



Course Information  
Brochure 2012

# Certificate II in Community Pharmacy

SIR20107

This qualification offered by the PSA is part of the Community Pharmacy Training Package (SIR07) developed by the government to standardise training nationally. The qualification is offered throughout Australia and requires the student to be supervised by a pharmacist in their workplace.



## Assessment only pathway

An assessment only pathway is a process to achieve the qualification with students demonstrating their competence through assessment tasks.

The assessment involves a variety of methods which may include short answer questions, responses to scenarios, and observation/'third party' reports. The assessment of your overall competence at this Certificate level will be judged using all of these criteria.

Please note that course note resources are not provided in this process, as it is designed to assess you on knowledge and skills you have already attained working in pharmacy.

## Benefits of the assessment process

Successful completion of the Core Units of Certificate II in Community Pharmacy provides you with the prerequisites for entry into Certificate III in Community Pharmacy.

Successful completion will grant you formal recognition of the knowledge and competencies you have acquired through working in pharmacy.

By completing the Assessment of Certificate II, you are able to demonstrate competency with a minimum of time and cost to yourself or your pharmacy.

Successful completion provides you with a nationally recognised qualification.

## Benefits to the pharmacy

With the emphasis on QCPP and appropriate responses to S2/S3, or increased need for the pharmacist to provide cognitive services, having employees properly trained in their role, and understanding fully the limitations of that role is invaluable to a pharmacy.



## Eligibility

You need to be currently working in a community pharmacy (in Australia), and it is recommended that you have at least three months experience in pharmacy as the assessment is based on prior learning of knowledge and skills in front of shop and product knowledge in pharmacy.

You need to have completed Year 10 Maths and English, or equivalent.

## Course contents

Unit code	Unit title
<b>Core</b>	
SIRPDIS001A	Accept prescriptions and deliver medicine
<b>*SIRPPKS001A</b>	Support the sale of pharmacy and pharmacist-only medicines
SIRPPKS002A	Identify, locate & sell products related to allergies
SIRPPKS003A	Identify, locate & sell analgesic and anti inflammatory products
SIRPPKS005A	Identify, locate & sell cough and cold products
SIRPPKS006A	Identify, locate & sell eye, ear and oral care products
SIRPPKS007A	Identify, locate & sell products for gastrointestinal conditions
SIRPPKS008A	Identify, locate & sell first aid and wound care products
SIRPPKS009A	Identify, locate & sell products for skin and fungal conditions
SIRXCCS001A	Apply point-of-sale handling procedures
SIRXCCS002A	Interact with customers
SIRXCLM001A	Organise and maintain work areas
SIRXCOM001A	Communicate in the workplace
SIRXIND001A	Work effectively in a retail environment
SIRXINV001A	Perform stock control procedures
SIRXMER001A	Merchandise products
SIRXOHS001A	Apply safe working practices
SIRXRSK001A	Minimise Theft



SIRXSL001A Sell products and services

### **Electives**

SIRPDIS002A Deliver prescriptions to customers outside the pharmacy

SIRXICT001A Operate retail equipment

SIRXFIN001A Balance point-of-sale terminal

**\*Note:** This unit can be completed as an individual unit to meet Quality Care requirements.

## Course fee (incl. GST)

### Individual units

PSA Affiliate member: \$110

Non member: \$150

### Full course fees

PSA Affiliate member rate: \$495

Non-member rate: \$695

## Length of the course

The assessment requires that you demonstrate skills over a minimum of one calendar month and must be completed in a maximum of 3 months. You will need to return your completed assessment within 3 months of the time you will have received it. However, if more time is needed to demonstrate competency, this will be considered and approved on an individual basis.

## Affiliate membership

Affiliate membership is a category of membership of the PSA for pharmacy support staff. An affiliate member has access to these courses at discounted rates,



continuing education (much at discounted rates), support and recognition, and a number of other savings and discounts.

To find out more about Affiliate membership of the PSA, contact the PSA, or go to the website: [www.psa.org.au](http://www.psa.org.au).

## Enrolment process

You may enroll at any time. Complete the attached application form and send to the PSA along with your payment of the course fee. Once your enrolment is processed, an assessment workbook and other relevant information will be sent to you, with a due date of 3 months.

## Refund policy

- If student withdraws prior to issue of materials: full refund, less \$100 administration fee
- If student withdraws within 14 days from date of issue of materials: 50% of course fee refunded
- If student withdraws after 14 days from date of issue of materials: no refund

All refunds must be requested in writing to the National Manager, RTO Business Development and Compliance with name, address, contact details, course details, date and reason for requesting a refund. Course fees are non-transferable.

In the event of a workplace dispute, no refunds will be given to either party once the 14 day withdrawal period has expired. All matters in relation to fees paid should be discussed between the employer and employee and must not involve the Society.



## What happens if I am judged to be 'not yet competent' in the assessment?

Firstly, the assessment will be sent back and you will be given an opportunity to try any unsatisfactory sections again with the assessor's feedback in mind. If, after re-submitting the assessment, you are judged as being 'not yet competent' in the assessment, you may choose to re-submit the assessment for reassessment (however, this will incur an additional marking fee). Students should also take into consideration that as the assessment is based on your existing knowledge and experience, if they are deemed 'not yet competent' after re-submitting their assessment, they may need to gain more experience in pharmacy, or even undertake this section via training.

## Pathways – what's next?

By successfully completing Certificate II in Community Pharmacy by an assessment-only recognition of prior learning, you will achieve a formal qualification for knowledge and skills you already hold. You will also be able to undertake a Certificate III in Community Pharmacy, which might lead on to working in the dispensary, or other areas of the pharmacy, with greater responsibilities.

## Disciplinary procedures

Your assessment booklet will have a date by which it must be completed and returned for marking. You may extend this period if required, however, you must notify the PSA, as assessments returned late without official extension may incur a penalty. In special circumstances consideration will be given regarding extensions and any other appropriate adjustments discussed.

All answers in the assessment must be your own work. If there is a concern regarding this, your supervising pharmacist will be contacted. If this problem



continues it may result in a loss of marks or withdrawal from the assessment process.

## Language, literacy and numeracy

To be eligible for assessment in this course, a minimum requirement is that you have completed Year 10 English and Maths, or equivalent. If you are concerned about your skills in this area, contact the PSA and we will provide you with contact details for courses you can undertake to improve in this area.

## Appeals and complaints

If you have any appeals and complaints while undertaking the course, first talk to your supervising pharmacist. Either yourself or your supervisor can contact the PSA, who will either resolve the issue, or refer the matter to the appropriate person. Any formal complaint is to be made in writing. For the process and the form, please contact the PSA.

## Obligations of a supervising pharmacist

Students who are completing this qualification must be working in a pharmacy under the supervision of a pharmacist. The obligations of the supervising pharmacist are to supervise the student's on-the-job assessment and complete the appropriate 'third party' reports and declarations as required.

The site must meet Occupational Health & Safety requirements and provide Access and Equity to all current or prospective employees according to the legislation and the law of the State in which it is located.

## Recognition of prior learning (RPL) and mutual obligation

Recognition of Prior Learning is a process by which a prospective student can demonstrate knowledge and competencies currently held, as a result of past experience or training, and through this, possibly gain credit towards a qualification.



As a Registered Training Organisation (RTO), the PSA also has a Mutual Recognition Policy, which means that we will accept credentials issued by any other RTO in any State/Territory of Australia. If you can demonstrate that you have completed, or partially completed, relevant certificates or units of competency through another RTO, the PSA will recognise and grant credit for all relevant prior learning encompassed in these.

### Access, equity and privacy

The Pharmaceutical Society of Australia and its employees embrace the principles of Occupational Health and Safety and strive to ensure that all potential and current students receive Access and Equity into all organized courses. In regard to training courses for which it is responsible, the Pharmaceutical Society of Australia wishes to ensure that any person who meets the entrance criteria has appropriate access to achieve a positive outcome. The PSA also respects individuals right to Privacy and will meet all requirements of the Privacy Legislation when dealing with Student information and records.

### Welfare services

Some students may be eligible for the Pensioner Education Supplement while undertaking this course.

Please contact Centrelink for further information on 132490.

### What happens if I have problems while undertaking the course?

If you have any problems or concerns while undertaking the course, your first point of contact is your supervising pharmacist. However, if you need further help, please don't hesitate to contact the PSA.



## How do I access my student record?

If you wish to access your student record after completion of the unit/course you must request this in writing to the National Manager, RTO Business Development and Compliance. Details of what must be in this request can be obtained from the National Manager, RTO Business Development and Compliance Professional Development.

## Whom do I contact for further information?

Community Pharmacy Certificates

Level 1, 381 Royal Parade,

Parkville, Victoria, 3052

Ph: 03-93894000

Fax: 03-93894044

Email: [pharmacyassistant@psa.org.au](mailto:pharmacyassistant@psa.org.au)

