

Enrolment Form – SIR40116 Certificate IV in Community Pharmacy Fee for Service

Entry requirements for SIR40116 Certificate IV in Community Pharmacy		
<p>Under the 2016 training package for SIR40116 Certificate IV in Community Pharmacy, entry requirements must be met before a student can enrol. The requirements state that student must hold a Certificate III in Community Pharmacy or have relevant employment experience as a Community Pharmacy Assistant and have the skills and knowledge described in core units of competency from SIR30116 Certificate III in Community Pharmacy and also hold a statement of attainment for the unit SIRCIND002 Support the supply of Pharmacy Medicines and Pharmacist Only Medicines. If you do not hold a Certificate III in Community Pharmacy or hold a statement of attainment for the unit SIRCIND002 Support the supply of Pharmacy Medicines and Pharmacist Only Medicines please complete the below. If you do hold a Certificate III in Community Pharmacy please proceed to contact details of the enrolment form.</p>		
SIR30116 Certificate III in Community Pharmacy Core Unit Declaration (Only to be completed if you do not hold a Certificate III in Community Pharmacy)		
CORE UNITS SIR30116	Learner	Supervisor
<p>HLTWH5001 – Participate in workplace health and safety: <i>I actively identify and participate in:</i></p> <ul style="list-style-type: none"> Safe work practices to ensure my own health and safety and that of others. Reporting faults and problems, according to work health and safety (WHS) legislation and pharmacy policies. My pharmacies procedures for emergency situations, evacuation, accident and illness. 	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
<p>SIRCCS002-Provide and promote services to pharmacy customers: <i>I actively identify and participate in:</i></p> <ul style="list-style-type: none"> Communicating and engaging with diverse customers to determine their needs Taking opportunities to enhance the quality of service provided and promote additional services. Demonstrating the ability to respond to difficult behaviour and complaints face-to-face, via electronic means or over the telephone. 	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
<p>SIRCDIS001 - Assist customers with prescriptions <i>I actively identify and participate in:</i></p> <ul style="list-style-type: none"> Regularly collecting and verify customer’s prescription-related information Lodge prescriptions for dispensing Return dispensed prescription medicines to customers on behalf of the dispensing Pharmacist. Demonstrating a thorough understanding of the Pharmaceutical Benefits Scheme the range of different prescriptions Packaging prescription medicines and my role in providing prescription medicines to customers. 	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
<p>SIRCIND001 - Work effectively in a community pharmacy <i>I actively identify and participate in:</i></p> <ul style="list-style-type: none"> Demonstrating a thorough understanding of my pharmacies policies and procedures and my workplace rights and responsibilities. Effectively displaying the knowledge and expectations of Community Pharmacy throughout my daily work activities. Upholding the Pharmacies privacy and confidentiality policies and procedures 	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
<p>SIRCIND002 - Support the supply of Pharmacy Medicines and Pharmacist Only Medicines <i>I actively identify and participate in:</i></p> <ul style="list-style-type: none"> Demonstrating the knowledge and skills required to effectively support my pharmacy and customers with the supply of Pharmacy Medicines (S2) and Pharmacist Only Medicines (S3). Applying my knowledge of pharmacy, asking protocol questions and refer customers to the pharmacist when appropriate Understanding the role and limitations of the pharmacy assistant and ensure that I do not cross over these boundaries Demonstrating an understanding of medicines, the purpose of medicine scheduling and the associated committees and organizations that support the supply of Pharmacy Medicines and Pharmacist Only Medicines. 	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure

CORE UNITS SIR30116	Learner	Supervisor
<p>SIRCINF001 - Use pharmacy practices for infection control <i>I actively identify and participate in:</i></p> <ul style="list-style-type: none"> • Demonstrating the knowledge of my pharmacies infection control guidelines • Using the required safe and hygienic practices to prevent cross transmission of infection. • Following our pharmacies procedures to clean and disinfect equipment and surfaces and safely dispose of general waste, unwanted medicines or unknown substances. 	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
<p>SIRCPA005 - Assist customers with cough and cold relief products <i>I actively identify and participate in:</i></p> <ul style="list-style-type: none"> • Following the Pharmacies preferred questioning protocol specific to cough and cold requests and referring customers to the pharmacist when required. • Follow Pharmacy protocol and procedure with Pseudoephedrine based medicines • Identifying typical cough, cold and flu symptoms and demonstrate product knowledge and health care information and self- care practices appropriate to the symptoms presented. • Locating and explaining a range of features and benefits for cough and cold medicines that are unscheduled and Pharmacy Medicine including: decongestants, cough suppressants, expectorants, mucolytics, analgesics and antihistamines. 	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
<p>SIRCPA006 - Assist customers with skin and anti-fungal products <i>I actively identify and participate in:</i></p> <ul style="list-style-type: none"> • Following the Pharmacies preferred questioning protocol specific to skin and fungal requests • Identifying typical skin and fungal symptoms and demonstrate product knowledge and health care information and self- care practices that are appropriate to the symptoms presented including • Locating and explaining a range of features and benefits for skin and fungal products that are unscheduled and Pharmacy Medicines including: antibacterial, infection or infestation treatments, anti-fungal treatments, anti-pruritics and moisturisers and skin protection products. • Acting on triggers for referral to a pharmacist for therapeutic advice and supply of Pharmacist Only Medicines (S3). 	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
<p>SIRCPA008 - Assist customers with products for gastro-intestinal conditions <i>I actively identify and participate in:</i></p> <ul style="list-style-type: none"> • Following the Pharmacies preferred questioning protocol specific to gastro-intestinal requests • Identifying typical gastro-intestinal symptoms and conditions such as: heartburn and indigestion, constipation treatments, nausea and vomiting • Demonstrate product knowledge and health care information and self- care practices that are appropriate to the symptoms presented including locating and explaining a range of features and benefits for gastro-intestinal products that are unscheduled and Pharmacy Medicines including: antacids, alginates, H2 antagonists, laxatives, diarrhoea treatments, worming treatments and haemorrhoid treatments. • Acting on triggers for referral to a pharmacist for therapeutic advice and supply of Pharmacist Only Medicines (S3). 	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
<p>SIRCPA009 - Assist customers with allergy relief products <i>I actively identify and participate in:</i></p> <ul style="list-style-type: none"> • Following the Pharmacies preferred questioning protocol specific to allergy requests • Identifying typical allergy symptoms and conditions and demonstrate product knowledge and health care information and self- care practices that are appropriate to the symptoms presented such as: allergic rhinitis or hayfever, sinusitis and allergic conjunctivitis. • Locating and explaining a range of features and benefits for allergy products that are unscheduled and Pharmacy Medicines including: antihistamines, nasal sprays, eye drops and corticosteroid nasal sprays • Acting on triggers for referral to a pharmacist for therapeutic advice and supply of Pharmacist Only Medicines (S3). 	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure

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CORE UNITS SIR30116		Learner	Supervisor
SIRCPA010 Assist customers with analgesic and anti-inflammatory products <i>I actively identify and participate in:</i> <ul style="list-style-type: none"> Following the Pharmacies preferred questioning protocol specific to pain, fever and inflammatory conditions and requests Following Pharmacy protocol and procedure with codeine based medicines Identifying typical pain and inflammation symptoms and conditions and demonstrate product knowledge and health care information and self-care practices that are appropriate to the symptoms presented such as: headache, joint pain, skin pain, period pain and dental pain Locating and explaining a range of features and benefits for pain and anti-inflammatory products that are unscheduled and Pharmacy Medicines including: paracetamol, aspirin, ibuprofen, and anti-inflammatories. Acting on triggers for referral to a pharmacist for therapeutic advice and supply of Pharmacist Only Medicines (S3). 		<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
DECLARATION:			
I confirm the applicant (learner) has relevant industry employment experience as a Community Pharmacy Assistant and can display the relevant skills and knowledge described in the above core units of competency from the SIR30116 Certificate III in Community Pharmacy qualification.			
Learner signature		Date:	
Employer / Supervisor signature		Date:	
Support the Supply of Pharmacy and Pharmacist Only Medicines			
Do you hold a statement of attainment for SIRCIND002 Support the supply of Pharmacy Medicines and Pharmacist Only Medicines?		<input type="checkbox"/> Yes	<input type="checkbox"/> No
If you answered no to the above question, you will be required to RPL the unit SIRCIND002 Support the supply of Pharmacy Medicines and Pharmacist Only Medicines and gain competency prior to enrolment into SIR40116 Certificate IV in Community Pharmacy. There will be no additional costs associated with this unit of competency.			
I require to RPL SIRCIND002 Support the supply of Pharmacy Medicines and Pharmacist Only Medicines		<input type="checkbox"/> Yes	<input type="checkbox"/> No
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		
<p>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 NCVET. 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/</p>		
To commence training you will need to provide your Unique Student Identifier number (10 digits).		
My USI number is		
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)		
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		
How long have you worked with the learner		
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 9 or equivalent
	<input type="checkbox"/> Year 11 or equivalent <input type="checkbox"/> Year 8 or equivalent
	<input type="checkbox"/> Year 10 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
Have you previously completed a qualification with the Pharmacy Guild of Australia?	<input type="checkbox"/> Yes <input type="checkbox"/> No
<input type="checkbox"/> Support the supply 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.	
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	
<input type="checkbox"/> Yes <input type="checkbox"/> No	
<input type="checkbox"/> Learning	<input type="checkbox"/> Intellectual
<input type="checkbox"/> Medical Condition	<input type="checkbox"/> Vision
<input type="checkbox"/> Acquired Brain Impairment	<input type="checkbox"/> Mental Illness
	<input type="checkbox"/> Hearing / Deaf
	<input type="checkbox"/> Physical
	<input type="checkbox"/> Other (please specify)
If you answered yes to the above question do you require any assistance to participate in this course?	
<input type="checkbox"/> Yes <input type="checkbox"/> 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

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

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? Yes No

If no, which country were you born?

Are you an Australian citizen? Yes 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)

- No, English only Yes, other – please specify

How well do you speak English? Very well Well Not well 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)

- No Yes – Aboriginal 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? Yes 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:

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

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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.

SIR40116 Certificate IV in Community Pharmacy

Unit selection form

Learner name	
Pharmacy name	

This qualification can be used to build on the skills that the pharmacy assistant may have completed when studying the Certificate III in Community Pharmacy. This qualification should be undertaken by those pharmacy assistants wishing to operate as a dispensary assistant, retail or front-of-shop manager or specialist pharmacy assistant.

Entry to this qualification is open to individuals who have achieved Certificate III in Community Pharmacy or have relevant industry employment experience as a community pharmacy assistant in a job role that has involved the application of skills and knowledge described in core units of competency from SIR30116 in Community Pharmacy and have a statement of attainment in the unit SIRCIND002 Support the supply of Pharmacy Medicines and Pharmacist Only Medicines.

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

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SIR40116 Certificate IV in Community Pharmacy Core and Elective Map

To achieve a SIR40116 Certificate IV in Community Pharmacy, 14 units must be completed.

- 3 core units
- 11 elective units

CORE UNITS



Select *ONE* of
the below
options

HEALTH STREAM

MANAGEMENT STREAM

BUILD YOUR OWN * Select 10 Elective Units *

CORE UNITS		IF APPLICABLE I would like to claim/apply for	
Unit code	Unit Name	Credit transfer	RPL
BSBLDR403	Lead team effectiveness		
HLTWHS003	Maintain work health and safety		
SIRCCPM001	**Assist in managing Pharmacy Medicines and Pharmacist Only Medicines		

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HEALTH STREAM		<i>IF APPLICABLE I would like to claim/apply for</i>	
<i>Unit code</i>	<i>Unit Name</i>	<i>Credit transfer</i>	<i>RPL</i>
SIRCIND002	Support the supply of pharmacy medicines and pharmacist only medicines		
HLTAAP001	Recognise healthy body systems		
SIRCINF001	Use pharmacy practices for infection control		
SIRCHCS003	Test blood pressure and advise on self-monitoring		
SIRCHCS004	Test blood glucose and advise on equipment and services for diabetes management		
SIRCPPA012	Assist customers with asthma-care aids and equipment		
SIRCPPA014	Assist customers with continence management products		
SIRCPPA015	Assist customers with wound care products		
SIRCPPA001	Assist customers with vitamins, minerals and supplements		
SIRCPPA017	Assist customers with complementary medicines		
SIRCHCS006	Coordinate pharmacy health promotions		

MANAGEMENT STREAM		<i>IF APPLICABLE I would like to claim/apply for</i>	
<i>Unit code</i>	<i>Unit Name</i>	<i>Credit transfer</i>	<i>RPL</i>
SIRCIND002	Support the supply of pharmacy medicines and pharmacist only medicines		
SIRCCPM004	Manage pharmacy sales and service delivery		
SIRCCPM005	Manage pharmacy premises, equipment and merchandise		
SIRCCPM006	Develop a pharmacy product and service range		
BSBHRM405	Support the recruitment, selection and induction of staff		
SIRXHRM002	Maintain employee relations		
SIRCCPM002	Coordinate a pharmacy quality system		
BSBMGT403	Implement continuous improvement		
SIRXRSK002	Maintain store security		
BSBCUS401	Coordinate implementation of customer service strategies		
SIRXCEG003	Build customer relationships and loyalty		

Pre-Requisite information:

<i>Unit Code</i>	<i>Unit Name</i>	<i>Pre-Requisite unit/s required</i>
SIRCDIS003	Assist in dispensing prescriptions	SIRCIND002 - Support the supply of pharmacy medicines and pharmacist only medicines SIRCDIS001 – Assist customer with prescriptions
SIRCDIS004	Assist in preparing dose admin aids	SIRCIND002 - Support the supply of pharmacy medicines and pharmacist only medicines SIRCDIS001 – Assist customer with prescriptions SIRCDIS003 – Assist in dispensing prescriptions
SIRCDIS007	Administer dispensary computer systems and claims	SIRCDIS003 – Assist in dispensing prescriptions
SIRCDIS008	Coordinate service to residential care facilities	SIRCDIS003 – Assist in dispensing prescriptions
SIRCHCS001	Support the management of obstructive sleep apnoea	SIRCINF001 - Use pharmacy practices for infection control
SIRCHCS004	Test blood glucose and advise on equipment and services for diabetes management	SIRCINF001 - Use pharmacy practices for infection control
SIRCPA015	Assist customers with wound care products	SIRCIND002 - Support the supply of pharmacy medicines and pharmacist only medicines SIRCINF001 - Use pharmacy practices for infection control
SIRCPA017	Assist customers with complementary medicines	SIRCIND002 - Support the supply of pharmacy medicines and pharmacist only medicines SIRCPA001 - Assist customers with vitamins, minerals and supplements

Please Note: When selecting your below units, please refer to the above pre-requisites for units marked with an asterisks (**). If you are applying for any unit/s that requires a pre-requisite, please ensure you select the pre-requisite unit/s or, provide certified evidence of your previous completion of the pre-requisite unit/s.

BUILD YOUR OWN – Select 10 Units		<i>IF APPLICABLE I would like to claim/apply for</i>		
<i>Unit code</i>	<i>Unit Name</i>	<i>Select this unit</i>	<i>Credit transfer</i>	<i>RPL</i>
SIRCIND002	Support the supply of pharmacy medicines and pharmacist only medicines	✓		
HLTAAP001	Recognise healthy body systems			
BSBCUS401	Coordinate implementation of customer service strategies			
SIRXCEG003	Build customer relationships and loyalty			
SIRCCPM002	Coordinate a pharmacy quality system			
SIRCCPM004	Manage pharmacy sales and service delivery			
SIRCCPM005	Manage pharmacy premises, equipment and merchandise			
SIRCCPM006	Develop a pharmacy product and service range			

Unit code	Unit Name	Select this unit	Credit transfer	RPL
SIRCDIS001	Assist customer with prescriptions			
SIRCDIS002	Deliver medicines to customers outside the pharmacy			
SIRCDIS003	**Assist in dispensing prescriptions			
SIRCDIS004	**Assist in preparing dose administration aids			
SIRCDIS006	Maintain dispensary stock			
SIRCDIS007	Administer dispensary computer system and claims <i>This unit requires the learner to prepare and reconcile Pharmaceutical Benefits (PBS) claims. Learners will need to have access to some financial information, specifically PBS payments made to the pharmacy across two reporting periods. If the pharmacy is unwilling to allow the learner access to this financial information it is recommended that the learner select another unit.</i>			
SIRCDIS008	**Coordinate service to residential care facilities <i>This unit requires the learner to provide pharmacy services and coordinate the ongoing supply of medicines to patients of a residential care facility. Learners will need to have access to a residential care facility with which the learner can interact, and information about contractual and pricing arrangements between the pharmacy and facility. If the pharmacy is unable to provide this relationship or information it is recommended that the learner select another unit.</i>			
SIRCHCS001	**Support the management of obstructive sleep apnoea			
SIRCHCS002	Supply and hire home health care aids and equipment			
SIRCHCS003	Test blood pressure and advise on self-monitoring			
SIRCHCS004	**Test blood glucose and advise on equipment and services for diabetes management			
SIRCHCS005	Provide Australian Needle and Syringe Program services			
SIRCHCS006	Coordinate pharmacy health promotions			
BSBHRM405	Support the recruitment, selection and induction of staff			
SIRCINF001	Use pharmacy practices for infection control			
SIRRINV002	Control stock			

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BSBMGT403	Implement continuous improvement			
SIRXHRM002	Maintain employee relations			
SIRCPPA007	**Assist customers with pregnancy and maternal health products and services			
SIRCPPA012	**Assist customers with asthma-care aids and equipment			
SIRCPPA013	Assist customers with smoking cessation products			
SIRCPPA014	Assist customers with continence management products			
SIRCPPA015	**Assist customers with wound care products			
SIRCPPA016	**Assist customers with diet, nutrition and weight-management products and services			
SIRCPPA001	**Assist customers with vitamins, minerals and supplements			
SIRCPPA017	**Assist customers with complementary medicines			
SIRCPPA018	**Assist customers with women's and men's health care products			
SIRXRSK002	Maintain store security			

Please select the stream you wish to study

HEALTH STREAM

MANAGEMENT STREAM

BUILD YOUR OWN

ELECTIVE DECLARATION

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:

Please return the above pages the Pharmacy Guild of Australia Queensland Branch via:

Email: admin.training@qldguild.org.au

Fax: 07 3832 0871

Post: PO Box 457, Spring Hill, QLD, 4001

Unit Descriptors

SIR40116 Certificate IV in Community Pharmacy

CORE UNITS	UNIT DESCRIPTORS
BSBLDR403 - Lead team effectiveness	This unit will provide you with the knowledge and skills to plan and supervise the performance of the team and develop team cohesion. It also includes skills to assist you to plan to achieve team outcomes, lead team to develop cohesion, manage the work team and to liaise with management.
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.
HLTWHS003 - Maintain work health and safety	This unit will provide you with the knowledge and skills to implement and monitor work health and safety (WHS) policies, procedures and work practices as part of a small work team. You will learn how to contribute to pharmacy procedures for identifying and controlling risks and implement policies and procedures into work team processes.
HEALTH 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.
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.
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.
SIRCHCS003 - Test blood pressure and advise on self-monitoring	This unit will provide you with the knowledge and skills required to test blood pressure and provide advice on ongoing self-monitoring. The unit covers a basic understanding of blood pressure, how to test and record blood pressure readings, recommend home monitoring equipment, and advise on lifestyle and self-care practices to support customers. Also included in this unit is systolic blood pressure, diastolic blood pressure, sphygmomanometer, monitoring equipment that may be of assistance to customers managing blood pressure health conditions and use, care and storage requirements for aids and equipment.
SIRCHCS004 - Test blood glucose and advise on equipment and services for diabetes management	This unit will provide you with the knowledge and skills required to test blood glucose and advise on monitoring equipment and services. The unit covers an elementary knowledge of the diabetes condition, how to test blood glucose levels, recommend home monitoring equipment, and advise on lifestyle and health-care practices to support customers to manage diabetes. Also included in the unit is type 1 diabetes, type 2 diabetes, gestational diabetes, common side effects of taking diabetes medicines and key features of the National Diabetes Services Scheme (NDSS).

SIRCPA012 - Assist customers with asthma-care aids and equipment	This unit will provide you with the knowledge and skills to work with customers to assist them with the management of asthma. This will include the required questioning protocol, product and health care information and self-care practices. Topics covered within this unit include asthma medicines and delivery asthma action plan and asthma cycle of care. Also included are the symptoms of asthma and lifestyle information that can assist your customers to manage this health condition.
SIRCPA014 - Assist customers with continence management products	This unit will provide you with the knowledge and skills to work with customers to assist them with continence products and services and managing incontinence. This will include the required questioning protocol, product and health care information and self-care practices. Topics covered within this unit include contributing factors and customers at risk of incontinence, continence management products, and demonstrating the use, care and maintenance of re-usable continence products, aids and equipment. Also included are lifestyle factors affecting continence, specialist services and the Continence Assistance Payments Scheme (CAPS).
SIRCPA015 - Assist customers with wound care products	This unit will provide you with the knowledge and skills to work with customers to assist them with wound care products and self-care. This will include the required questioning protocol, product and health care information and self-care practices. Topics covered within this unit include the anatomy and physiology of the skin, the stages of wound healing, and internal and external factors that affect wound healing and moist wound healing. Also included are dressings and wound care products, treating acute wounds and managing chronic wounds.
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.
SIRCPA017 - Assist customers with complementary medicines	This unit will provide you with the knowledge and skills to work with customers to assist them in the selection of complementary medicines. This will include the required questioning protocol, product and health care information and self-care practices. Topics covered within this unit include herbs for the digestive system and the liver, cardiovascular system and the male and female reproduction system. Also included are sports supplements, amino acids, therapeutic oils and amino acids.
SIRCHS006 - Coordinate pharmacy health promotions	This unit will provide you with the knowledge and skills to plan and implement health promotions within a community pharmacy. It includes developing health education, promotion and awareness strategies, and implementing health education programs. Also included are working with pharmacy staff to support promotional activities, developing promotional plans, timelines and budget resources and monitoring and evaluating promotional activities against goals and objectives.
MANAGEMENT STREAM	UNIT DESCRIPTORS
SIRCCPM004 - Manage pharmacy sales and service delivery	This unit will provide you with the knowledge and skills to monitor, maintain and improve pharmacy sales and service delivery. It will provide you with the skills to develop and implement quality customer service practices, determine and monitor sales targets, monitor supply arrangements and manage pharmacy operations to achieve productivity gains.
SIRCCPM005 - Manage pharmacy premises, equipment and merchandise	This unit will provide you with the knowledge and skills to manage the maintenance and presentation of pharmacy premises, equipment and merchandise, including pricing, in line with the image of a professional health provider. This unit applies to front of pharmacy managers working in a community pharmacy and who is responsible for making a range of management decisions across single or multiple pharmacy outlets.
SIRCCPM006 - Develop a pharmacy product and service range	This unit will provide you with the knowledge and skills to investigate, plan for and update a range of pharmacy products and services at regular intervals. It will provide you with the skills to continually analyse the market, choose and introduce products and services, negotiate the cost of supply, determine pricing policies and monitor quality.

BSBHRM405 - Support the recruitment, selection and induction of staff	This unit will provide you with the knowledge and skills to complete tasks associated with the recruitment cycle and apply in-depth knowledge of the work of the pharmacy and how recruitment and selection practices fit with other human resources functions. You will learn how to plan for recruitment, plan for selection, support the selection process and induct the successful candidate.
SIRXHRM002 - Maintain employee relations	This unit will provide you with the knowledge and skills to maintain employee relations in the pharmacy. It involves identifying awards and agreements, minimising potential industrial problems, and implementing dispute and grievance procedures. This unit applies to team leaders or managers who are responsible for the maintenance of positive employee relations by acting to identify and minimise potential industrial problems, and implement dispute and grievance procedures where necessary, according to pharmacy policies and procedures and local statutory requirements. It includes applying an award or agreement, rights of employers and employees, keeping the workplace safe and fair and introducing change.
SIRCCPM002 - Coordinate a pharmacy quality system	This unit will provide you with the knowledge and skills to implement a pharmacy quality system. It requires the ability to maintain organisational policies, procedures, operations manuals and other quality system records; communicate requirements to pharmacy staff and ensure their participation. It covers coordinating external audits, monitoring and reviewing system effectiveness and making recommendations for improvement. Quality standards can be internal or those for a quality program such as the Quality Care Pharmacy Program (QCPP).
BSBMGT403 - Implement continuous improvement	This unit will provide you with the knowledge and skills to implement the pharmacy's continuous improvement systems and processes to support the Quality Care Pharmacy Program (QCPP). It covers using systems and strategies to actively encourage the team to participate in the process, monitoring and reviewing performance, and identifying opportunities for further improvements.
SIRXRSK002 - Maintain store security	This unit will provide you with the knowledge and skills to maintain store security in a pharmacy environment. Skills developed in this unit include monitoring and review security procedures continually and acting on opportunities to improve pharmacy security, reporting matters impacting pharmacy security to relevant personnel and documenting breaches of security as required.
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.
BSBCUS401 - Coordinate implementation of customer service strategies	This unit will provide you with the knowledge and skills to advise, carry out and evaluate customer service strategies. This unit is designed for the senior pharmacy assistant or retail manager and will provide skills on advising on customer service needs, supporting the implementation of customer service strategies and evaluating and reporting on customer service.
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.
BUILD YOUR OWN	UNIT DESCRIPTORS
SIRCDIS002 - Deliver medicines to customers outside the pharmacy	This unit will provide you with the skills and knowledge required to plan for and deliver dispensed medications and other pharmacy products to the homes of community pharmacy customers. This unit incorporates the requirement for pharmacy assistants to comply with federal, state and territory law and Pharmacy Board of Australia Guidelines for supplying scheduled Pharmacy Medicines (S2) and Pharmacist Only Medicines (S3).
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.

SIRCDIS004 - Assist in preparing dose administration aids	This unit will provide you with the skills and knowledge required to package pharmaceutical products in Dose Administration Aids (DAAs). It requires the ability to set up pre-packaged doses of prescribed medicines to be administered over set periods, verify contents with a pharmacist and complete DAA patient records. This unit incorporates the requirement for pharmacy assistants to comply with federal, state and territory law and Pharmacy Board of Australia Guidelines for supplying scheduled Pharmacy Medicines (S2) and Pharmacist Only Medicines (S3).
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. This unit requires the learner to prepare and reconcile Pharmaceutical Benefits (PBS) claims. Learners will need to have access to some financial information, specifically PBS payments made to the pharmacy across two reporting periods. If the pharmacy is unwilling to allow the learner access to this financial information it is recommended that the learner select another unit.
SIRCDIS008 - Coordinate service to residential care facilities	This unit will provide you with the skills and knowledge required to maintain relationships with residential care facilities to provide quality service and coordinate the ongoing supply of medications and other pharmacy products to their residents. It requires the ability to administer trading terms and contracts and to assist pharmacists with patient medication reviews, administrative records and reports. This unit requires the learner to provide pharmacy services and coordinate the ongoing supply of medicines to patients of a residential care facility. Learners will need to have access to a residential care facility with which the learner can interact, and information about contractual and pricing arrangements between the pharmacy and facility. If the pharmacy is unable to provide this relationship or information it is recommended that the learner select another unit.
SIRCHCS001 - Support the management of obstructive sleep apnoea	This unit will provide you with the skills and knowledge required to advise on, trial, recommend and supply Continuous Positive Airway Pressure (CPAP) equipment and provide ongoing support to customers who are self-managing medically diagnosed sleep apnoea. It requires the ability to identify and act on triggers for referral to a pharmacist for therapeutic advice.
SIRCHCS005 - Provide Australian Needle and Syringe Program services	This unit will provide you with the skills and knowledge required to provide service to customers of the Australian Needle and Syringe Program (NSP). It covers only the provision of free ready-made equipment packs and the acceptance of sealed sharps disposal containers. It requires the ability to identify and act on triggers for referral to a pharmacist for therapeutic advice.
SIRCPPA007 - 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.
SIRCPPA013 - 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.

*Get the
knowledge.*




Guild Training

SIRCPA016 - Assist customers with diet, nutrition and weight-management products and services	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 products. It requires the ability to identify and act on triggers for referral to a pharmacist for therapeutic advice or supply of Pharmacist Only Medicines (S3).
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.
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.

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 – Fee For Service

Student Name:		Pharmacy Name:	
Email Invoice to:	<input type="checkbox"/> Student <input type="checkbox"/> Pharmacy	Email address:	
<input type="checkbox"/> UPFRONT – Guild Member - \$2,500*		<input type="checkbox"/> UPFRONT – Non-Guild Member - \$3,500*	
<input type="checkbox"/> PAYMENT PLAN – Guild Member 16 x monthly installments of \$156.25*		<input type="checkbox"/> PAYMENT PLAN - Non-Guild Member 16 x monthly installments of \$218.75*	
<i>*Guild Training Administration will adjust the course fee accordingly if prior training credited. *Where a learner is paying for the course fees, Guild training will not collect more than \$1500 in pre-paid fees. If the learner is paying for the course fees (where the course fees are <\$1500), a payment plan must be elected as payment method*</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 (following page). 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:

FFSU4

FFSP4

COURSE FEES:



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.