, provide accurate feedback to management on operational and procedural matters related to customer service, and supervise the resolution of customer complaints according to pharmacy policy.
SIRXSLS304	Coordinate sales performance	This unit will provide you with the knowledge and skills to implement and monitor pharmacy policies and procedures and relevant legislation in relation to sales transactions, and to provide feedback to management and staff on sales performance in relation to sales targets and planning. This unit applies to staff working as a manager or supervisor and assists them to monitor pharmacy policies and procedures, and provide feedback to management in relation to sales targets and planning.
SIRXMG001A	Coordinate work teams	This unit will provide you with the knowledge and skills to coordinate work teams in a pharmacy. It involves monitoring and organising staffing levels, informing team members of expected standards of work, coaching and motivating the team and maintaining staffing records. This unit applies to team leaders or managers who are responsible for the induction, rostering, coordination, coaching and motivation of work teams according to store policy and procedures and local statutory requirements. It requires strong interpersonal communication skills.
SIRXHRM001A	Administer human resources policy	This unit will provide you with the knowledge and skills to plan and manage human resources functions in your pharmacy. This unit is designed for senior staff that have responsibility for the management and supervision of pharmacy staff. Topics covered within this unit include administering the pharmacy's human resources policy, implementing staffing levels, monitoring staff performance, identifying and minimising potential industrial relations problems and developing and implementing training plans.
SIRXMG002A	Maintain employee relations	This unit will provide you with the knowledge and skills to maintain employee relations in the pharmacy. It involves identifying awards and agreements, minimising potential industrial problems, and implementing dispute and grievance procedures. This unit applies to team leaders or managers who are responsible for the maintenance of positive employee relations by acting to identify and minimise potential industrial problems, and implement dispute and grievance procedures where necessary, according to pharmacy policies and procedures and local statutory requirements. It includes applying an award or agreement, rights of employers and employees, keeping the workplace safe and fair and introducing change.
SIRXHRM002A	Recruit and select personnel	This unit will provide you with the knowledge and skills required to recruit and select new staff in the pharmacy. This unit applies to managers responsible for recruiting and selecting personnel. It involves defining future personnel requirements, determining job specifications, evaluating and selecting applicants, and recruiting staff. Also included in this unit are topics such as defining personnel requirements, staffing levels, the recruitment process, interview techniques and the employment agreement.
SIRCQUA401	Coordinate a pharmacy quality system	This unit will provide you with the knowledge and skills to coordinate the pharmacy's quality system and procedures, including the Quality Care Pharmacy Program. It includes using strategies to actively encourage the team to participate in the quality process, monitoring and reviewing performance, and identifying opportunities for further improvements. This unit applies to pharmacy assistants or dispensary assistants responsible for coordinating pharmacy quality and continuous improvement processes and for preparing quality audits. Also included is the coordination of continuous improvement systems and processes, monitoring and reviewing of performance and the management and maintenance of QCPP documentation and operating manuals.

SPECIALIST PRODUCT KNOWLEDGE STREAM

UNIT DESCRIPTORS

HLTIN402C	Maintain infection control standards in office practice settings	This unit will provide you with the knowledge and skills required of health care workers to comply with infection control regulations, standards, guidelines, policy and procedures and to identify, manage and control infection risks to customers, and other pharmacy staff. This unit includes implementing and maintaining infection control practices and infection risk containment measures, monitoring and maintaining the cleanliness of the pharmacy environment, maintain personal protection and maintain awareness of implications of premises layout and maintenance for control of infection risks.
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SIRCHCS407	Test blood pressure and advise on self-monitoring	This unit will provide you with the knowledge and skills required to test blood pressure and provide advice on ongoing self-monitoring. The unit covers a basic understanding of blood pressure, how to test and record blood pressure readings, recommend home monitoring equipment, and advise on lifestyle and self-care practices to support customers. Also included in this unit is systolic blood pressure, diastolic blood pressure, sphygmomanometer, monitoring equipment that may be of assistance to customers managing blood pressure health conditions and use, care and storage requirements for aids and equipment.
SIRCHCS408	Test blood glucose and advise on equipment and services for diabetes management	This unit will provide you with the knowledge and skills required to test blood glucose and advise on monitoring equipment and services. The unit covers an elementary knowledge of the diabetes condition, how to test blood glucose levels, recommend home monitoring equipment, and advise on lifestyle and health-care practices to support customers to manage diabetes. Also included in the unit is type 1 diabetes, type 2 diabetes, gestational diabetes, common side effects of taking diabetes medicines and key features of the National Diabetes Services Scheme (NDSS).
SIRCHCS409	Advise on diet, nutrition and weight-management products and services	This unit will provide you with the knowledge and skills to work with customers to assist them with nutrition and weight management products and services. This will include the required questioning protocol, product and health care information and self-care practices. Topics covered within this unit include nutrition and health, weight management and dietary deficiencies. Also included are weight management medicines, lifestyle and dietary advice and guidelines for total well-being.
SIRCHCS415	Coordinate pharmacy health promotions and home medicine reviews	This unit will provide you with the knowledge and skills to plan and implement health promotions and coordinate home medicines reviews within a community pharmacy. It includes developing health education, promotion and awareness strategies, implementing health education programs and coordinating home medicine reviews. Also included are working with pharmacy staff to support promotional activities, developing promotional plans, timelines and budget resources and monitoring and evaluating promotional activities against goals and objectives.
SIRCHCS411	Advise on wound care products and self-care	This unit will provide you with the knowledge and skills to work with customers to assist them with wound care products and self-care. This will include the required questioning protocol, product and health care information and self-care practices. Topics covered within this unit include the anatomy and physiology of the skin, the stages of wound healing, and internal and external factors that affect wound healing and moist wound healing. Also included are dressings and wound care products, treating acute wounds and managing chronic wounds.
SIRCHCS410	Advise on pregnancy and maternal health products and services	This unit will provide you with the knowledge and skills to work with customers to assist them in the selection of pregnancy and maternal health products and services. This will include the required questioning protocol, product and health care information and self-care practices. Topics covered within this unit include medicines and pregnancy, understanding pregnancy and maternal health, and the psychological and emotional changes that occur in pregnancy. Also included are the stages of pregnancy, pregnancy-related symptoms and maintaining health during pregnancy.
SIRCHCS305	Advise on continence management	This unit will provide you with the knowledge and skills to work with customers to assist them with continence products and services and managing incontinence. This will include the required questioning protocol, product and health care information and self-care practices. Topics covered within this unit include contributing factors and customers at risk of incontinence, continence management products, and demonstrating the use, care and maintenance of re-usable continence products, aids and equipment. Also included are lifestyle factors affecting continence, specialist services and the Continence Assistance Payments Scheme (CAPS).
SIRCHCS306	Advise on complementary medicines	This unit will provide you with the knowledge and skills to work with customers to assist them in the selection of complementary medicines. This will include the required questioning protocol, product and health care information and self-care practices. Topics covered within this unit include herbs for the digestive system and the liver, cardiovascular system and the male and female reproduction system. Also included are sports supplements, amino acids, therapeutic oils and amino acids.
DISPENSARY STREAM		UNIT DESCRIPTORS
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.

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 are 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 area. Also included will be maintaining the dispensary computer system, preparation of the PBS claim and reconciliation of Medicare Australia payments.
SIRCDIS406	Assist in preparing dose administration aids	This unit will provide you with the knowledge and skills to package or pre-pack pharmaceutical products in dose administration aids (DAAs) under the direction of a pharmacist. This will include setting up pre-packaged doses of prescribed medicines to be administered over set periods. This may be for new and ongoing individual customers or for multiple customers in residential care settings. Also included will be the range of dose administration aids, legislation and guidelines for preparing dose administration aids and maintaining effective dose administration documentation.
SIRCDIS408	Coordinate service to patients in residential care	This unit will provide you with the knowledge and skills to develop and maintain relationships with residential care providers to provide an ongoing service and supply of prescription medications and other pharmacy products to their residents. The unit covers coordinating the ongoing supply of Prescription Medicines, Pharmacist Only Medicines (S3), Pharmacy Medicines (S2), and unscheduled medicines and products to meet residents' needs. It requires complying with trading terms and servicing key provider contacts to maintain timely, quality service. This unit applies to dispensary assistants who may be responsible for coordinating dispensary and wider pharmacy services to residential care providers. A person undertaking this role is required to work under the supervision and direction of a pharmacist.
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.
SIRCQUA401	Coordinate a pharmacy quality system	This unit will provide you with the knowledge and skills to coordinate the pharmacy's quality system and procedures, including the Quality Care Pharmacy Program. It includes using strategies to actively encourage the team to participate in the quality process, monitoring and reviewing performance, and identifying opportunities for further improvements. This unit applies to pharmacy assistants or dispensary assistants responsible for coordinating pharmacy quality and continuous improvement processes and for preparing quality audits. Also included is the coordination of continuous improvement systems and processes, monitoring and reviewing of performance and the management and maintenance of QCPP documentation and operating manuals.
BSBMGT403A	Implement continuous improvement	This unit will provide you with the knowledge and skills to implement the pharmacy's continuous improvement systems and processes as part of the Quality Care Pharmacy Program. Particular emphasis is on using systems and strategies to actively encourage the team to participate in the process, monitoring and reviewing performance, and identifying opportunities for further improvements. This unit includes implementing continuous improvement systems and processes, monitoring and reviewing performance and providing opportunities for further improvement.

STOCK CONTROL & MANAGEMENT STREAM		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.
SIRXINV002A	Maintain and order stock	This unit will provide you with the knowledge and skills to maintain and order stock in a pharmacy environment. It involves monitoring receipt and dispatch of products, maintaining stock records, coordinating stocktake, identifying stock losses, processing orders and following up on orders. This unit applies to pharmacy staff that are responsible for monitoring and coordinating stock levels, storage, distribution and reorder cycles. It includes rostering staff, organising and coordinating stocktakes, maintaining accurate records and routinely reporting on inventory status to relevant personnel according to pharmacy policies and procedures.
SIRXINV003A	Plan inventory levels	This unit will provide you with the knowledge and skills to plan and control inventory levels for a pharmacy. This unit applies to team members who plan and implement inventory control systems to meet current and forecasted operational and customer demand, and monitor inventory control systems for improvement. It also includes forecasting inventory demands, implementing inventory control systems, and monitoring and improving inventory plans.
SIRXINV005A	Control Inventory	This unit will provide you with the knowledge and skills to control inventory in the pharmacy. It involves managing receipt, dispatch and storage of merchandise and pharmacy products, and managing stock control. The unit to pharmacy assistants at a supervisory level who plan, coordinate and implement activities associated with the receipt, dispatch, storage and movement of merchandise. This includes observing maintenance procedures for storage areas and equipment, according to pharmacy policy and procedures and relevant legislation.
SIRXINV407	Manage suppliers	This unit will provide you with the knowledge and skills to identify and engage new suppliers, establish and sustain supplier relationships, negotiate supply of goods, monitor supplier performance and discontinue unsatisfactory suppliers. This unit also includes the management, negotiation and supply of products, monitoring performance of existing suppliers and the monitoring of merchandise quality.
SIRCMER401	Market and promote a pharmacy products and services area	This unit will provide you with the knowledge and skills to plan and implement promotional strategies within a community pharmacy. This unit applies to pharmacy assistants who are responsible for the marketing and promotion of a specified front of pharmacy products and services area. This unit covers establishing customer profiles, developing, implementing and evaluating promotional strategies. Also included in this unit is identifying market characteristics, market analysis, and planning, developing and managing promotions.
SIRXMER405	Manage store presentation and pricing	This unit will provide you with the knowledge and skills to apply your understanding of pharmacy merchandising to plan and manage pharmacy promotions, and manage pharmacy pricing policies and housekeeping. It includes interpreting and complying with pharmacy layout and visual merchandising policies, developing and implementing procedures to manage merchandise pricing, and managing all aspects of pharmacy housekeeping, including contingency procedures. The unit also includes advertising and promotion, pricing merchandise, and managing pharmacy housekeeping.
SIRXCCS304	Coordinate interaction with customers	This unit will provide you with the knowledge and skills to coordinate interaction with customers. It involves implementing customer service standards, implementing pharmacy policy regarding customer complaints, communicating with management, and leading a customer service team. This unit covers the ability to coordinate a customer service team, provide accurate feedback to management on operational and procedural matters related to customer service, and supervise the resolution of customer complaints according to pharmacy policy.

SIRXSL304	Coordinate sales performance	This unit will provide you with the knowledge and skills to implement and monitor pharmacy policies and procedures and relevant legislation in relation to sales transactions, and to provide feedback to management and staff on sales performance in relation to sales targets and planning. This unit applies to staff working as a manager or supervisor and assists them to monitor pharmacy policies and procedures, and provide feedback to management in relation to sales targets and planning.
HEALTH CARE SUPPORT STREAM		UNIT DESCRIPTORS
HLTIN402C	Maintain infection control standards in office practices settings	This unit will provide you with the knowledge and skills required of health care workers to comply with infection control regulations, standards, guidelines, policy and procedures and to identify, manage and control infection risks to customers, and other pharmacy staff. This unit includes implementing and maintaining infection control practices and infection risk containment measures, monitoring and maintaining the cleanliness of the pharmacy environment, maintain personal protection and maintain awareness of implications of premises layout and maintenance for control of infection risks.
SIRCHCS407	Test blood pressure and advise on self-monitoring	This unit will provide you with the knowledge and skills required to test blood pressure and provide advice on ongoing self-monitoring. The unit covers a basic understanding of blood pressure, how to test and record blood pressure readings, recommend home monitoring equipment, and advise on lifestyle and self-care practices to support customers. Also included in this unit is systolic blood pressure, diastolic blood pressure, sphygmomanometer, monitoring equipment that may be of assistance to customers managing blood pressure health conditions and use, care and storage requirements for aids and equipment.
SIRCHCS408	Test blood glucose and advise on equipment and services for diabetes management	This unit will provide you with the knowledge and skills required to test blood glucose and advise on monitoring equipment and services. The unit covers an elementary knowledge of the diabetes condition, how to test blood glucose levels, recommend home monitoring equipment, and advise on lifestyle and health-care practices to support customers to manage diabetes. Also included in the unit is type 1 diabetes, type 2 diabetes, gestational diabetes, common side effects of taking diabetes medicines and key features of the National Diabetes Services Scheme (NDSS).
SIRCHCS409	Advise on diet, nutrition and weight-management products and services	This unit will provide you with the knowledge and skills to work with customers to assist them with nutrition and weight management products and services. This will include the required questioning protocol, product and health care information and self-care practices. Topics covered within this unit include nutrition and health, weight management and dietary deficiencies. Also included are weight management medicines, lifestyle and dietary advice and guidelines for total well-being.
SIRCHCS415	Coordinate pharmacy health promotions and home medicine reviews	This unit will provide you with the knowledge and skills to plan and implement health promotions and coordinate home medicines reviews within a community pharmacy. It includes developing health education, promotion and awareness strategies, implementing health education programs and coordinating home medicine reviews. Also included are working with pharmacy staff to support promotional activities, developing promotional plans, timelines and budget resources and monitoring and evaluating promotional activities against goals and objectives.
SIRCHCS414	Support the management of obstructive sleep apnoea	This unit will provide you with the knowledge and skills required to advise on, trial, recommend and supply continuous positive airway pressure (CPAP) equipment and to provide ongoing support to customers who are self-managing medically diagnosed sleep apnoea conditions. Topics covered in this unit include identifying and responding to customer needs, completing equipment and trial hire documentation, provide advice on CPAP equipment products and services and supply sleep apnoea products and services.
SIRCHCS410	Advise on pregnancy and maternal health products and services	This unit will provide you with the knowledge and skills to work with customers to assist them in the selection of pregnancy and maternal health products and services. This will include the required questioning protocol, product and health care information and self-care practices. Topics covered within this unit include medicines and pregnancy, understanding pregnancy and maternal health, and the psychological and emotional changes that occur in pregnancy. Also included are the stages of pregnancy, pregnancy-related symptoms and maintaining health during pregnancy.

SIRCHCS412	Provide Australian needle and syringe program services	This unit will provide you with the knowledge and skills to provide service Australian Needle and Syringe Program (NSP) services to pharmacy customers. This unit applies to community pharmacy employees working as pharmacy assistants or dispensary assistants. It limits them to the provision of free ready-made equipment kits and receiving used sharps. This unit includes the skills to apply NSP operational guidelines, follow pharmacy protocols and procedures, providing ready-made equipment and record NSP statistical information.
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.