

*Understanding your business is our priority.*

**WG Learning Pty Ltd**

# **Certificate III in Community Pharmacy**

**SIR30112**

## **Information Package**



**NTIS RTO CODE No. 91178**

**ABN NO. 50 112 062 647**

**PO Box 838  
Randwick NSW 2031**

**Phone: 02 9669 4683**

**Fax: 02 96694684**

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## Who is WG Learning?

WG Learning is a Registered Training Organisation that was established in 2004. We are an innovative national training organisation that is focused on delivering an outstanding learning experience. WG Learning provides training to all people aspiring to gain the skills and knowledge to support career growth in their chosen field.

Our learning consultants are highly qualified business professionals who provide mentoring and support to all participants undertaking a qualification.



## Why undertake a Certificate III in Community Pharmacy?

This qualification is particularly useful for Pharmacy Assistants, and individuals with this qualification are able to perform roles such as:

- 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

Blending theory with practice, this program focuses on workplace learning to ensure its relevance to your particular situation and business.

## Who is eligible?

The certificate III in Community Pharmacy qualification is suitable for new employees and existing assistants to formalise existing knowledge or skills.

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.

The structure of this qualification recognises the diversity of business models that characterise the community pharmacy industry. It supports multi-skilling and participation in work teams as appropriate to the size and structure of the business.

Upon completion of this qualification you can continue your learning pathway by undertaking the Certificate IV in Community Pharmacy.



## Funding available

If undertaking this qualification under **Smart and Skilled** 'this training is subsidised by the NSW Government'. Further information can be found on [www.smartandskilled.nsw.gov.au](http://www.smartandskilled.nsw.gov.au) or speak to your WG Learning consultant for information on delivery in your region.

Employers of trainees may receive up to \$4000 per person, plus potential payroll tax exemptions (applicable in certain states only). Funding is determined by an Australian Apprenticeship Centre representative.

## Employability Skills Summary

| Employability Skill       | Industry / enterprise requirements for this qualification include:  |
|---------------------------|---|
| Communication             | Use communication skills to establish customer requirements, answer questions and provide information on pharmacy products and services. Communicate about highly personal and sensitive information that requires empathy, tact and confidentiality. Manage difficult, elderly, ill or drug affected customers. Be familiar with technical terms used to describe products and/or used in product and health care information.                 |
| Teamwork                  | Work closely with the pharmacist to assist in managing the sale of appropriate products and services to community pharmacy customers. This may include supporting other pharmacy team members to carry out their role as required and according to business size and structure.   |
| Problem-solving           | Solve problems within a framework of established business procedures and protocols and with reference to the pharmacist. Source information and services to meet customer needs and requests. This involves evaluating product information, for example, to distinguish between hearsay and evidence-based product information to support appropriate customer choices.   |
| Initiative and enterprise | Use initiative in identifying the most appropriate products and services for customers and to maintain current knowledge of product range and market trends. Opportunities for initiative and enterprise occur within established business procedures and protocols and with reference to the pharmacist.   |
| Planning and organising   | Operate within the boundaries of their job role, established by legislation, guidelines and business protocols and procedures. Assist the pharmacist in managing the sale of products including scheduled medicines. This can include managing information systems, stock management and display and ensuring that procedures and protocols are implemented.  |
| Self-management           | Understand the legal context, including the boundaries of the job role and also an awareness of the special requirements for selling medicines and managing scheduled medicines. This involves a detailed understanding of the roles and responsibilities of the pharmacy assistant and how these relate to the role of the pharmacist. Take responsibility for their own time management and actively seek and respond to advice and feedback. |
| Learning                  | Maintain current knowledge about the products and services sold by their pharmacy. Access a range of sources of information and expertise to update their own knowledge and provide current information to customers.   |
| Technology                | Use computer based point-of-sale, information and database systems. Sell a range of products including kits, aids and equipment. Explain how these items operate. Assist the customer in appropriate selection depending on their need or capacity, demonstrate safe use and provide information on care and maintenance as appropriate.  |

## Qualification Outline

Total number of units = **26**, comprising of **17 core units plus 9 elective units**.

- **5 units** must be selected from Group A - Pharmacy Support
- The remaining **4 units** may be selected from:
  - **Group B** - General Elective Units, or
  - SIR07 V3 Retail Services Training Package or another endorsed Training Package or accredited course, provided the units are first packaged at **AQF level 2, 3 or 4** in the parent training package

In all cases selection of electives must be guided by the job outcome, local industry requirements and the characteristics of this qualification (as per the AQF descriptors).

| <h2>Qualification Contents</h2> |  |
|---------------------------------|--|
|                                 | Unit Name  |
| <b>CORE UNITS</b>               |  |
| HLTIN301C                       | Comply with infection control policies and procedures                  |
| HLTCSD306C                      | Respond effectively to difficult or challenging behaviour              |
| SIRCDIS301                      | Accept prescriptions and return dispensed medicines to customers       |
| SIRCHCS201                      | Support the supply of Pharmacy Medicines and Pharmacist Only Medicines |
| SIRCPPK205                      | Assist customers seeking to relieve cough and cold symptoms            |
| SIRCPPK206                      | Assist customers seeking to relieve skin and fungal conditions         |
| SIRCPPK308                      | Assist customers seeking relief from gastro-intestinal conditions      |
| SIRCPPK309                      | Assist customers seeking to relieve common allergic symptom reactions  |
| SIRCPPK310                      | Assist customers with analgesic and anti-inflammatory products         |
| SIRXCCS201                      | Apply point-of-sale handling procedures                                |
| SIRXCCS202                      | Interact with customers  |
| SIRXCLM101                      | Organise and maintain work areas                                       |
| SIRXCOM101                      | Communicate in the workplace to support team and customer outcomes     |
| SIRXIND101                      | Work effectively in a customer service environment                     |
| SIRXINV001A                     | Perform stock control procedures                                       |
| SIRXRSK201                      | Minimise loss  |
| SIRXWHS101                      | Apply safe work practices  |

| <b>Elective Group A – Pharmacy Support (5 units must be selected from this group)</b> |  |
|---|--|
| SIRCHCS302  | Assist in managing Pharmacy Medicines and Pharmacist Only Medicines            |
| SIRCHCS303  | Advise on asthma management  |
| SIRCHCS304  | Advise on smoking cessation  |
| SIRCHCS305  | Advise on continence management  |
| SIRCHCS306  | Advise on complementary medicines  |
| SIRCPPK201  | Assist customers seeking commonly requested vitamins, minerals and supplements |
| SIRCPPK202  | Assist customers seeking eye and ear products                                  |
| SIRCPPK203  | Assist customers seeking first aid and wound care products                     |
| SIRCPPK204  | Assist customers seeking oral care products                                    |
| SIRCPPK311  | Assist customers seeking baby or infant care medicines and products            |
| SIRCPPK312  | Assist customers seeking sexual health medicines and products                  |
| SIRXRPK002A   | Recommend hair, beauty and cosmetic products and services                      |
| <b>Elective Group B – General Elective Units</b>                                      |  |
| <b>Client and Customer Service</b>  |  |
| SIRXCCS203  | Promote loyalty programs   |
| <b>Computer Operations and ICT Management</b>   |  |
| SIRXICT303  | Operate retail information technology systems                                  |
| <b>Dispensary</b>   |  |
| SIRCDIS302  | Deliver medicines to customers outside the pharmacy                            |
| SIRCDIS303  | Assist in dispensing prescriptions   |
| <b>Finance</b>  |  |
| SIRXFIN201  | Balance and secure point-of-sale terminal                                      |
| <b>Inventory</b>  |  |
| SIRXINV002A   | Maintain and order stock   |
| <b>Health Care Support</b>  |  |
| SIRCHCS302  | Assist in managing Pharmacy Medicines and Pharmacist Only Medications          |
| <b>Management</b>   |  |

|                                |   |
|--------------------------------|---|
| SIRXMGT001A                    | Coordinate work teams                                     |
| SIRXMGT002A                    | Maintain employee relations                               |
| <b>Merchandising</b>           |   |
| SIRXMER201                     | Merchandise products                                      |
| SIRXMER202                     | Plan, create and maintain displays                        |
| <b>Sales</b>                   |   |
| SIRXSLS201                     | Sell products and services                                |
| <b>Sustainability</b>          |   |
| BSBSUS201A                     | Participate in environmentally sustainable work practices |
| <b>Workplace Effectiveness</b> |   |
| BSBWOR301B                     | Organise personal work priorities and development         |



## Inclusions and Qualification Requirements

Undertaking the Certificate III in Community Pharmacy with WG Learning, participants will receive the following:

- Learner and assessment resources, either online or within workbooks
- Access to support and mentoring from highly skilled trainers

All participants will require the following:

- Access to a computer, internet connection and email for online completions, assessment submission and research

## Recognition of Prior Learning

Many individuals may be competent in one or more of the Certificate III in Business Administration units of competency. RPL is available for each unit of competency based on relevant workplace experience, formal training or other expertise. Recognition will involve submitting a portfolio of evidence, which will be assessed by WG Learning assessors. Speak with WG Learning for more information or an application.

## Duration

The duration of the course depends greatly on you, the time you have to dedicate to the learning activities and assessments and the timeframe in which you want to complete. All courses do have a maximum timeframe in which they need to be completed however; the minimum is set by you.

This certificate III qualification consists of 26 units and is typically completed within 2 years however, you can complete earlier by increasing the time you dedicate to your studies. The study matrix below indicates how you fit your learning around your lifestyle and may vary for individuals.

Our flexible learning options of online learning or workbooks allow participants the flexibility of completing their course at their own pace. The benefits of these flexible options are that participants can avoid commuting, classrooms and rigid timetables, offering the opportunity to "attend" a course at any time, from anywhere.

## Study Matrix

| Study hours | Time to complete |
|-------------|------------------|
| 15 hrs/wk   | 6 months         |
| 7 hrs/wk    | 1 year           |
| 5 hrs/wk    | 1 year 6 months  |
| 3.5 hrs/wk  | 2 years          |



## What is the next step?

To discuss how you can achieve your qualification at your own pace, please contact your WG Learning Training Consultant and they will be happy to:

- Forward your details to an Australian Apprenticeship Centre representative to help determine if your employees are eligible for funding
- Book an appointment for enrolment or discuss any queries you may have

**WG Learning Pty Ltd**  
**P.O. Box 838**  
**Randwick NSW 2031**  
**Phone 02 9669 4683 Fax 02 96694684**  
**Email [info@wglearning.com.au](mailto:info@wglearning.com.au)**  
**Web [www.wglearning.com.au](http://www.wglearning.com.au)**

## Unit Selection: SIR30112 Certificate III in Community Pharmacy

Please complete this form and give to your WG Learning Consultant

26 Units of competency must be completed

- 17 Core units
- 9 Elective units, consisting of:
  - 5 units from Group A – Pharmacy Support
  - Remaining 4 units may be selected from:
    - Group B – General Elective Units, or
    - SIR07 V3 Retail Services Training Package or another endorsed Training Package or accredited course, provided the units are first packaged at **AQF level 2, 3 or 4** in the parent training package.

Participant Name: \_\_\_\_\_

Date: \_\_\_\_\_

| Core Unit  | Code        | Unit Title   | Indicative Start Date | Indicative Completion Date |
|--|-------------|--|-----------------------|----------------------------|
| ✓  | HLTIN301C   | Comply with infection control policies and procedures                  |                       |                            |
| ✓  | HLTCS306C   | Respond effectively to difficult or challenging behaviour              |                       |                            |
| ✓  | SIRCDIS301  | Accept prescriptions and return dispensed medicines to customers       |                       |                            |
| ✓  | SIRCHCS201  | Support the supply of Pharmacy Medicines and Pharmacist Only Medicines |                       |                            |
| ✓  | SIRCPPK205  | Assist customers seeking to relieve cough and cold symptoms            |                       |                            |
| ✓  | SIRCPPK206  | Assist customers seeking to relieve skin and fungal conditions         |                       |                            |
| ✓  | SIRCPPK308  | Assist customers seeking relief from gastro-intestinal conditions      |                       |                            |
| ✓  | SIRCPPK309  | Assist customers seeking to relieve common allergic symptom reactions  |                       |                            |
| ✓  | SIRCPPK310  | Assist customers with analgesic and anti-inflammatory products         |                       |                            |
| ✓  | SIRXCCS201  | Apply point-of-sale handling procedures                                |                       |                            |
| ✓  | SIRXCCS202  | Interact with customers  |                       |                            |
| ✓  | SIRXCLM101  | Organise and maintain work areas                                       |                       |                            |
| ✓  | SIRXCOM101  | Communicate in the workplace to support team and customer outcomes     |                       |                            |
| ✓  | SIRXIND101  | Work effectively in a customer service environment                     |                       |                            |
| ✓  | SIRXINV001A | Perform stock control procedures                                       |                       |                            |
| ✓  | SIRXRSK201  | Minimise loss  |                       |                            |
| ✓  | SIRXWHS101  | Apply safe work practices  |                       |                            |
| <b>Elective Group A: Pharmacy Support (5 units must be selected from this group)</b> |             |  |                       |                            |
|  | SIRCHCS302  | Assist in managing Pharmacy Medicines                                  |                       |                            |

|   |             |  |  |  |
|---|-------------|--|--|--|
|   |             | and Pharmacist Only Medicines  |  |  |
|   | SIRCHCS303  | Advise on asthma management  |  |  |
|   | SIRCHCS304  | Advise on smoking cessation  |  |  |
|   | SIRCHCS305  | Advise on continence management  |  |  |
|   | SIRCHCS306  | Advise on complementary medicines  |  |  |
|   | SIRCPPK201  | Assist customers seeking commonly requested vitamins, minerals and supplements |  |  |
|   | SIRCPPK202  | Assist customers seeking eye and ear products                                  |  |  |
|   | SIRCPPK203  | Assist customers seeking first aid and wound care products                     |  |  |
|   | SIRCPPK204  | Assist customers seeking oral care products                                    |  |  |
|   | SIRCPPK311  | Assist customers seeking baby or infant care medicines and products            |  |  |
|   | SIRCPPK312  | Assist customers seeking sexual health medicines and products                  |  |  |
|   | SIRXRPK002A | Recommend hair, beauty and cosmetic products and services                      |  |  |
| <b>Elective Group B: General Elective Units</b> |             |  |  |  |
| <b>Client and Customer Service</b>              |             |  |  |  |
|   | SIRXCCS203  | Promote loyalty programs   |  |  |
| <b>Computer Operations and ICT Management</b>   |             |  |  |  |
|   | SIRXICT303  | Operate retail information technology systems                                  |  |  |
| <b>Dispensary</b>                               |             |  |  |  |
|   | SIRCDIS302  | Deliver medicines to customers outside the pharmacy                            |  |  |
|   | SIRCDIS303  | Assist in dispensing prescriptions   |  |  |
| <b>Finance</b>                                  |             |  |  |  |
|   | SIRXFIN201  | Balance and secure point-of-sale terminal                                      |  |  |
| <b>Inventory</b>                                |             |  |  |  |
|   | SIRXINV002A | Maintain and order stock   |  |  |
| <b>Management</b>                               |             |  |  |  |
|   | SIRXMGT001A | Coordinate work teams  |  |  |
|   | SIRXMGT002A | Maintain employee relations  |  |  |
| <b>Merchandising</b>                            |             |  |  |  |
|   | SIRXMER201  | Merchandise products   |  |  |
|   | SIRXMER202  | Plan, create and maintain displays   |  |  |
| <b>Sales</b>                                    |             |  |  |  |
|   | SIRXSLS201  | Sell products and services   |  |  |
| <b>Sustainability</b>                           |             |  |  |  |
|   | BSBSUS201A  | Participate in environmentally sustainable work practices                      |  |  |
| <b>Workplace Effectiveness</b>                  |             |  |  |  |
|   | BSBWOR301B  | Organise personal work priorities and development                              |  |  |

**Please note: this selection is to have indicative commencement and completion dates. Page over to be signed by Participant, Employer if applicable and WG Learning Pty Ltd Consultant.**

**The units I have selected match closely to my position description and my role (if applicable)**

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**Participant Signature**

These units were selected in consultation with \_\_\_\_\_ (Business name) and \_\_\_\_\_ (name) WG Learning Trainer and Assessor to ensure relevance to the learner, workplace (if applicable) outcome and packaging rules of the selected qualification.

Employer name: \_\_\_\_\_ Signature: \_\_\_\_\_

WG Learning: \_\_\_\_\_ Signature: \_\_\_\_\_