

Enrolment Form – SIR30116 Certificate III in Community Pharmacy Certificate 3 Guarantee

Contact Details									
Full legal name:									
Date of birth / /									
Gender	<input type="checkbox"/> Male			<input type="checkbox"/> Female			<input type="checkbox"/> Other		
What is the address of your usual residence? Please provide the physical address (street number and name not post office box) where you usually reside rather than any temporary address at which you reside for training, work or other purposes before returning to your home. If you are from a rural area use the address from your state or territory's 'rural property addressing' or 'numbering' system as your residential street address. Building/property name is the official place name or common usage name for an address site, including the name of a building, Aboriginal community, homestead, building complex, agricultural property, park or unbounded address site.									
Building/property name:					Flat/unit details:				
Street or lot number:					Street name:				
Suburb:			State:			Postcode:			
Home phone			Work			Mobile			
Personal email									
Alternative email address (optional)									
What is your emergency contact information?									
Emergency contact name									
Relationship to you					Emergency contact number				
What is your postal address (only complete if different to the above)?									
Street address or PO box									
Suburb									
State					Postcode				
Unique Student Identifier (USI) – THIS MUST BE PROVIDED UPON ENROLMENT									
Unique Student Identifier (USI) - From 1 Jan 2015, the Pharmacy Guild of Australia can be prevented from issuing you with a nationally recognised VET qualification or statement of attainment when you complete your course if you do not have a Unique Student Identifier (USI). In addition, we are required to include your USI in the data we submit to NCVER. If you have not obtained a USI you can apply for it directly at http://www.usi.gov.au/create-your-USI/ on computer or mobile device. You may already have a USI if you have done any nationally recognised training, which could include training at work, completing a first aid course, getting a white card, or studying at TAFE or training organization. It is important you try to find out whether you already have a USI before attempting to create a new one. You should not have more than one USI. To check if you have a USI, use the 'Forgotten USI' link on the USI website at https://www.usi.gov.au/faws/i-have-forgotten-my-usi/									
To commence training you will need to provide your Unique Student Identifier number (10 digits).									
My USI number is									
Workplace Details									
Pharmacy name									
Street address									
Suburb									
State					Post Code				
Phone					Fax				
Pharmacy email									

Workplace Supervisor Details	
Surname	
First Name	
Email	
Role / Position in Pharmacy	
Qualification/s held:	
Job/role in pharmacy (Please tick applicable box)	
<input type="checkbox"/> Pharmacy Assistant	<input type="checkbox"/> Front of shop / retail manager
<input type="checkbox"/> Dispensary Assistant	
<input type="checkbox"/> Other (please specify)	
Employment status (Please tick applicable box)	
<input type="checkbox"/> Full time employee	<input type="checkbox"/> Part time employee
<input type="checkbox"/> Self-employed – not employing others	<input type="checkbox"/> Self-employed – employing others
<input type="checkbox"/> Employed – unpaid worker in a family business	<input type="checkbox"/> Unemployed – seeking full time work
<input type="checkbox"/> Unemployed – seeking part time work	<input type="checkbox"/> Not employed – not seeking employment
What date did you commence employment in the pharmacy?	Date / /
How long have you worked in pharmacy?	Years Months
Average hours per week	
Schooling	
Are you still enrolled in secondary or senior secondary education?	<input type="checkbox"/> Yes <input type="checkbox"/> No
What is your highest completed school level?	<input type="checkbox"/> Year 12 or equivalent
	<input type="checkbox"/> Year 11 or equivalent
	<input type="checkbox"/> Year 10 or equivalent
<input type="checkbox"/> Year 9 or equivalent	
<input type="checkbox"/> Year 8 or equivalent	
<input type="checkbox"/> Never attended school	
In which year did you complete that school level?	
Prior Education	
Have you successfully completed OR are you currently undertaking OR enrolled in any of the below following qualifications?	
<input type="checkbox"/> Bachelor Degree or Higher Degree	<input type="checkbox"/> Advanced Diploma or Associate Degree
<input type="checkbox"/> Diploma or (Associate Diploma)	<input type="checkbox"/> Certificate IV (or advanced certificate/technician)
<input type="checkbox"/> Certificate III (or trade certificate)	<input type="checkbox"/> Certificate II
<input type="checkbox"/> Certificate I	<input type="checkbox"/> Other education (including certificates or overseas qualifications not listed above)
Did you obtain these qualifications in Australia?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Were these qualifications undertaken as a Traineeship or Apprenticeship?	<input type="checkbox"/> Yes <input type="checkbox"/> No

Prior Education cont.

Have you previously completed a qualification with the Pharmacy Guild of Australia? Yes No

- | | |
|---|--|
| <input type="checkbox"/> Support the sale of Pharmacy and Pharmacist only Medicines | <input type="checkbox"/> Certificate III in Community Pharmacy |
| <input type="checkbox"/> Certificate II in Community Pharmacy | <input type="checkbox"/> Certificate IV in Community Pharmacy |
| <input type="checkbox"/> Dispensary Assistant qualification | <input type="checkbox"/> Other (please specify) |

Please note: A certified copy of any formal qualifications or training, completed or partially completed, will be required upon enrolment.

Enrolment Evidence (Certificate 3 Guarantee)

Please attach clear certified copies of the below. Documents can be certified by a pharmacist. If the below evidence is not received, your enrolment can not proceed (refer to the pre enrolment guide for evidence requirements).

Proof of age (must be 16years or older) Yes Proof of Citizenship/Residency Yes

Proof of Queensland Residency Yes

Proof of Concession (if applicable) Yes No

Medical Conditions/Disabilities

Do you consider yourself to have a disability, impairment or long term condition? If you indicated the presence of a disability, impairment or long-term condition, please select the area(s) in the following list: (You may indicate more than one area) Please refer to the Disability supplement for an explanation of the following disabilities Yes No

- | | | |
|--|---|---|
| <input type="checkbox"/> Learning | <input type="checkbox"/> Intellectual | <input type="checkbox"/> Hearing / Deaf |
| <input type="checkbox"/> Medical Condition | <input type="checkbox"/> Vision | <input type="checkbox"/> Physical |
| <input type="checkbox"/> Acquired Brain Impairment | <input type="checkbox"/> Mental Illness | <input type="checkbox"/> Other (please specify) |

If you answered yes to the above question do you require any assistance to participate in this course?
 Yes No

Is there any relevant information regarding your health, personal circumstances or learning abilities that would affect your study or completion of your training?

Language, Literacy and Numeracy (LL&N)

The Pharmacy Guild of Australia is committed to providing language, literacy and numeracy support to its learners. Do you consider you may require language, literacy or numeracy support? Your response and any additional assistance provided will remain confidential Yes No

Reason for study (Tick one box only)

- | | |
|--|---|
| <input type="checkbox"/> To develop my existing business | <input type="checkbox"/> To get a job |
| <input type="checkbox"/> To get a better job/promotion | <input type="checkbox"/> To try a different career |
| <input type="checkbox"/> It was a requirement of my job | <input type="checkbox"/> To start my own business |
| <input type="checkbox"/> I wanted extra skills for my job | <input type="checkbox"/> For personal interest/ self -development |
| <input type="checkbox"/> To get into another course of study | <input type="checkbox"/> To get skills for community / voluntary work |
| <input type="checkbox"/> Other reasons | |

Country of Birth	
Were you born in Australia?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If no, which country were you born?	
Are you an Australian citizen?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If you answered no, what is your residency status?	
Language	
Do you speak a language other than English at home? (If more than one language, indicate the one that is spoken most often)	
<input type="checkbox"/> No, English only	<input type="checkbox"/> Yes, other – please specify
How well do you speak English?	<input type="checkbox"/> Very well <input type="checkbox"/> Well <input type="checkbox"/> Not well <input type="checkbox"/> Not at all
Aboriginal and Torres Strait Islander Status	
Are you of Aboriginal or Torres Strait Islander origin? (For persons of both Aboriginal and Torres Strait Islander origin, make both 'Yes' boxes)	
<input type="checkbox"/> No	<input type="checkbox"/> Yes – Aboriginal <input type="checkbox"/> Yes – Torres Strait Islander
Recognition of Prior Learning	
Recognition of Prior Learning (RPL) is an assessment process that allows you to gain recognition for skills and knowledge that you may already have. Instead of studying units that you already know, you can gain recognition for these. This may reduce the number of units that you have to complete learner guides for and reduce the time it takes for you to complete your training. If you think you have skills and knowledge from your previous or current work, study, work experience, life experience then you may apply for RPL.	
Would you like to undertake RPL?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If you select that you would like to apply for Recognition of Prior Learning (RPL), you will be contacted by your Guild Trainer to take you through the RPL process and assist you in completing your RPL Application. Please submit the following documents with your enrolment information:	
<input type="checkbox"/> A copy of your current resume including detailed listing of position duties; AND <input type="checkbox"/> Certified copies of any relevant qualifications	
Credit Transfer	
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.	

Disability supplement

Introduction

The purpose of the Disability supplement is to provide additional information to assist with answering the disability question.

If you indicated the presence of a disability, impairment or long-term condition, please select the area(s) in the following list:

Disability in this context does not include short-term disabling health conditions such as a fractured leg, influenza, or corrected physical conditions such as impaired vision managed by wearing glasses or lenses.

'11 — Hearing/deaf'

Hearing impairment is used to refer to a person who has an acquired mild, moderate, severe or profound hearing loss after learning to speak, communicates orally and maximises residual hearing with the assistance of amplification. A person who is deaf has a severe or profound hearing loss from, at, or near birth and mainly relies upon vision to communicate, whether through lip reading, gestures, cued speech, finger spelling and/or sign language.

'12 — Physical'

A physical disability affects the mobility or dexterity of a person and may include a total or partial loss of a part of the body. A physical disability may have existed since birth or may be the result of an accident, illness, or injury suffered later in life; for example, amputation, arthritis, cerebral palsy, multiple sclerosis, muscular dystrophy, paraplegia, quadriplegia or post-polio syndrome.

'13 — Intellectual'

In general, the term 'intellectual disability' is used to refer to low general intellectual functioning and difficulties in adaptive behaviour, both of which conditions were manifested before the person reached the age of 18. It may result from infection before or after birth, trauma during birth, or illness.

'14 — Learning'

A general term that refers to a heterogeneous group of disorders manifested by significant difficulties in the acquisition and use of listening, speaking, reading, writing, reasoning, or mathematical abilities. These disorders are intrinsic to the individual, presumed to be due to central nervous system dysfunction, and may occur across the life span. Problems in self-regulatory behaviours, social perception, and social interaction may exist with learning disabilities but do not by themselves constitute a learning disability.

'15 — Mental illness'

Mental illness refers to a cluster of psychological and physiological symptoms that cause a person suffering or distress and which represent a departure from a person's usual pattern and level of functioning.

'16 — Acquired brain impairment'

Acquired brain impairment is injury to the brain that results in deterioration in cognitive, physical, emotional or independent functioning. Acquired brain impairment can occur as a result of trauma, hypoxia, infection, tumour, accidents, violence, substance abuse, degenerative neurological diseases or stroke. These impairments may be either temporary or permanent and cause partial or total disability or psychosocial maladjustment.

'17 — Vision'

This covers a partial loss of sight causing difficulties in seeing, up to and including blindness. This may be present from birth or acquired as a result of disease, illness or injury.

'18 — Medical condition'

Medical condition is a temporary or permanent condition that may be hereditary, genetically acquired or of unknown origin. The condition may not be obvious or readily identifiable, yet may be mildly or severely debilitating and result in fluctuating levels of wellness and sickness, and/or periods of hospitalisation; for example, HIV/AIDS, cancer, chronic fatigue syndrome, Crohn's disease, cystic fibrosis, asthma or diabetes.

'19 — Other'

A disability, impairment or long-term condition which is not suitably described by one or several disability types in combination. Autism spectrum disorders are reported under this category.

SIR30116 Certificate III in Community Pharmacy

Unit selection form

Learner name	
Pharmacy name	

This qualification is considered to be the standard qualification for a pharmacy assistant. This qualification provides the practicing pharmacy assistant with the skills and knowledge to work within all areas of the pharmacy. The focus is on key pharmacy areas including product knowledge categories, health knowledge areas, administration and pharmacy operations.

Please read the unit descriptors included in this document to assist you in understanding the units you will be completing and your unit selection choices.

Credit Transfer

If you have selected that you would like to apply for credit, please attach the following documents to this form:

- A copy of the relevant qualification or Statement of Attainment (certified as true and correct by your pharmacist)
- A copy of the statement of results (certified as true and correct by your pharmacist)

Please note: Where a credit transfer is successfully confirmed, no fees will apply for those units. Credit transfers must be applied for and approved prior to course commencement.

Recognition of Prior Learning (RPL)

If you select that you would like to apply for Recognition of Prior Learning (RPL), you will be contacted by your Guild Trainer to take you through the RPL process and assist you in completing your RPL Application. Please submit the following documents with your enrolment information:

- A copy of your current resume including detailed listing of position duties; **AND**
- Certified copies of any relevant qualifications

To achieve a SIR30116 Certificate III in Community Pharmacy, 19 units must be completed:

- 11 core units
- 8 elective units

SIR30116 Certificate III in Community Pharmacy Core and Elective Map

CORE UNITS



Select one
stream

HEALTH STREAM

DISPENSARY STREAM

FRONT OF SHOP STREAM

CORE UNITS		Nominal hours	Unit/RPL cost Non Concession	Unit/RPL cost Concession	IF APPLICABLE I would like to claim/apply for	
Unit code	Unit Name				Credit Transfer	RPL
SIRCCCS002	Provide and promote services to pharmacy customers	20	\$26.00	\$10.27		
SIRCDIS001	Assist customers with prescriptions	20	\$26.00	\$10.27		
SIRCIND001	Work effectively in a community pharmacy	15	\$26.00	\$10.27		
SIRCIND002	Support the supply of Pharmacy Medicines and Pharmacist Only Medicines	15	\$26.00	\$10.27		
SIRCINF001	Use pharmacy practices for infection control	40	\$26.00	\$10.27		
SIRCPPA005	Assist customers with cough and cold relief products	20	\$26.00	\$10.27		
SIRCPPA006	Assist customers with skin and anti-fungal products	20	\$26.00	\$10.27		
SIRCPPA008	Assist customers with products for gastro-intestinal conditions	20	\$26.00	\$10.27		
SIRCPPA009	Assist customers with allergy relief products	20	\$26.00	\$10.27		
SIRCPPA010	Assist customers with analgesic and anti-inflammatory products	20	\$26.00	\$10.27		
HLTWHS001	Participate in workplace health and safety	20	\$26.00	\$10.27		

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Select one stream

HEALTH STREAM		Nominal hours	Unit/RPL cost Non Concession	Unit/RPL cost Concession	IF APPLICABLE I would like to claim/apply for	
Unit code	Unit Name				Credit Transfer	RPL
HLTAAP001	Recognise healthy body systems	70	\$26.00	\$10.27		
SIRCPA001	Assist customers with vitamins, minerals and supplements	20	\$26.00	\$10.27		
SIRCPA002	Assist customers with eye and ear care products	20	\$26.00	\$10.27		
SIRCPA003	Assist customers with first aid products	20	\$26.00	\$10.27		
SIRCPA007	Assist customers with pregnancy and maternal health products and services	20	\$26.00	\$10.27		
SIRCPA011	Assist customers with baby and infant care products	20	\$26.00	\$10.27		
SIRCPA013	Assist customers with smoking cessation products	20	\$26.00	\$10.27		
SIRCPA018	Assist customers with women's and men's health care products	20	\$26.00	\$10.27		

DISPENSARY STREAM		Nominal hours	Unit/RPL cost Non Concession	Unit/RPL cost Concession	IF APPLICABLE I would like to claim/apply for	
Unit code	Unit Name				Credit Transfer	RPL
HLTAAP001	Recognise healthy body systems	70	\$26.00	\$10.27		
SIRCDIS003	Assist in dispensing prescriptions	50	\$26.00	\$10.27		
SIRCDIS006	Maintain dispensary stock	20	\$26.00	\$10.27		
SIRCDIS007	Administer dispensary computer system and claims	20	\$26.00	\$10.27		
SIRCPA018	Assist customers with women's and men's health care products	20	\$26.00	\$10.27		
SIRCPA001	Assist customers with vitamins, minerals and supplements	20	\$26.00	\$10.27		
SIRCPA002	Assist customers with eye and ear care products	20	\$26.00	\$10.27		
SIRCPA003	Assist customers with first aid products	20	\$26.00	\$10.27		



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Guild Training

FRONT OF SHOP STREAM		Nominal hours	Unit/RPL cost Non Concession	Unit/RPL cost Concession	IF APPLICABLE I would like to claim/apply for	
Unit code	Unit Name				Credit Transfer	RPL
SIRCCPM001	Assist in managing Pharmacy Medicines and Pharmacist Only Medicines	30	\$26.00	\$10.27		
SIRXMGT001	Supervise and support frontline team members	40	\$26.00	\$10.27		
SIRXCEG003	Build customer relationships and loyalty	40	\$26.00	\$10.27		
SIRRINV001	Receive and handle retail stock	35	\$26.00	\$10.27		
SIRRINV002	Control stock	35	\$26.00	\$10.27		
SIRXMKT001	Support marketing and promotional activities	30	\$26.00	\$10.27		
SIRRMER001	Produce visual merchandise displays	35	\$26.00	\$10.27		
SIRXSL002	Follow point-of-sale procedures	20	\$26.00	\$10.27		

Please tick beside the stream you wish to study:

HEALTH STREAM

DISPENSARY STREAM

FRONT OF SHOP STREAM

Enrolment and Elective Declaration

I agree to enroll into Certificate III in Community Pharmacy **SIR30116** and all information previously supplied on my enrolment form is current, true and correct. The electives that I have chosen to undertake has been discussed and agreed to with myself, employer and / or workplace supervisor.

Learner signature

Employer or Workplace supervisor signature

Date:

Date:



Unit Descriptors SIR30116 Certificate III in Community Pharmacy

CORE UNITS	UNIT DESCRIPTORS
HLTWH5001 – Participate in workplace health and safety	This unit will provide you with the skills and knowledge required to participate in safe work practices to ensure your own health and safety, and that of others. This unit includes identifying and reporting faults and problems, according to work health and safety (WHS) legislation and pharmacy policies. It also covers procedures for emergency situations, evacuation, accident and illness.
SIRCCS002 - Provide and promote services to pharmacy customers	This unit will provide you with the knowledge and skills 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.
SIRCDIS001 - Assist customers with prescriptions	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.
SIRCIND001 - Work effectively in a community pharmacy	This unit will provide you with the skills and knowledge required to work effectively in a community pharmacy by developing your knowledge of workplace rights and responsibilities, your pharmacy's policies and procedures and by using effective work practices to plan and your organise daily work activities.
SIRCIND002 - 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 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.
SIRCINF001 - Use pharmacy practices for infection control	This unit will provide you with the skills and knowledge required to prevent cross transmission of infection. You will learn how to follow pharmacy infection control guidelines and use safe and hygienic practices. This unit will also provide you with skills to clean and disinfect equipment and surfaces and safely dispose of waste.
SIRCPA005 - Assist customers with cough and cold relief products	This unit will provide you with the knowledge and skills to work with customers to assist them with cough and cold conditions. This will include the required questioning protocol, product and health care information and self-care practices. Topics covered within this unit include the common cough and cold conditions such as the unproductive cough, the congested cough, pharyngitis, tonsillitis and croup. Also included is the range of cough and cold medicines including decongestants, cough suppressants, expectorants, mucolytics, analgesics and antihistamines.
SIRCPA006 - Assist customers with skin and anti-fungal products	This unit will provide you with the 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 includes product information on antibacterial and infection or infestation treatments, anti-fungal treatments, anti-pruritics and moisturisers and skin protection products.
SIRCPA008 - Assist customers with products for gastro-intestinal conditions	This unit will provide you with the knowledge and skills to work with customers to assist them with gastro-intestinal conditions. This will include the required questioning protocol, product and health care information and self-care practices. Topics covered within this unit include gastro-intestinal conditions such as heartburn and indigestion, constipation treatments, and nausea and vomiting. Also included is the range of gastro-intestinal medicines such as heartburn and indigestion treatments, constipation treatments, worm treatments and haemorrhoid treatments.

SIRCPA009 - Assist customers with allergy relief products	This unit will provide you with the knowledge and skills to work with customers to assist them with common allergic conditions. This will include the required questioning protocol, product and health care information and self-care practices. Topics covered within this unit include the common allergy conditions including allergic rhinitis or hayfever, sinusitis and conjunctivitis. Also included is the range of allergy medicines such as antihistamines, nasal sprays and corticosteroid nasal sprays.
SIRCPA010 Assist customers with analgesic and anti-inflammatory products	This unit will provide you with the knowledge and skills to work with customers to assist them with pain and anti-inflammatory conditions. This will include the required questioning protocol, product and health care information and self-care practices. Topics covered within this unit include headache, joint pain, skin pain and dental pain. Also included is the range of pain and anti-inflammatory medicines including, paracetamol, aspirin, ibuprofen, and anti-inflammatories.
HEALTH STREAM	UNIT DESCRIPTORS
HLTAA001 - Recognise healthy body systems	This unit will provide you with the knowledge and skills to work with basic information about the human body and to recognise and promote ways to maintain healthy functioning of the body. You will learn about basic structure and functions of the body systems including cells, tissues and organs, the cardiovascular system, respiratory system, the musculo-skeletal system and the digestive system.
SIRCPA001 - Assist customers with vitamins, minerals and supplements	This unit will provide you with the knowledge and skills to work with customers to assist them with vitamins and mineral supplements. This will include the required questioning protocol, product and health care information and self-care practices. Topics covered within this unit include B group vitamins, folic acid, vitamin C, and fat-soluble vitamins such as vitamins A, D, E and K. Also included is information on essential minerals such as calcium, magnesium, zinc and potassium.
SIRCPA002 - Assist customers with eye and ear care products	This unit will provide you with the knowledge and skills to work with customers to assist them with eye or ear medicines. This will include the required questioning protocol, product and health care information and self-care practices. Topics covered within this unit include the structure of the eye and common eye conditions such as foreign bodies, conjunctivitis and eye infections and dry eyes. Also included is the structure of the ear and common ear conditions such as otitis externa and media, tinnitus and hearing loss.
SIRCPA003 - Assist customers with first aid products	This unit will provide you with the knowledge and skills to work with customers to assist them with first aid and wound care products. This will include the required questioning protocol, product and health care information and self-care practices. Topics covered within this unit include the skin and its functions, the different types of wounds and the wound healing process. Also included is the range of first aid and wound care products including dressing packs, antiseptics, and bandages.
SIRCPA007 - Assist customers with 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.
SIRCPA011 - Assist customers with baby and infant care products	This unit will provide you with the knowledge and skills to work with customers to assist them with baby and infant care medicines and products. This will include the required questioning protocol, product and health care information and self-care practices. Topics covered within this unit include common baby and infant care conditions including croup, reflux, teething and temperature and fever. Also included are feeding baby and infants comprising breastfeeding, bottle feeding and formulas.
SIRCPA013 - Assist customers with smoking cessation products	This unit will provide you with the knowledge and skills to work with customers to assist them with smoking cessations products and services. This will include the required questioning protocol, product and health care information and self-care practices. This unit includes the health effects of smoking, the benefits of stopping smoking, withdrawal symptoms and the methods of quitting smoking. Also included is nicotine replacement therapies, smoking and NRT and the range of NRT products.
SIRCPA018 - Assist customers with women's and men's health care products	This unit will provide you with the knowledge and skills to gather information about customer needs, and provide suggestions and information on women's and men's health care Pharmacy Medicines (S2) and unscheduled products. You will learn about reproductive problems, menstrual and menopause conditions, sexual hygiene and sexually transmissible infections.

DISPENSARY STREAM	UNIT DESCRIPTORS
HLTAAP001 - Recognise healthy body systems	This unit will provide you with the knowledge and skills to work with basic information about the human body and to recognise and promote ways to maintain healthy functioning of the body. You will learn about basic structure and functions of the body systems including cells, tissues and organs, the cardiovascular system, respiratory system, the musculo-skeletal system and the digestive system.
SIRCDIS003 - Assist in dispensing prescriptions	This unit will provide you with the knowledge and skills to work in a dispensary to assist with the preparation of prescriptions under the supervision of the pharmacist. It covers the duties of a dispensary assistant, limitations to the role of a dispensary assistant and the legislation and guidelines that apply to the pharmacy dispensary. Also included drug names, packaging and placement in the dispensary, dispensary workflow and design, prescription forms, and the dispensing process.
SIRCDIS006 - Maintain dispensary stock	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.
SIRCDIS007 - Administer dispensary computer system and claims	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 unit also covers the skills required to maintain the dispensary computer system and to prepare the Pharmaceutical Benefits Scheme (PBS) claims and reconcile Medicare Australia payments.
SIRCPPA018 - Assist customers with women's and men's health care products	This unit will provide you with the knowledge and skills to gather information about customer needs, and provide suggestions and information on women's and men's health care Pharmacy Medicines (S2) and unscheduled products. You will learn about reproductive problems, menstrual and menopause conditions, sexual hygiene and sexually transmissible infections.
SIRCPPA001 - Assist customers with vitamins, minerals and supplements	This unit will provide you with the knowledge and skills to work with customers to assist them with vitamins and mineral supplements. This will include the required questioning protocol, product and health care information and self-care practices. Topics covered within this unit include B group vitamins, folic acid, vitamin C, and fat-soluble vitamins such as vitamins A, D, E and K. Also included is information on essential minerals such as calcium, magnesium, zinc and potassium.
SIRCPPA002 - Assist customers with eye and ear care products	This unit will provide you with the knowledge and skills to work with customers to assist them with eye or ear medicines. This will include the required questioning protocol, product and health care information and self-care practices. Topics covered within this unit include the structure of the eye and common eye conditions such as foreign bodies, conjunctivitis and eye infections and dry eyes. Also included is the structure of the ear and common ear conditions such as otitis externa and media, tinnitus and hearing loss.
SIRCPPA003 - Assist customers with first aid products	This unit will provide you with the knowledge and skills to work with customers to assist them with first aid and wound care products. This will include the required questioning protocol, product and health care information and self-care practices. Topics covered within this unit include the skin and its functions, the different types of wounds and the wound healing process. Also included is the range of first aid and wound care products including dressing packs, antiseptics, and bandages.




FRONT OF SHOP STREAM UNIT DESCRIPTORS

SIRCCPM001 - 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.
SIRXMGT001 - Supervise and support frontline team members	This unit will provide you with the knowledge and skills required to monitor the work activities and performance standards of team members to ensure organisational and team goals are achieved to an expected standard. Included in this unit are skills on communicating with the team, monitoring the team's performance and promoting team morale.
SIRXCEG003 - Build customer relationships and loyalty	This unit will provide you with the knowledge and skills to build customer relationships and foster customer loyalty through personalised service, tailored recommendations and providing information on product features and benefits. You will also learn how to generate custom loyalty, repeat business and deal with customer complaints.
SIRRINV001 - Receive and handle retail stock	This unit will provide you with the skills and knowledge required to receive and store pharmacy stock. It requires the ability accept to check stock quality and quantity against order requirements and maintain cleanliness of stock-handling areas. You will also learn how to store stock correctly, restock pharmacy shelves and the correct presentation of stock of stock in the pharmacy.
SIRRINV002 - Control stock	This unit will provide you with the knowledge and skills to process stock orders, maintain stock levels, processing and following up orders and maintain all documents that relate to the administration of any type of stock. Also included in this unit are skills in minimise stock losses, maintaining stock records and managing stocktakes.
SIRXMKT001 - Support marketing and promotional activities	This unit will provide you with the knowledge and skills to support the implementation of marketing and promotional activities in the pharmacy. This includes accessing information regarding upcoming marketing and promotional activities, communicating promotional activities to both staff and customers and accessing display marketing and promotional signage and materials.
SIRRMER001 - Produce visual merchandise displays	This unit will provide you with the skills and knowledge required to display pharmacy merchandise. It requires the ability to prepare, produce and maintain merchandise displays in accordance with visual merchandising requirements and pharmacy policies and procedures.
SIRXSLS002 - Follow point-of-sale procedures	This unit will provide you with the knowledge and skills to operate the point-of-sale system in your pharmacy, apply pharmacy policies and procedures to a range of transactions, interact with customers, and package or wrap an item for transportation. It covers demonstration of the ability to operate a range of point-of-sale equipment in order to complete sales, returns and exchange transactions, and process a number of methods of payment, according to pharmacy policies.

Get the knowledge.

Guild Training

POST, FAX or EMAIL back to the Pharmacy Guild of Australia, Queensland Branch

 PO Box 457 Spring Hill Qld 4004  +61 7 3832 0871  @admin.training@qldguild.org.au

Payment form and terms and conditions – Certificate 3 Guarantee

Student Name:		Pharmacy Name:	
Email Invoice to:	<input type="checkbox"/> Student <input type="checkbox"/> Pharmacy	Email address:	
<input type="checkbox"/> Non Concession - \$494*		<input type="checkbox"/> Concession - \$195*	
<input type="checkbox"/> PAYMENT PLAN – Non Concession 2 x monthly installments of \$175* 1 x monthly installment of \$144*		<input type="checkbox"/> PAYMENT PLAN - Non-Guild Member \$195* 2 x monthly installments of \$70* 1 x monthly installment of \$55*	
<i>*Guild Training Administration will adjust the course fee accordingly if prior training credited.</i>			
Payment method	<input type="checkbox"/> Visa <input type="checkbox"/> MasterCard <input type="checkbox"/> Amex <input type="checkbox"/> Cheque <input type="checkbox"/> Money order <input type="checkbox"/> Direct debit		
<input type="checkbox"/> Please invoice pharmacy		Guild Member Number:	
Please make cheque/money order payable to:		The Pharmacy Guild of Australia Queensland Branch	
Card number		Expiry date	
Name on card		Signature	
I approve payment to be taken from my credit card as per the amount shown above			
Signature		Date	
Direct debit details (payment plan only)			
BSB:		Account Number:	
Account Name:			
Account holder declaration	I authorise the Pharmacy Guild of Australia, Queensland Branch (The Guild) 435415, to arrange, through its own financial institution, a debit to your nominated account any amount The Guild has deemed payable by you. This debit or charge will be made through the Bulk Electronic Clearing System (BECS) from your account held at the financial institution you have nominated above and will be subject to the terms and conditions of the Direct Debit Request Service Agreement. By signing and/or providing us with a valid instruction in respect to your Direct Debit Request, you have understood and agreed to the terms and conditions governing the debit arrangements between you and The Guild as set out in this Request and in your Direct Debit Request Service Agreement.		
Signature		Date	
<ul style="list-style-type: none"> • Payment Plan - The first installment will be due within 5 working days of receipt of enrolment • To receive your qualification, all course fees must be paid in full upon completion 			




OFFICE USE ONLY – COURSE CODE: C3GNC C3GC COURSE FEES:



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Terms and conditions

Pharmacy Guild of Australia, Queensland Branch Training Division's Cancellation and Refund Policy

Where a student cancels or discontinues their training, the student or their employer depending on who is paying for their course is responsible for notifying training administration in writing. The refund will be paid within two (2) weeks from the day on which training administration receives the written notification of training cancellation. The refund will be paid to the same person or body from whom the payment was received.

	UPFRONT PAYMENT	PAYMENT PLAN Employer / Student
No training commenced	Fee refunded less enrolment fee of: \$250 – Full Certificates \$150 – Short Courses	Fee refunded less enrolment fee of \$250
Training commenced	Fee refunded for units not supplied by the Guild less enrolment fee of: \$250 – Full Certificates \$150 – Short Courses	No refund. All future installments will be cancelled once notification is received of cancellation.
Training cancelled by the Guild	Full refund	Full refund

I have read and agreed to the above cancellation and refund policy.

Learner Declaration

I declare, to the best of my knowledge, the information supplied on this form is true and correct.

I authorise & consent for the Pharmacy Guild of Australia to provide my employer with the results for the unit SIRCIND002 Support the supply of Pharmacy Medicines and Pharmacist Only Medicines to be used as evidence during a Quality Care Pharmacy Program (QCPP) assessment. This evidence can only be provided during my employment with the pharmacy.

Yes No

I authorise & consent for the Pharmacy Guild of Australia to provide the Guild's authorised printer with my details of learning & assessment resources are to be sent to my pharmacy.

Yes No

I authorise & consent for the Pharmacy Guild of Australia to access my USI record to confirm my date of birth & previous education/qualification details.

Yes No

I declare that the information I have provided (or will provide) in connection with my application to enrol & in connection with any study progression (as applicable) is true & correct, & I authorise The Pharmacy Guild of Australia (The Guild) to verify any facts I have provided. I hereby consent to the information being provided to a third party for this purpose. I understand that if any information I have provided is found to be incomplete, inaccurate, false or misleading, this application may be cancelled &/or any offer of credit transfer or Recognition of Prior Learning (RPL) made to me, &/or my actual admission or enrolment in a course or unit, may be withdrawn, revoked or terminated (as applicable).

Yes No

I agree to comply with all the Training Terms and Conditions included in this Enrolment Form and specifically agree that I will comply with the obligations set out in Clause 10 of the Training Terms and Conditions.

Signed:

Date / /

Parent / Guardian Signature (if learner is under 18)

Date / /

Employer Declaration

I declare, to the best of my knowledge, the information supplied on this form is true and correct.

I agree to comply with all the Training Terms and Conditions included in this Enrolment Form and specifically agree that I will comply with the obligations set out in Clause 9 of the Training Terms and Conditions.

Signed:

Date / /



Privacy Statement

Under the *Data Provision Requirements 2012*, the Pharmacy Guild of Australia is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form), may be used or disclosed by the Pharmacy Guild of Australia for statistical, administrative, regulatory and research purposes. The Pharmacy Guild of Australia may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys and data linkage;
- pre-populating RTO student enrolment forms;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including programme administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by a government department or NCVER employee, agent or third party contractor or other authorized agencies. Please note you may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the *Privacy Act 1988* (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

Terms and Conditions

By signing the attached 'Enrolment Form' ('**Enrolment Form**') and forwarding that form to PGA, the Learner and the Employer have agreed with the PGA to comply with these terms and conditions ('**Terms**'). These Terms supersede and prevail over any other terms and conditions included in any purchase order, confirmation or other document or communication from the Learner or the Employer to PGA.

- 1. Definitions:** In these Terms:
 - (a) '**Employer**' means the person described in the Enrolment Form attached to these Terms who employs the Learner;
 - (b) '**GST**' means GST as defined in the A New Tax System (Goods and Services Tax) Act 1999 as amended from time to time or any replacement or other relevant legislation and regulations;
 - (c) '**PGA**' means The Pharmacy Guild of Australia ABN 84 519 669 143 of Level 2, 15 National Circuit, Barton, Australian Capital Territory, Australia.
 - (d) '**Learner**' means the person described in the Enrolment Form attached to these Terms and who is employed by the Employer;
 - (e) '**Training Qualification**' means the qualification or qualifications described in the Enrolment Form; and
 - (f) '**Training Materials**' means any materials provided by the PGA to the Learner with respect to a Training Qualification including without limitation, any qualification notes, data presentations, case studies and assessment activities.
- 2. Enrolment:** On receipt of the Enrolment Form, PGA may, in its sole discretion, either enrol the Learner in one or more of the Training Qualifications, or decline to enrol the Learner in one or more of the Training Qualifications. If PGA enrolls a Learner in a Training Qualification, it will notify the Learner in writing of such enrolment (such notice will specify the date, time and location of the Training Qualification).
- 3. Cancellations:** If the Learner is enrolled in a Training Qualification, he or she may cancel that enrolment by notifying PGA in the manner set out in the 'Payment, Refund and Cancellation Policy' prior to the start of that Training Qualification. The Learner and the Employer each acknowledge and agree that PGA will apply the 'Payment, Refund and Cancellation Policy'.
- 4. Qualification fees:** The fees for enrolling in a Training Qualification are as set out in the Fees and Charges form (Fees). PGA may, from time to time, vary the Fees by publishing those prices within its new Enrolment Forms.
- 5. Payment of fees:** The Fees must be paid by either the Learner or the Employer at the time the Enrolment Form is submitted to PGA. The Learner and the Employer each acknowledge that PGA will not enrol the Learner until the Fees are paid as per the payment schedule or dates provided.
- 6. Qualification rescheduling:** The Learner and the Employer each acknowledge and agree that PGA may cancel, postpone, reschedule or relocate any Training Qualification due to low enrolments or other unforeseen or unexpected circumstances. If PGA exercises this option, PGA will use its reasonable endeavours to notify Learners of any such change to a Training Qualification as early as practicable in the circumstances. The Learner and the Employer each acknowledge and agree that PGA will apply the 'Payment, Refund and Cancellation Policy' set out in the Enrolment Form.
- 7. Intellectual Property Rights:** Any intellectual property rights subsisting in the Training Materials are owned by PGA and, where appropriate, its licensors. The Learner and the Employer must not reproduce, modify, enhance, adapt, translate, publish, perform, communicate, or create any derivative work based on, the whole or any part of the Training Materials. The Learner and the Employer must not remove, deface or obscure any identification, trade marks, proprietary or copyright notice on any part of the Training Materials. No intellectual property rights are assigned or licensed by PGA to either the Learner or the Employer under these Terms. The Learner and the Employer must not take any action, or cause any third party to take any action, contesting the ownership rights set out in this clause and must do all things necessary or convenient to give effect to this clause 7.
- 8. Use of Training Materials:** The Learner may use the Training Materials solely for undertaking the Training Qualification to which the Training Materials relate. The Learner must not distribute, disclose, sublicense, rent, lease or sell or otherwise grant or transfer any interest in the whole or any part of the Training Materials to any person, except with the prior written consent of PGA.

- 9. Employer Obligations:** The Employer must:
- Comply at all times with its obligations under the training contract between the Employer and the Learner in respect of the Learner's apprenticeship or traineeship and which has been lodged with the relevant authorities ('**Training Contract**');
 - Provide the Learner with appropriate on-the-job training, support and supervision which at a minimum complies with the Training Contract and training plan between the Learner, the Employer and the PGA ('**Training Plan**');
 - Monitor the progress of the learner and ensure the Learners Guide is completed and returned to PGA in accordance with the Learner's Training Plan;
 - Ensure the Learner's pharmacist/supervisor is available to check the Learner's progress and monitor that the Learners Guide is being regularly completed and forwarded for assessment;
 - Ensure that the Learner's pharmacist/supervisor signs the Assessment Sign-Off form and Supervisors Evidence Report at the back of the Learners Guide; and
 - Comply with the National Code of Good Practice for Australian Apprenticeships, the Training Plan, the Training Contract and relevant Australian Government and State/Territory laws (including, without limitation, those that relate to occupational health and safety, discrimination and Australian apprenticeship/traineeship arrangements)
- 10. Learner Obligations:** The Learner must:
- Comply with its obligations in the Training Contract;
 - Follow the Training Plan and make all reasonable efforts to ensure that units are completed by the dates specified in the Training Plan;
 - Ensure the pharmacist/supervisor of progress in relation to the apprenticeship/traineeship;
 - Ensure that the pharmacist/supervisor signs the Assessment Sign-Off form and Supervisors Evidence Report at the back of the Learner Guides; and
 - Comply with the National Code of Good practice for Australian Apprenticeships and relevant Australian Government and State/Territory laws (including, without limitation, those that relate to occupational health and safety, discrimination and Australian apprenticeship/traineeship arrangements).
- 11. Exclusion of Liability:** To the extent permitted by law and except any implied term, condition or warranty the exclusion of which would contravene any statute or cause any part of these Terms to be void ('**Non-excludable Condition**'), PGA and its related bodies corporate disclaim and exclude all terms, conditions and warranties implied by custom, the general law or statute.
- 12. Several Liability:** An agreement, representation or warranty on the part of two or more persons binds them separately.
- 13. Governing Law:** These Terms are governed by the laws in force in the Australian Capital Territory in Australia. The parties irrevocably and unconditionally submit to the non-exclusive jurisdiction of the courts of that Territory and any courts which have jurisdiction to hear appeals from any of those courts and waives any right to object to any proceedings being brought in those courts. These Terms constitute the entire agreement between the parties relating to the subject matter of these Terms and may only be varied by the written agreement of the parties

Fees, cancellation and refund policy

Fees and charges

Guild Training has a Fees and Charges policy which is fair and equitable. This policy is available on our website. Specific information regarding fees, charges and payment terms will be provided prior to enrolment. Fees and charges for User Choice traineeships are based on prices set by State/Territory Training Authorities. Fee-for-service qualification prices are set after consultation between state Branches and the National Secretariat. Learners who hold appropriate health care or concession cards may be granted concessions on tuition or administration fees. Guild Training has a policy in place to protect fees paid in advance. This policy is in line with the VET Quality Framework. Should any unforeseen circumstance occur where Guild Training is unable to complete the delivery and assessment of Training Services, the learner and employer will be able to continue their study with another provider at no additional cost.

Refund, cancellation and transfer policy

Guild Training has a refund, transfer and cancellation policy that is fair and equitable. Learners will be provided with specific information regarding refunds, cancellation and transfers during the enrolment process. This information is documented on all enrolment forms. Learners may appeal by stating any special circumstances which they feel may entitle them to a full or partial refund. Appeals must be in writing and contain full documentation supporting the claim. Some states/territories have specific cancellation and refund requirements and these are listed at the end of this document. Fees will be refunded in full where:

- The qualification does not start on the agreed starting date which is notified in the letter of offer, or
 - Illness or disability prevents a learner from taking up a qualification (on submission of medical certificate).
- No refund of qualification fees will be made where your enrolment is cancelled for any of the following reasons:
- Failure to maintain satisfactory qualification progress or failure to maintain satisfactory attendance.
 - Failure to pay qualification fees.

Further information regarding specific state and territory fees, charges, refunds and cancellation policies and requirements will be provided to the learner and the employer during the enrolment process.