



SIR20116

CERTIFICATE II COMMUNITY PHARMACY

About this Course

This program SIR20116 Certificate II in Community Pharmacy is designed for both those already working in a Community Pharmacy as a Pharmacy Assistant, as well as those who would like to pursue a career in Community Pharmacy as a Pharmacy Assistant. Pharmacy Assistants meet, greet and assist customers that visit community pharmacies, provide essential support for these customers and maintain stock and displays. They also support the care provided by the Pharmacist and the pharmacy in general.

Delivery Options



Class Room



Online

Print
Correspondance

Duration and Course Structure

Whilst this course is somewhat self-paced, the course has been designed to encourage the completion of the study and assessment requirements together with the other participants of the course and in line with the scheduled training sessions.

The nominal course duration is 12 months. This course is made up of three Modules. You have the ability to start the course at a time that suits you

The course consists of 19 units comprising 11 core units and 8 elective units that have been carefully selected in line with employer needs and learner opportunities. The qualification includes the unit SIRCIND002 Support the supply of Pharmacy Medicines and Pharmacist Only Medicines (this is the only unit in Module 1), followed by 3 modules, each containing multiple units of competency including:

Module	Name	Number of Units
Module 1	Support the Supply of Pharmacy Medicines and Pharmacist Only	1 Unit
Module 2	Working in Community Pharmacy	8 Units
Module 3	Pharmacy Product Knowledge 1	3 Units

The unit SIRCIND002 Support the Supply of Pharmacy Medicines and Pharmacist Only Medicines is required (as part of the quality management of pharmacies) by pharmacy assistants who sell scheduled medicines. This unit is also required in order to complete Module 2 of the course.

Course Content

The course is made of 19 Units of Competency organised into 4 Modules.

Module 1 - S2 - S3

Code	Title
SIRCIND002	Support the supply of Pharmacy Medicines and Pharmacist Only Medicines

About the Unit

This unit describes the performance outcomes, skills and knowledge required to source and use information on regulatory information and pharmacy compliance procedures so that requirements can be followed throughout customer transactions involving the supply of Pharmacy Medicines (S2) and Pharmacist Only Medicines (S3). Requests for therapeutic advice or the supply of Pharmacist Only

Medicines (S3) must be referred to the pharmacist.

This unit underpins effective performance for pharmacy or dispensary assistant roles in a community pharmacy. When supplying Pharmacy Medicines (S2) and Pharmacist Only Medicines (S3) they work under the direct supervision of a pharmacist.

Module 2 - Working in Community Pharmacy

Code	Title
SIRCIND001	Work effectively in a community pharmacy

About the Unit

This unit describes the performance outcomes, skills and knowledge required to work effectively in a community pharmacy by integrating knowledge of workplace rights and responsibilities, organisational policies and procedures and by using effective work practices to plan and organise daily work activities.

This unit applies to any individual working at any level as a pharmacy or dispensary assistant in a community pharmacy. They may report directly to a retail supervisor or manager, under the overall supervision of a pharmacist, or report directly to a pharmacist.

Code	Title
HLTWHS001	Participate in workplace health and safety

About the Unit

This unit describes the skills and knowledge required for workers to participate in safe work practices to ensure their own health and safety, and that of others.

The unit applies to all workers who require knowledge of workplace health and safety (WHS) to carry out their own work, either under direct supervision or with some individual responsibility.

Code	Title
SIRCINF001	Use pharmacy practices for infection control

About the Unit

This unit describes the performance outcomes, skills and knowledge required to prevent cross transmission of infection. It requires the ability to follow pharmacy infection control guidelines; use safe and hygienic practices; clean and disinfect

equipment and surfaces; and safely dispose of waste.

This unit applies to all pharmacy or dispensary assistants in a community pharmacy.

Code **Title**
 SIRCCCS001 Interact with pharmacy customers

About the Unit

This unit describes the performance outcomes, skills and knowledge required to deliver fundamental customer service to community pharmacy customers. It requires the ability to greet and serve customers and cover a range of customer service enquiries including routine customer problems.

This unit applies to pharmacy assistants who work under supervision, with guidance from more experienced team members, and ultimately under the supervising pharmacist. They provide routine customer service and would not be expected to respond to complex customer requests or complaints.

Code **Title**
 SIRCCCS002 Provide and promote services to pharmacy customers

About the Unit

This unit describes the performance outcomes, skills and knowledge required to use communication skills to engage with diverse customers to determine their needs, take opportunities to enhance the quality of service provided and promote additional services. It requires the ability to respond to difficult behaviour and complaints. Service provision could be

face-to-face, via electronic means or over the telephone.

This unit applies to those frontline service personnel who deal with customers on a daily basis. They work with some independence, under limited supervision and guidance from others but ultimately under the supervising pharmacist.

Code **Title**
 SIRCDIS001 Assist customers with prescriptions

About the Unit

This unit describes the performance outcomes, skills and knowledge required to collect and verify customer prescription information; lodge scripts for dispensing; and return dispensed prescription items to customers on behalf of the dispensing pharmacist.

This unit applies to pharmacy and dispensary assistants working in community pharmacies. When supplying prescribed medications they work under the direct supervision of a pharmacist.

Code **Title**
 SIRRINV001 Receive and handle retail stock

About the Unit

This unit describes the performance outcomes, skills and knowledge required to receive and store retail stock. It requires the ability to check stock quality and quantity against order requirements; store or present stock correctly; and maintain cleanliness of stock-handling areas.

This unit applies to all retail sectors and business sizes from large format stores to small independents. It applies to frontline personnel who have limited autonomy and work under close supervision and guidance of others in frontline operational roles. However; in smaller retail businesses, senior personnel also undertake this function.

Code	Title
SIRRMER001	Produce visual merchandise

About the Unit

This unit describes the performance outcomes, skills and knowledge required to display retail merchandise. It requires the ability to prepare, produce and maintain merchandise displays in accordance with visual merchandising requirements.

This unit applies to all businesses that sell retail merchandise. It applies to frontline personnel who have limited autonomy and work under close supervision and guidance of others in frontline operational roles. However; in smaller businesses, senior personnel might also undertake this function.

Module 3 - Pharmacy Product Knowledge 1

Code	Title
SIRCPPA004	Assist customers with oral care products

About the Unit

This unit describes the performance outcomes, skills and knowledge required to gather information about customer needs, and provide suggestions and information on Pharmacy Medicines (S2) and unscheduled products for oral care. It requires the ability to identify and act on triggers for referral to a pharmacist for therapeutic advice and supply of

Pharmacist Only Medicines (S3).

This unit applies to pharmacy assistants working in community pharmacies. They work with some independence, under general supervision and guidance from others, but ultimately under the supervising pharmacist.

Code	Title
SIRCPPA006	Assist customers with skin and anti-fungal products

About the Unit

This unit describes the performance outcomes, skills and knowledge required to gather information about customer needs, and provide suggestions and information on Pharmacy Medicines (S2) and unscheduled skin and anti-fungal products. It requires the ability to identify and act on triggers for referral to a pharmacist for therapeutic advice and

supply of Pharmacist Only Medicines (S3).

This unit applies to pharmacy assistants working in community pharmacies. They work with some independence, under general supervision and guidance from others, but ultimately under the supervising pharmacist.

Code	Title
SIRCPPA009	Assist customers with allergy relief products

About the Unit

This unit describes the performance outcomes, skills and knowledge required to gather information about customer needs, and provide suggestions and information on Pharmacy Medicines (S2) and unscheduled allergy relief products. It requires the ability to identify and act on triggers for referral to a pharmacist for therapeutic advice and supply of

Pharmacist Only Medicines (S3).

This unit applies to pharmacy assistants working in community pharmacies. They work with some independence, under general supervision and guidance from others, but ultimately under the supervising pharmacist.

Course Delivery Information

This course is available online, by Print Correspondence and in Face-to-face classes.



Online Courses

This option involves accessing and completing your learning and assessment online. Once you have been enrolled and accepted into the program you will receive log in details that is password protected. On our Learning Management System (LMS) you will be able to access:

- Reading materials
- Links to relevant information
- Assessment Tasks, projects and requirements

Some of the assessments will be completed online (such as questions), others will need to be downloaded, printed and completed, then uploaded back into the portal. As such, this option is suitable for you if have:

- access to a computer or similar
- access to a printer
- access to a scanner
- an email address
- a reliable internet connection

Access to a real workplace (paid or work placement)

Choose the online option if:

- You live anywhere in Australia (including Sydney) and prefer to do things at your own pace in your own time
- You want to start the course at a time that suits you
- You do not want to lock into classroom sessions
- You have other commitments that prevent you from attending a training center or classroom
- You have the basic skills to access the learning site, complete assessments online (quite easy) and upload documents
- You don't mind communicating by email, phone and video (if required)
- You would rather watch webinars as required

Course Duration

Online (3 -12 months self-paced)*

**Additional Webinar support options available starting from an additional fee of \$50 per session*



Print Correspondence

Study and complete your course in your own time at your own pace in your own place!

This option involves accessing and completing your learning and assessment using printed workbooks. Once you have been enrolled and accepted into the program you will receive your course materials by post. This will include:

- Reading and reference materials
- Assessment Tasks, projects and requirements

Assessments will need to be submitted by post. This option is suitable if you prefer workbooks or you do not have the hardware and software required for the online

Choose print correspondence option if:

- You live anywhere in Australia (including Sydney) and prefer to do things at your own pace in your own time
- You want to start the course at a time that suits you
- You do not want to lock into classroom sessions
- You have other commitments that prevent you from attending a training center or classroom
- You have the basic skills to access the learning site, complete assessments online (quite easy) and upload documents
- You don't mind communicating by email, phone and video (if required)
- You would rather watch webinars as required

Course Duration

Print Correspondence (3-12 months self-paced)*

**Additional Webinar support options available starting from an additional fee of \$50 per session*



Face to Face Class

If interactions with others is a key component in your learning style, then Face to Face learning is the best delivery mode for you.

This option involves attending and completing your learning and assessment materials in one of our scheduled courses at our various locations.

Once you have been booked into the program, you will receive a confirmation email confirming you scheduled day and time of commencement and also your facility location.

- Confirmation of Enrolment Letter
- Finalised Training Schedule
- Notification of Enrolment and Invoice (if applicable)
- Assessment Guide, Requirements and progress tracker
- Work placement Supporting Evidence

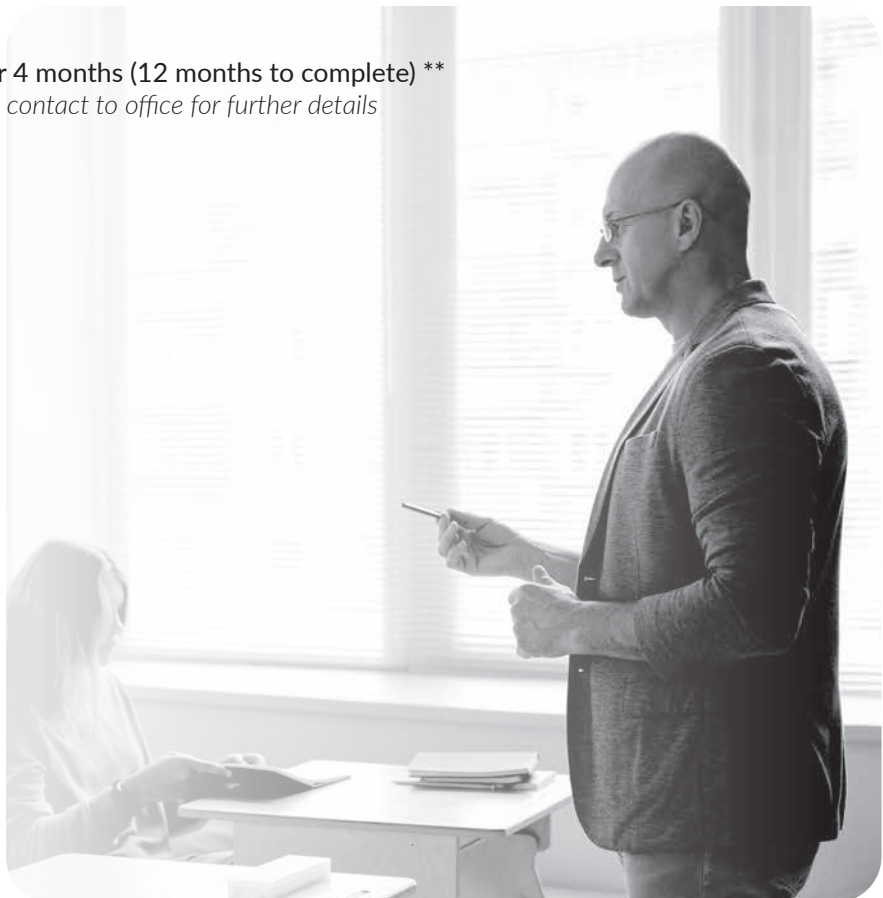
Choose face to face classroom option if:

- You prefer face to face based learning with a physical trainer
- You are able to attend one of our various sites for training

Course Duration

Face to Face - 1 session / week for 4 months (12 months to complete) **

**Additional support options available contact to office for further details*



Assessment Information

Your training is competency based, meaning that you will need to provide evidence that you have met the required competency.

This evidence will be generated and or collected by:

- Tasks and assignments you undertake during your self paced study
- Work placement or workplace evidence supported by qualified workers in pharmacy. (80 to 120 hours work placement depending on experience)

The result is that the assessor will assess your evidence and assess your competence. There is no such thing as “pass” or “fail” in this type of training, rather aiming to reach the required competency.

Modules are made up of Units, Units are attained by completing all the assessment and evidence requirements. Each assessment and evidence requirement for a Unit of Competency is marked as “Satisfactory” or “Not Satisfactory”.

Achieving a result of “Satisfactory” for all the assessment and evidence requirements of a unit is required to achieve a result of “Competent” for the Unit of Competency.

Where a result of “Not Satisfactory” is achieved then your trainer will assist you in getting to the required result of “Satisfactory”.

Where a result for a Unit of Competency is “Not Yet Competent”, then your trainer will assist you in meeting all the requirements of the Unit within the required time.

Enrolment

In order to undertake this, course you will be required to complete our Application and Enrolment form available on the internet. This is also available from our Enrolment Officer, please call one of our friendly staff on 1300 558 241 and request an enrolment form to be sent to you.

Once you have submitted this and paid the required fees (or entered into a Payment Plan) then you will have commenced your course.

Enrolment forms and fee arrangements must be

finalised prior to commencing your course. While it would be ideal to do this prior to the first day of the course, some arrangements can be made to commence after the formal and advertised start date.

Fee Information

Fee information for this course, including payment plans available can be found on our website or from our office.

Fee include an enrolment fee of \$290 (which is a non refundable enrolment fee) is payable prior to commencement. Pay in 2 Instalments (50% on commencement and 50% at midway of course)

Upfront payment of fees may result in a discounts.

Outcome

The qualification is nationally recognised. Upon successful completion of the course assessments you will be awarded a:

SIR20116 Certificate II in Community Pharmacy

Participants who exit the training program without completing all assessments will be issued with a Statement of Attainment for those units in which they have demonstrated competency on request.

Recognition of Prior Learning (RPL)

If you feel that you already have the skills and knowledge covered in this course through prior learning, work experiences or general life skills then you may apply for RPL (Recognition of Prior Learning).

This is a process whereby you present evidence of your competency to your assessor who will then assess your evidence against the requirements of the course. Should the evidence meet the requirements of one or more units (even the whole qualification) then you may be awarded the unit(s) and not require any training or assessment. Where the evidence presented does not meet the requirements then you may apply to attempt an assessment only process to provide the required evidence or simply return to completing the required training followed by assessment. Contact us for further information about RPL assessments

Credit Transfer (CT)

Just Careers Training recognises all Statements of Attainment and Qualification issued by other RTO's in Australia. If you have completed some units of this program previously through another training program (the same course) then you may be able to gain credits for this (Credit Transfer) and this may also shorten the requirements and the duration for achieving this qualification.

Participant Support

Your trainer will provide you with telephone and email support.

Email support is available on support@justtraining.com.au and this form of support is unlimited and telephone support is also available by appointment. There is a limit to telephone support of 1 call per module up to 30 minutes per call.

Additional phone support may be purchased. Visits to our training office or one on one training in the workplace or another suitable site may also be arranged (subject to trainer availability and for a fee).

JUST CAREERS TRAINING offers support to all Participants with their learning needs; we can tailor or adjust the training and assessment program to assist people with learning issues and to more limited degree personal issues. Any enquiries should be addressed to the staff of Just Careers Training. Should you need support or assistance beyond our skills we will refer you to a suitable organisation to assist you further.

Extension Fees

You may be entitled to one free extension of up to 1 month; this request must be made in writing before the end of your 12 months. Additional extensions (or if your extension is not approved by the trainer) may be purchased at a fee of \$200 for a 2 month extension (minimum fee is \$150).

Refunds, Withdrawals and Cancellations

- The enrolment fee is non refundable and non transferable (to another person) once you have enrolled into our programs and you have been issued with an Enrolment Acceptance Notice (EAN) or a Confirmation email.

- The course fees applicable are in line with the Modules. Once a fee for a Module becomes payable then there can be no refunds for cancellation.
- The fee for Module 1 is \$290 and is non refundable once you have received your EAN or Confirmation email.
- The fee for Module 2, 3 and 4 is the balance of the fees divided by 3.
- Commencement of a Module (2, 3 and 4) is defined as the date that the module is accessed online or on the date the Module was due to commence (the first of the dates) based on the longest duration of 12 months. For example if your course has 3 modules then Module 2 will be deemed as commenced 4 months after initial commencement.
- If you withdraw (in writing as per the procedure in this information brochure) before the commencement of a Module (2, 3 and 4) then any fees paid for that module will be refunded
- If you are paying by Payment Plan then the Payment Plan will be terminated once outstanding fees have been paid.
- Should Just Careers Training Pty Ltd not be able to deliver the intended program for any unforeseen circumstances, then options will be made available to the student including a refund of any Modules paid for but not commenced.

Withdrawal Process

If you decide to withdraw from your course, then our Enrolment Officer will need to interview you to ascertain the reason and if there is any way that we can assist you in continuing your learning journey. This may include extensions of time and other available support mechanisms.

If you still want to withdraw then you will need to submit an email to our Enrolment Officer with all your details, the details of your course and your trainer and the date of withdrawal.

We will respond to your request in writing and include any outstanding fees that may apply.

Access and Equity at Just Careers Training

We are committed to ensuring that we offer training opportunities to all people on an equal and fair basis. All participants have equal access to our training programs irrespective of their gender, culture, linguistic background, race,

socio-economic background; disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities. All participants who meet our entry requirements will be accepted into any of our training programs.

Privacy and Confidentiality

Just Careers abides strictly by all state and federal requirements relating to your privacy and confidentiality including the NVR Standards and the Privacy Act 1988. Your information will only be passed to relevant persons as required by law or Department of Education guidelines.

Certificates

Once you have met the requirements of the qualification then you will receive your certificate within 14 days. You may order a reprint of your certificate once you have made this request using the required form from the office and paid the administration and processing fee of \$50. Please note that Certificates will not be issued unless payment has been finalised or arranged (as part of a Payment Plan).

Complaints and appeals:

Just Careers Training has a fair and transparent complaints and appeals policy. All complaints will be dealt with in a timely manner and avenues for appeals extend to third party arbitration. Your Participant Handbook contains more information.

Terms and Conditions

Please refer to the Application / Enrolment Form and our website for this course for detailed information about the terms and conditions that apply to this course.

For more Information, please refer to your Student Handbook, visit our website or contact the Customer Service staff at:

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