

Information Guide

Introduction to Pharmacy

Fee for Service



What is the Introduction to Pharmacy course?

Introduction to Pharmacy will provide you with the skills and knowledge required to provide preliminary advice to customers and to work as part of a pharmacy team. On completion you should have an understanding of the requirements and boundaries of the pharmacy assistant job role and identify when to refer to a senior staff member or pharmacist. This course has been structured to provide you with this knowledge, as well as a range of retail operational tasks and customer service skills.

Typical functions within the community pharmacy industry for those who complete this training include:

- Responding to and advising customers on general retail products
- Referring customers to more senior pharmacy assistants or a pharmacist
- Operating within the legislative framework, regulation and protocols that apply to community pharmacy
- Operating a point of sale area
- Maintaining stock levels and displays
- Organising and maintaining work areas

Upon successful completion of all assessment and work experience components, you will be issued with a Nationally Recognised Statement of Attainment in SIR20116 Certificate II in Community Pharmacy for six (6) units of competency.

Units of study with assessment:

SIRCIND001	Work effectively in a community pharmacy
SIRCCCS001	Interact with pharmacy customers
SIRXSLS002	Follow point-of-sale procedures
SIRXIND002	Organise and maintain the store environment
SIRRINV001	Receive and handle retail stock
SIRXSLS001	Sell to the retail customer

What are the study pathways once I have completed the Introduction to Pharmacy course?

Once employed in a community pharmacy, learners who complete the Introduction to Pharmacy can complete the remaining units of competency to obtain a SIR20116 Certificate II in Community Pharmacy, and then progress to the SIR30116 Certificate III in Community Pharmacy to extend and develop their knowledge of product categories and key functions within the community pharmacy.

Is there an entry requirement?

You do not need to have prior pharmacy knowledge or prerequisite training, but you need to undertake a minimum amount of work placement experience to enable completion.

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

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

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

What is the mode of study?

In-Centre Training

Face-to-face training takes place at our training room. The classes are planned for individual learning activities and learners will receive comprehensive and expert guidance from our Guild trainer/assessors.

How long will the course take me to complete?

Day courses run for 6.5 weeks, with one week dedicated to work experience. All assessment tasks and work experience components are expected to be completed in this timeframe.

When can I start my course?

Please make contact with us for the confirmation of the start dates for our Introduction to Pharmacy course.

Course Structure

Day Course – 6.5 weeks
 Contact Hours: Monday - Friday
 (includes 1 self-study day per week)
 9.30am – 3.00pm
 Week 1 – 5 Classroom based training
 Week 6 – Work experience
 Week 7 – Final Assessments & Graduation

How much does Introduction to Pharmacy cost?

The Introduction to Pharmacy course is offered on a fee for service basis. The fee structure is outlined below:

Category	
Introduction to Pharmacy 6 units Statement of Attainment	\$1295
Completion of SIR20116 Certificate II in Community Pharmacy Available only if employed in pharmacy	\$655

Course Fees are broken into two payments.

Fee Payable	\$1295
Deposit – Payable to secure a position	\$500
Final payment – Payable before course commencement	\$795

What if I can't pay my course fees at the time of enrolment?

If you are unable to meet this fee structure you may apply, in writing, for a different payment plan. Students will be issued with an invoice showing the full amount payable. The student agrees that the full fee will be paid before course completion or cancellation.

Payment Methods

All learners are required to pay course fees upon enrolment, prior to course commencement. Fees can be paid by any of the following methods:

Payment Method	Mail	Phone	Fax	In-person	EFT
Credit Card	✓*	✓*	✓*	✓	
Cheque	✓			✓	
Money Order	✓			✓	
Cash				✓	
Direct Debit					✓

Cheques to be made payable to The Pharmacy Guild of Australia, South Australia Branch and be posted to:
 Guild Training Services
 The Pharmacy Guild of Australia, South Australia Branch
 12/202 Glen Osmond Road, Fullarton SA 5063

If paying by Electronic Funds Transfer, The Pharmacy Guild of Australia, South Australia Branch details are as follows:

Bank: Commonwealth Bank
Account Name: THE PHARMACY GUILD OF AUSTRALIA
BSB: 065-000 **Account:** 11602198

Reference: Please include your surname to identify your payment.

*Identification Required

Protection of Fees

Guild Training has a policy in place to protect fees paid in advance. This policy is in line with the VET Quality Framework. To achieve this Guild Training accept no more than \$1500 from each individual learner prior to the commencement of the course. View this policy in our Training Agreement located at www.guild.org.au/academy.

Additional Charges

Re-issue of learner guides

If you have misplaced or lost your learner guides after the original issue from Guild Training, a \$25.00 charge per learner guide will be applied for each learner guide re-issued.

Replacement Certificates/Statements of Attainment

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

Cancellation and Refunds of Course Fees

Learners who cancel or discontinue their course are responsible for notifying Guild Training in writing.

Under the full-fee paying policy, course fees will be refunded in the following circumstances for participants who withdraw in writing:

- **10 working days or more prior to the course commencement - 80% of the cost of the course.**
- **5 working days prior to the course commencement - 50% of the cost of the course.**
- **During the course - Nil refund. Payment of any outstanding fees will be required**

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

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

- Failure to maintain satisfactory course progress.
- Failure to maintain satisfactory attendance.
- Failure to pay course fees.
- Failure to adhere to Learner Rules.

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

- The course 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 course (on submission of medical certificate).

Learner Policies

Learner policies and obligations will be provided upon enrolment. If you require information on any policies that apply to learners undertaking studies with the Pharmacy Guild of Australia, prior to enrolment, please refer to <http://www.guild.org.au/academy/pharmacy-assistant/pharmacy-assistant-resource-area/policies-procedures>.

What is competency based training and assessment?

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

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

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

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

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

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

Guild Overview

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

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

Contacts

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

The Pharmacy Guild of Australia, South Australia Branch - Guild Training Contacts			
Branch Training Contacts			
Address	Unit 12 / 202 Glen Osmond Road, Fullarton SA 5063	Email	trainingsa@sa.guild.org.au
Telephone	08 8304 8300	Fax	08 8333 1729
Branch Enquiries			
Acting State Training Manager	Abby Barratt	abby.barratt@sa.guild.org.au	
Training Administration		trainingsa@sa.guild.org.au	