

Guild Training

RTO 0452



Pre-Enrolment Handbook

Community Pharmacy Qualification and Training Courses

Community Pharmacy Training Products

Welcome

The Pharmacy Guild of Australia (RTO 0452), trading as Guild Training is the primary provider of certificate training and online education for pharmacy and dispensary assistants. Guild Training provides nationally accredited training and assessment in qualifications and courses from the Community Pharmacy training package. Guild Training is responsible for issuing you with a certificate or statement of attainment on the successful completion of your nationally recognised training.

Guild Training has been a training provider since 1995 and is the preferred training provider for community pharmacy offering real-life learning solutions. We are committed to providing a quality education experience for all learners.

This handbook has been developed to provide you with information on the training that is available, the types of delivery, fees and charges and other information you should consider prior to enrolment. Our Guild Training staff are available to discuss your training needs.

A range of qualifications and training courses for the Community Pharmacy sector are offered. They have been developed from Training Packages that contain nationally recognised qualifications, skills sets and units of competency. A qualification is the result of successfully completing a set of units of competency based on the training package requirements. A Skills Set is a specific set of units or could be a single unit that have been identified as being required to perform a job. We have also developed courses which have been identified by industry as skills that are essential to job roles within Community Pharmacy. Skill sets can be linked to a license or regulatory requirement. Units of competency define the particular skills and knowledge and the standard required to be competent in these. So, a typical unit of competency from the Community Pharmacy would be SIRCIND002 - Support the supply of Pharmacy Medicines and Pharmacist Only Medicines.

Training can be accessed by pharmacy and dispensary assistants in different modes of study including face to face and distance/online. Learners can choose to complete an entire qualification, or they may simply wish to complete a skill set or a unit of competency. The community pharmacy qualification and training courses consists of:

SIR20116 Certificate II in Community Pharmacy

This qualification is designed to provide new employees, or those who have never worked in pharmacy, with the basic skills required to operate effectively in a community pharmacy environment. Skills and knowledge included in this qualification include basic product knowledge, pharmacy operations, communication skills, customer service skills and basic prescription procedures.

SIR30116 Certificate III in Community Pharmacy

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. Guild Training will work with you to develop a training plan to meet your needs and the needs of your pharmacy.

SIR40116 Certificate IV in Community Pharmacy

This qualification can be used to build on the skills that the pharmacy assistant may have completed as part of 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.

SIR40216
Certificate IV in
Community
Pharmacy
Dispensary

This qualification recognises the important role of the dispensary assistant in the community pharmacy environment. It has been developed to provide a distinct qualification for dispensary assistants. This qualification should be undertaken by dispensary assistants wishing to update their skills on key dispensary functions such as dose administration aids and dealing with residential care facilities.

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.

SIRSS00012
Community
Pharmacy
Dispensary

This skill set will provide a set of skills to work as a dispensary assistant or dispensary technician within a community pharmacy. It has been developed to benefit experienced pharmacy assistants who are looking to expand their skills in the area of dispensary.

SIRSS00030
Introduction to
Community
Pharmacy

Skills for working as a pharmacy assistant engaging with customers and completing sales in a community pharmacy are provided in this skill set. . Pharmacy assistants must comply with federal, state and territory law and Pharmacy Board of Australia Guidelines for supplying scheduled Pharmacy Medicines (S2) and Pharmacist Only Medicines (S3).

Dispensary
Assistants
Course (Short)

The Dispensary Assistants Course (Short) provides you with the basic skills to assist the pharmacist with the dispensing of medicines. This short course has been developed to benefit pharmacy assistants who may wish to develop skills in assisting the pharmacist with the dispensing of prescription medicines.

Individual
Unit(s)

You may also wish to enrol in a single unit(s) of competency such as SIRCHCS003 - Test blood pressure and advise on self-monitoring or SIRCPPA012 - Assist customers with asthma-care aids and equipment. You can select any unit of competency from any of the qualifications or skill sets. The full list of units and descriptors can be found on pages 13 - 20 of this document.

Modes of Study

Face to Face

Generally, face to face training is delivered in our Branches and usually requires the learner to participate in work placement. You will be provided with training materials and will be supported by a Guild Training trainer. Our face to face courses are limited, further information can be provided by our Guild Training staff or via the website.

Distance/Online Education

This mode of study enables you to undertake your training in the pharmacy under the supervision of a workplace supervisor and at a time convenient to the pharmacy. You will be provided with training materials and supported by a Guild Training trainer who will contact you in the pharmacy or by phone on a regular basis.

What are the Entry Requirements?

In some states and territories there are minimum age requirements, Guild Training staff will be able to advise you on your state's legislation requirements. Our training requires learners to be either employed in a community pharmacy or to participate in work-placement. Typically face to face delivered courses require work placement where distance/online delivery requires employment. In all courses a level of language, literacy and numeracy applies.

This includes:

- Literacy skills that allow documents to be read and comprehended.
- A level of English, spoken and written to a level to communicate with the general community.
- Numeracy skills need to be at a level to handle money and calculate medicine doses.

Other entry requirements may include:

- Course and/or unit prerequisites
- Course and/or unit specific requirements
- If learner is under 18 years of age, an under 18 parental/guardian consent form is required
- Proof of ID and age (for example driver's license)
- Be Australian Citizen, permanent resident, humanitarian visa holder or NZ citizen.
- If not Australian born, VEVO check may be required
- Live or work in your State/Territory
- State/territory funded program requirements (please contact your Guild Training branch – contact details are provided at the end of this handbook).

Where a course is delivered online learners will be required to have:

- Access to a computer or device with internet access.
- A level of digital literacy which allows you to upload documents, recordings and complete your assessments online.

If you are enrolling into a Certificate IV in Community Pharmacy the following entry requirements apply:

- 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.

Is there a specific language, literacy, and numeracy requirement to study units of competency from the Community Pharmacy qualifications and training courses?

All prospective students undertake a language, literacy, or numeracy quiz as part of their enrolment process. Although there is an expectation that you have good English language and numeracy skills to work in a community pharmacy and to complete this training, we also encourage you to discuss any specific learning difficulties or preferred learning styles with your Guild Training trainer or the Training Manager so that appropriate support can be arranged. 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, and unfunded costs may be involved, these will be discussed with you during the enrolment process.

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

Types of Training Enrolments

Standard Enrolment

Learners not enrolling under a traineeship agreement are considered to be a standard enrolment. In this case, the qualification or training courses may be funded through a state/territory government funded program, or is being charged on a fee-for-service basis. Learners who complete their training under these arrangements will complete the same units and qualifications as those who undertake a traineeship. However, learners may not need to meet certain entry requirements that are specified for learners completing their traineeship.

Traineeship

A traineeship is a full-time or part-time employment-based training arrangement between an employer and employee. A traineeship is a combination of employment and structured training delivered by Guild Training. A traineeship is a legal agreement between an employer and a trainee that defines the rights and responsibilities of each party regarding training.

During the course of a traineeship, a learner (sometimes called a 'trainee') gains work experience and has the opportunity to learn new skills in a hands-on environment. Traineeships may be funded by the state or federal government, however administration and/or tuition fees may still apply. Because the training has been funded by the government there are a range of requirements that the learner, the employer, and the training organisation need to meet. Learners will be provided with a Training Plan and will need to complete training according to set timelines.

Traineeships are covered by formal agreements known as 'Training Contracts'. The learner and the employer both sign a formal training agreement that is registered with the government. Both parties agree to certain conditions and requirements. If you complete your training as part of a traineeship you must be provided with adequate time to study, learn and practice your skills. Pharmacy assistants undertaking a traineeship must be allocated time for the following tasks:

- Completing learner guides
- Practicing the skills that you have learnt
- Asking questions of your workplace supervisor/pharmacist/other staff
- Finding out about how your pharmacy operates
- Finding out about products that your pharmacy sells
- Attending training conducted in the pharmacy
- Meeting with your supervisor/pharmacist to review work
- Meeting with or communicating with your Guild Training trainer to review or complete assessment

How do I become a trainee?

If you have not already done so, you and your employer will need to meet with a representative from an Australian Apprenticeship Support Network (AASN) to develop the Training Contract. The AASN's role is to provide information, administration services and support to employers and trainees. They assist with the signing of training contracts, and also assess, approve and process the payment of Australian Government incentives to eligible employers. To search for an AASN in your area visit www.australianapprenticeships.gov.au or ask Guild Training for assistance.

Can I do a traineeship while I am at school?

You may start a traineeship while you are at school. School based traineeships enable you to gain a vocational qualification while completing your school studies. Your Vocational Education and Training (VET) Coordinator is a key contact to ensure you meet your school, work and training commitments. School based traineeships are a great career option for students in Year 11 and Year 12.

Who can be a trainee?

Traineeships can be undertaken by full time or part time staff. Some states/territories provide traineeships to new employees whereas other states/territories can provide traineeships to both new and existing workers. If you have worked continuously for an employer either full time for three months, or part time for 12 months immediately prior to entering traineeships, you are deemed an existing worker. In some states, you may not be eligible for funding, but always check with us as other funding opportunities may be available. If you work part-time, you can undertake a traineeship, if the relevant industrial award or agreement has a provision for this to happen. Under a part-time traineeship, you must work a minimum of 13 hours per week, averaged over a four-week period.

Traineeships are not available to casual or daily hire employees as there is no guaranteed pattern of work (which is a requirement of a training contract).

You and/or your pharmacy may only be able to access funding for your traineeship on one occasion. If you are accessing government funding for this traineeship this may reduce your ability to access such funding in the future. Therefore, it is important that you understand the implications of completing this traineeship on your future funding opportunities. Upon enrolment Guild Training will provide you with further information on access to government funding. Once you have signed your agreement and you are a registered trainee, you can enrol in your required qualification with Guild Training.

Unique Student Identifier

The Australian government requires learners that are enrolled in nationally recognised training delivered by a Registered Training Organisation to have a Unique Student Identifier (USI). Before you commence training with Guild Training you should create/access your USI and have it ready when you are completing the enrolment form.

To access your USI go to www.usi.gov.au and follow the prompts to create your account. Your USI will contain all of your nationally recognised training records and results. To assist us in ensuring your details are up to date it would be helpful if you could add the Pharmacy Guild of Australia (RTO 0452) to your Permissions List. Once you have obtained your USI number, please ensure that you provide this number on your enrolment form.

What is Competency-based Training and Assessment?

Competency based training places an emphasis on the demonstration of knowledge and skills. Guild Training and in partnership with your employer will provide you with an adequate range of workplace tasks so you have the best opportunity to develop the necessary skills to achieve competency and complete your course of study. Another benefit of competency-based training is that it allows you to move through your qualification 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 pharmacy. 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 successful completion your qualification 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 that reflect tasks you complete in the workplace
- Workplace Activity journals (where required)
- Verbal assessments that are conducted over the phone or in the pharmacy

We also use evidence from your workplace supervisor (Supervisor Evidence Report) to determine the consistency of your performance in the workplace. The full details of your assessment requirements will be discussed at induction with one of the Guild Training staff.

Pharmacy Visits

In some states and territories your Guild Training trainer will visit you in the pharmacy to provide support, guidance and undertake assessments.

Can I gain credit toward my qualification?

Guild Training is committed to ensuring compliance with all the VET national standards (in the VET Quality Framework) by recognising qualifications and statements of attainments issued by other authorized issuing bodies and the VET Registrar.

Under the recognition principle Guild Training accepts the credentials issued by other authorised issuing bodies and the VET Registrar based in any State/Territory of Australia. All current and potential learners who hold relevant qualifications or statements of attainment from these bodies will have their qualifications recognised and receive the appropriate credit transfers or recognition opportunities.

What is Recognition of Prior Learning?

Guild Training is committed to the Principles of Recognition of Prior Learning (RPL) and will provide all learners with access to these recognition and assessment services. Guild Training recognises that learning takes place not only through formal studies at accredited institutions, but also through activities such as employer-based training and development and relevant life experience.

If you have prior experience or studies that may be relevant to a qualification or training course, start a conversation with Guild Training staff at enrolment to discuss your experiences and how these may be considered for an RPL application.

The underlying principle of RPL is that no learner should be required to undertake a unit of competency in a qualification for which they are already able to demonstrate satisfactory achievement of the performance outcomes.

What is Accelerated Learning?

Accelerated learning enables you to progress through your qualification or training courses at a faster rate. Completion of all designated assessments are required and may be negotiated between you, your employer, and your Guild Training trainer/assessor.

No special applications or processes are required, and normal enrolment fees apply. All activities shall be recorded as part of the standard training delivery and assessment, and a result processed upon completion. Speak to Guild Training staff for further information.

Qualifications/Statements of Attainment

Guild Training is responsible for issuing you with a certificate or statement of attainment on the successful completion of your training. We will only issue qualifications and statements of attainment which are within our scope of registration, and which cover competency standards from nationally endorsed training packages.

A certificate will be issued only to persons who successfully complete all the requirements of a qualification (as listed in the training package) and have paid all fees (where this is required). A statement of attainment will be issued for one or more competencies successfully achieved in which the person was enrolled and for which fees (if required) are fully paid.

When can I start my training?

Guild Training offers continuous enrolments to pharmacy staff wishing to undertake study. This means you may commence training any time that is suitable to you and your employer once you have been enrolled.

Face to face training will have specific starting dates. A staff member of Guild Training will be able to provide you with further information.

How much will my qualification cost?

The cost of the qualification or training courses will depend on your eligibility for government funding. Costs may also vary based on the state or territory in which you live. Specific information regarding the costs of your training will be provided with this document.

Payment Methods

All learners are required to pay fees upon enrolment. Guild Training has a range of payment methods and options, including payment plans. Further information about the payment of fees will be included with this document.

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

If you are unable to make payment of your qualification fee upon enrolment, you must let us know at the time of enrolment. A learner payment plan option may be made available. Further details regarding fees, payment options and payment plans will be provided with this document.

Will my employer get any financial incentives?

Commonwealth incentives may be accessed by employers of eligible trainees through the Australian Apprenticeship Centres and other funding may be available through state or territory governments. The incentives and eligibility criteria are subject to change. Please ensure your employer has confirmed their eligibility with an Apprenticeship Network Provider at the time of signing the training contract.

Protection of Fees

Guild Training has a policy in place to protect fees paid by the learner in advance. This policy is in line with the VET national standards.

Additional Charges

Learner Guide

Guild Training is able to provide you with learning and assessment resources in different formats. An electronic version of the learner resources will be sent/emailed to you, or provided via the online learning platform, or you can choose to have printed versions of these learning and assessment resources forwarded to you. Please be aware additional costs may be associated with the provision of printed learning and assessment resources.

Re-issue of Learner Guides

If you have misplaced or lost your learner guides or USB after the original issue from Guild Training, you may be charged a replacement cost.

Support Services

Additional fees may be associated with support services. Please refer to the section on page 11 of this document titled Learners – individual needs, support and progression.

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 for the provision of this service. Once training is completed, learner files may be archived off-site. To recall your file, an additional charge may be applied.

Non-Completion of Training

Learners who do not complete their training within the enrolment period may be required to complete any outstanding units of competency on a full fee-paying basis. However, due to state and territory funding requirements this may differ. Fees will be calculated based on Guild Training's price schedule. A Statement of Attainment will be issued for all completed units.

Services Australia/Student Payment Assessment

Guild Training has registered 4 qualifications with Services Australia. It is the learner's responsibility to apply to Services Australia to check their eligibility for the payment/s as this is independent to Guild Training's fees and charges.

Guild Training, for Centrelink purposes considers the following as full-time study:

- SIR20116 - Certificate II in Community Pharmacy 14 weeks
- SIR30116 - Certificate III in Community Pharmacy 24 weeks
- SIR40116 - Certificate IV in Community Pharmacy 26 weeks
- SIR40216 - Certificate IV in Community Pharmacy Dispensary 23 weeks
- SIR40216 - Certificate IV in Community Pharmacy Dispensary (Dispensary Stream) 25 weeks
- SIR40216 - Certificate IV in Community Pharmacy Dispensary (Health Stream) 22 weeks
- SIR40216 - Certificate IV in Community Pharmacy Dispensary (Management Stream) 27 weeks

Learner Policies

Overview

Guild Training has a range of policies and procedures to support you and your employer during your training. They demonstrate our commitment to the delivery of quality training and assessment services and to maintain compliance with the VET Quality Framework. These policies/procedures are summarised below. You can read the full version of the following policies via the Pharmacy Guild of Australia website guild.org.au:

- Compliments Complaints and Appeals
- Fees and Charges
- Refund Cancellation and Transfer
- Privacy
- Access and Equity

If you would like a copy of any other policy please contact the staff at Guild Training.

Access and Equity Principles

Guild Training is committed to providing a safe, equitable, and fair learning and working environments for all learners and staff. Guild Training seeks to ensure that its program design, qualification content, training facilities and all training and assessment processes provide educational opportunity to all learners.

Assessment

Guild Training will ensure that it:

- Undertakes all assessments in accordance with the requirements of the applicable Training Package and the VET Quality Framework.
- Makes competency-based assessments available to all learners.
- Uses appropriate assessment tools to assess specific competencies and provide learners with the opportunity to achieve unit/qualification outcomes required whilst addressing their individual needs where indicated
- Guild Training has policies and procedures in place to ensure that learners are provided with comprehensive feedback and are able to appeal assessment decisions or request re-assessment.

Credit Transfer

Guild Training is committed to ensuring compliance with the VET Quality Framework by recognising qualifications and statements of attainments which are issued by other authorised issuing bodies and the VET Registrar. All current and potential learners who hold relevant qualifications or statements of attainment from other authorised issuing bodies and the VET Registrar may have these qualifications recognised and receive the appropriate credit transfers or recognition opportunities.

Compliments Complaints and Appeals

Guild Training is committed to providing learners with the best possible learning opportunities in all modes of training and assessment. Guild Training recognises that from time to time there may be reason for some dissatisfaction and welcomes feedback as an opportunity to review and improve its practices. All learners and staff have the right to be heard and the right to an impartial decision, which will be undertaken without cost to the learner or staff member. Guild Training will deal with complaints and appeals constructively and promptly and maintain written records of each matter and its outcomes.

Guild Training equally welcomes compliments.

Compliments, complaints and appeals can be raised to any staff member either informally with a conversation or formally in writing. Written compliments, complaints and appeals should be addressed to the Training Manager in your state.

The link to the Compliments Complaints Appeals Policy and the Compliments Complaints Appeal form can be found on The Pharmacy Guild of Australia website.

Continuous Improvement

Guild Training is committed to continuous improvement of its training and assessment services, systems, and processes. Continuous improvement will be achieved through internal and external monitoring processes.

Feedback and Evaluation

Staff and learner feedback is gathered formally and informally and is used to evaluate qualification delivery and assessment. Learner surveys/evaluations are conducted regularly, and results are collated and used in the continuous improvement of training and assessment services.

Financial and Management

Guild Training has financial, management and administration policies and procedures in place which incorporate sound financial practices and ensures good business practice. Guild Training is committed to ensuring that it complies with its financial management policies.

Harassment, Bullying and Discrimination

Guild Training is committed to a policy of providing a work and study environment free from harassment, discrimination, and bullying. Staff and learners at Guild Training are required to adhere to a standard of conduct that is respectful of all persons. Guild Training will not tolerate any form of sexual harassment, bullying or discrimination and has established a procedure to enable prompt and appropriate action to be taken.

Induction – Learners and Staff

Guild Training is committed to ensuring that all learners (and workplace supervisors) are provided with an effective induction program. This induction program is designed to provide learners with the knowledge, information, tools, and resources to successfully complete their training and assessment.

Insurance

Guild Training maintains current and adequate insurance cover for all premises and facilities as well as appropriate workers compensation, public liability and professional indemnity insurance.

Language, Literacy, Numeracy and Digital Literacy (LLND)

Guild Training recognises that all vocational training includes language, literacy and numeracy tasks and ensures:

- Materials, resources, and assessment tasks do not require learners to have language, literacy and numeracy skills of more complexity than those used in the workplace for the competencies being assessed.
- Clear models of the language/literacy/numeracy task
- Opportunities for repeated and supported practice.

Learners undertaking online learning will be provided support to ensure they have the ability to access their learning and assessment activities. And that they have to ability to upload documents, recordings and submit their assessments as required.

Guild Training is committed to providing language, literacy, numeracy and digital literacy support where necessary to all prospective learners as required by state government performance contracts and the VET Quality Framework.

Learners – Individual Needs, Support and Progression

Guild Training is committed to providing learners with the resources and assistance to successfully complete their training. We are committed to supporting learners with special or individual learning needs to enable them to participate in educational opportunities. Assistance may include note taking, interpreting, provision of equipment or alternative learning strategies and assessment strategies. Guild Training respects the learner's rights to confidentiality and disclosure is voluntary.

Guild Training is committed to providing the highest level of support to learners and assisting them in achieving their learning objectives. Guild Training recognises that learners may, from time to time, face difficulties in their lives which impact upon their capacity to successfully complete their training. Guild Training will refer learners to appropriate welfare and guidance services. Wherever possible, Guild Training will assist learners with:

- Vocational issues – qualification information and guidance
- Educational issues – time management, study methods, etc.

Support may be provided by an external party, if fees are associated with this support the cost will be discussed with the learner prior to enrolment.

Learner Selection

Client selection practices employed by Guild Training are fair, reasonable and incorporate access and equity principles. Guild Training selects learners in an ethical and responsible manner consistent with relevant legislation and the principles of access and equity.

Guild Training provides prospective learners with information about the course requirements and conducts an assessment of LLND prior to acceptance of enrolment to evaluate whether the course is suitable to their individual skills and needs.

Legislative Requirements

Guild Training will ensure that its training policies and procedures comply with relevant Commonwealth, State or Territory legislation. They will also ensure that its staff and learners are informed of legislation that significantly affects their duties or participation in training. Guild Training is committed to meeting its obligations and responsibilities for employers and learners in relation to:

- Occupational health and safety
- Workplace harassment and bullying
- Anti-discrimination, including equal opportunity, racial vilification, and disability discrimination
- Vocational education and training
- Apprenticeships and traineeships
- Child protection

Marketing of Training and Assessment Services

Guild Training is committed to ensuring it complies with the requirements for ethical marketing and advertising of training and assessment products and services. All marketing, advertising and communication collateral developed and published by Guild Training reflect the requirements of the Standards for NVR Registered Training Organisation. All marketing and advertising of AQF qualifications to prospective learners and employers must be ethical, accurate and consistent with Guild Training's scope of registration.

Occupational Health and Safety

Under the Occupational Health and Safety Act Guild Training has a responsibility to ensure the health and safety of staff and learners working or studying with us. Guild Training is committed to ensuring the working environment is safe for its employees and learners.

Plagiarism

Plagiarism is defined as:

- Word for word copying of sentences or whole paragraphs from one or more sources or presenting substantial extracts from books, articles, and other published material without clearly indicating their origin
- Submitting another learner's work in whole or in part as your own work
- Submitting work which has been written by someone else on your behalf

Guild Training will take action against learners who plagiarise work and submit it as their own.

Privacy

Guild Training is bound by the National Privacy Principles set out in the Privacy Act 1988 of the Commonwealth of Australia. This policy statement affirms our commitment to comply with those Principles. Guild Training is committed to ensuring that:

- Confidential information obtained by Guild Training is treated in a manner which protects the privacy of the client, pharmacy, and the learner.
- Learners, clients, and pharmacies are able to access their personal records.
- Information about a learner is not disclosed to a third party without the written consent of a learner.
- Information acquired during the provision of training and assessment services are protected.
- Learners' results will only be provided to an employer or other authorised body with the written permission of the learner.

Recognition of Prior Learning

Recognition of Prior Learning is a process that matches the skills and knowledge that you already have gained through work, study and life experiences against the training that is covered in the Community Pharmacy qualifications or individual units from the qualifications.

As you move through life you gain skills and knowledge in many different ways. Knowledge can be developed by attending short course, study or training undertaken on the job. Skills and knowledge can also be gained through work in the pharmacy, another business or through work that you may have undertaken. The underlying principle of RPL is that no learner should be required to undertake a unit of competency in a qualification for which they are already competent at the point of enrolment. So before you start training with us consider the benefits of RPL to you and your employer

Records Management

Guild Training is committed to ensuring the:

- Maintenance of accurate and up-to-date learner details, enrolment records and participation in training and assessment activities.
- Compliance with the external reporting requirements of the Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS).
- Secure creation, retention, retrieval, archiving, back-up and storage of paper-based and electronic records which demonstrates compliance to specified requirements under the VET Quality Framework and state training authorities' contractual obligations.

Learners may access their records, including personal details and training and assessment results at any time by completing the appropriate paperwork and providing proof of identity.

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 prior to enrolment process. This information is also documented on all enrolment forms.

Some states/territories have specific cancellation and refund requirements, and these are included with this document. Fees will be refunded in full where:

- The qualification or training courses does not start on the agreed starting date, which is notified in the letter of offer, or
- Illness or disability prevents a learner from commencing a qualification (on submission of medical certificate).

No refund of qualification or training course 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.

Resources and Facilities

Guild Training will provide staff, facilities, equipment, training and assessment resources to provide the training and/or assessment services within its scope of registration and scale of operation. The resources, equipment and facilities will accommodate learner numbers, learner needs, delivery methods and assessment requirements.

Risk Management

Guild Training will continually identify and manage risks associated with the VET Quality Framework. Guild Training will correct and prevent any failure through its own quality systems, policies, and procedures.

Staff – Competence

Guild Training is committed to ensuring that Guild Trainers are competent in the training and assessment activities and responsibilities they undertake. Guild Training staff have received extensive education regarding administration practices and VET Quality Framework compliance. Established procedures are in place for the induction, training and development of Guild Training staff. Guild Training encourages professional development in vocational education practices, training and assessment activities and pharmacy skills and knowledge.

Guild Training State/Territory Branches Contact Details

National Office		Training@guild.org.au		
NSW/ACT	02 9467 7130	learning@nsw.guild.org.au	WA	08 9429 4100 training@wa.guild.org.au
QLD/TAS	07 3831 3788	admin.training@qldguild.org.au	VIC	03 9810 9988 training@vic.guild.org.au
SA	08 8304 8300	trainingsa@sa.guild.org.au	NT	08 8944 6900 office@ntguild.org.au

Full List of Units and Descriptors

Unit Code	Unit Name	Unit Descriptor
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.
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.
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.
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.
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.
HLTAID011	Provide First Aid	This unit will provide you with the skills and knowledge required to provide a first aid response to a casualty in line with first aid guidelines determined by the Australian Resuscitation Council (ARC) and other Australian national peak clinical bodies. The unit applies to all persons who may be required to provide a first aid response in a range of situations, including community and workplace settings.
HLTAID009	Provide cardiopulmonary resuscitation	This unit will provide you with the skills and knowledge required to perform cardiopulmonary resuscitation (CPR) in line with the Australian Resuscitation Council (ARC) Guidelines. This unit applies to all workers who may be required to provide CPR, in a range of situations, including community and workplace settings.
HLTWHS001	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.
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.
SIRCCCS001	Interact with pharmacy customers	This unit will provide you with the skills and knowledge required to provide basic customer service to community pharmacy customers. It requires the ability to greet and serve customers and cover a range of customer service enquiries including routine customer problems. The unit also addresses the skills required to work with others in the pharmacy team to deliver excellent customer service.
SIRCCCS002	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.

*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.
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).
SIRCCPM003	Lead and develop pharmacy teams	This unit will provide you with the knowledge and skills required to lead and develop staff in a community pharmacy. The unit covers the essential skills and knowledge for business success: building a strong team culture, setting clear performance goals, and motivating and leading team members. Topics covered within this unit include planning the staffing needs of the organisation, analysing and applying personal leadership skills, leading the team effectively, monitoring staff performance and reviewing and responding to the development needs of staff. Also covered are leadership styles and their application, organisation policies and procedures and the theories of motivation.
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.
*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.
SIRCDIS002	Deliver medicines to customers outside the pharmacy	This unit will provide you with the knowledge and skills required to plan for and deliver dispensed medications and other pharmacy products to the homes of community pharmacy customers. This unit applies to pharmacy and dispensary assistants working in community pharmacies. When supplying dispensed medications and other pharmacy products they work under the direct supervision of a pharmacist. 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). At the time of publication, they are not, however, required to hold an occupational licence or to be certified as competent in this unit to supply scheduled medicines.

*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 knowledge and skills to package or pre-pack pharmaceutical products in dose administration aids (DAAs) under the direction of a pharmacist. This will include setting up pre-packaged doses of prescribed medicines to be administered over set periods. This may be for new and ongoing individual customers or for multiple customers in residential care settings. Also included will be the range of dose administration aids, legislation and guidelines for preparing dose administration aids and maintaining effective dose administration documentation.
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 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 knowledge and skills 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 describes the performance outcomes, 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. This unit applies to pharmacy assistants working in community pharmacies. They work with some independence, under general supervision and guidance from others, but ultimately under the supervising pharmacist.
SIRCHCS002	Supply and hire home health care aids and equipment	This unit will provide you with the knowledge and skills required to provide information and services to customers on the supply and hire of suitable home health-care aids and equipment to support customers in managing health conditions at home. Products and services covered within this unit include daily living aids, bathroom and toilet aids, walking and mobility aids and pressure care products. The unit also includes cleaning and maintenance of products and hire services and documentation.
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).
SIRCHCS005	Provide Australian Needle and Syringe Program services	This unit describes the performance outcomes, 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. This unit applies to pharmacy assistants working in community pharmacies. They work with some independence, under general supervision and guidance from others, but ultimately under the supervising pharmacist.
SIRCHCS006	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.
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 organise your 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.
*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.

*SIRCPA004	Assist customers with oral care products	This unit will provide you with the knowledge and skills to work with customers to assist them with oral 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 structure of your teeth and gums, common teeth and mouth conditions such as tooth decay, mouth ulcers and dry mouth. Also included is the range of oral care products including toothpastes, toothbrushes, mouth washes and denture cleaners, adhesives and pads.
*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.
*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.
*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 hay fever, 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.
*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.

*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.
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.
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.
*SIRCPA016	Assist customers with diet, nutrition and weight-management products and services	This unit describes the performance outcomes, skills and knowledge required to gather information about customer needs and provide suggestions and information on Pharmacy Medicines (S2) and unscheduled products. 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). This unit applies to pharmacy assistants working in community pharmacies. They work with some independence, under general supervision and guidance from others, but ultimately under the supervising pharmacist. 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). At the time of publication, they are not, however, required to hold an occupational licence or to be certified as competent in this unit to supply scheduled medicines.
*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.
*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.
SIRINV001	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.
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.
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.
SIRXCEG008	Manage disrespectful, aggressive or abusive customers	This unit describes the performance outcomes, skills and knowledge required to appropriately and safely manage customers who are disrespectful, aggressive or abusive. It applies to individuals working in customer service roles in a diverse range of industry sectors and business contexts. They may operate independently or under supervision and guidance from others, and within established organisational policies and procedures. It predominantly applies to retail industry work environments with high levels of customer contact.
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.
SIRXIND002	Organise and maintain the store environment	This unit will provide you with the knowledge and skills to organise and maintain work areas in a pharmacy environment. It involves applying personal hygiene practices and the organised use of equipment and chemicals to keep the workplace tidy, clean and safe. This unit covers the ability to demonstrate and apply knowledge of workplace policies, guidelines and manufacturer instructions in order to use tools, chemicals and equipment for the safe and efficient cleaning, organisation and maintenance of work areas. It also includes cleaning the work area, reporting an accident or incident, cleaning equipment and products, chemical and hazardous substances and disposing of waste.
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.
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.
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.

SIRXSLS001	Sell to the retail customer	This unit will provide you with the skills and knowledge required to deliver quality customer service and sell to retail customers. It requires the ability to determine customer needs, provide advice on pharmacy products and services, match products and services to the customer needs. You will also learn how to finalise the sale and provide after-sales service.
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.
BSBSTR402	Implement continuous improvement	This unit describes the skills and knowledge required to implement continuous improvement of systems and processes of an organisation. It includes using systems and strategies to encourage the team to participate in the process, monitoring and reviewing performance, and identifying opportunities for further improvements. The unit applies to managers who are responsible for implementing the continuous improvement process to achieve the objectives of the organisation.
SIRXCOM002	Work effectively in a team	This unit describes the performance outcomes, skills and knowledge required to communicate and work cooperatively with both peer and senior team members to contribute to the achievement of team goals. It applies to individuals working in frontline operational roles in a diverse range of industry sectors and business contexts. They operate with some independence under general supervision and guidance from others, and within established organisational policies and procedures.
SIRXRSK001	Identify and respond to security risk	This unit describes the performance outcomes, skills and knowledge required to identify security risks related to customers, team members, merchandise and money, and take appropriate action, within scope of job role, to eliminate or minimise those risks. It applies to individuals at all levels working in frontline roles in a diverse range of industry sectors and business contexts.

An * indicates that learners must successfully complete another unit or units prior to this unit.