



Pre-Enrolment Handbook

Pharmacy assistant qualifications and training courses

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Delivered by the Pharmaceutical Society of Australia



RTO Provider No. 122206

PSA Connecting pharmacists

Welcome

Thank you for your interest in training with the Pharmaceutical Society of Australia (PSA).

This handbook explains the community pharmacy assistant courses available to you, what is expected of you and your employer, and the support, fees and policies that apply to your training. Please read it carefully before you enrol—it contains the information you need to make an informed decision.

Training and assessment for every course in this handbook is provided by PSA, a Registered Training Organisation (RTO 122206).

If anything is unclear, contact our Learner Support Team before you enrol:

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Courses available

Nationally accredited

These courses are nationally recognised and meet industry and regulatory standards through endorsed training packages, accredited courses, qualifications, skill sets and units of competency. Nationally recognised training equips learners with the skills and knowledge required for workplace performance, with successful completion leading to nationally recognised qualifications or Statements of Attainment. A qualification is a complete set of units of competency, while skill sets and individual units focus on specific industry skills, work functions or workplace tasks.

SIR20116 Certificate II in Community Pharmacy

12 months / 12 credits

This **qualification** reflects the role of those who have just started work in a community pharmacy and have no or limited knowledge or skills of working in community pharmacy. Learners who complete this qualification will apply retail skills and provide initial customer service in a community pharmacy environment. It covers basic product knowledge, pharmacy operations, communication and customer service skills, and basic prescription procedures.

SIR30116 Certificate III in Community Pharmacy

2 years / 19 credits

This **qualification** reflects the role of a typical pharmacy assistant who applies pharmacy product and service knowledge along with retail skills to provide services to customers in a community pharmacy environment. A pharmacy assistant who completes this qualification operates with some autonomy but under the supervision of a pharmacist.

SIR40116 Certificate IV in Community Pharmacy

2 years / 14 credits

This **qualification** reflects the role of a pharmacy assistant who applies knowledge and skills to provide leadership in the pharmacy team, working relatively autonomously under the broad supervision of the pharmacist. This qualification builds on Certificate III skills for pharmacy assistants moving into a dispensary assistant, retail/front-of-shop manager, or specialist pharmacy assistant role.

SIR40216 Certificate IV in Community Pharmacy Dispensary

2 years / 14 credits

This **qualification** reflects the role of a pharmacy technician who applies knowledge and skills of pharmacy medicines and dispensing techniques while working in the dispensary area of community pharmacies. They work under the supervision of the pharmacist while dispensing medications and may provide technical advice and support to pharmacy assistants. A distinct qualification for dispensary assistants, focused on key dispensary functions such as dose administration aids and servicing residential care facilities.

SIRCIND002 Support the Supply of Pharmacy Medicines and Pharmacist Only Medicines

3 months / Single unit

This **unit** will provide learners with the knowledge and skills required to support the supply of Pharmacy Medicines (S2) and Pharmacist Only Medicines (S3), including medicine schedules, pharmacy protocols, customer communication, and privacy and confidentiality. This unit is a requirement for pharmacy assistants working in community pharmacies that are accredited under the Quality and Safety Pharmacy Program.

SIRSS00012 Community Pharmacy Dispensary

8 months / 6 credits

This **skill set** reflects the role of an experienced pharmacy technician who applies knowledge and skills of pharmacy medicines and dispensing techniques while working in the dispensary area of community pharmacies. They work under the supervision of the pharmacist while dispensing medications and may provide technical advice and support to pharmacy assistants.

Individual unit(s) of competency

Pharmacy assistants may enrol in any single unit of competency drawn from the qualifications and skill sets above. The full current list is at [Appendix A](#).

Non-accredited training

Non-accredited training is developed to meet specific industry, workplace, or learner needs and is not nationally recognised under the Australian Qualifications Framework (AQF). These programs provide participants with practical skills, knowledge, and professional development opportunities relevant to their role or area of interest.

Safe Handling of Pharmacy Medicines (S2/S3)

3 months / Single unit

A non-accredited course covering the knowledge and skills to support the supply of Pharmacy Medicines (S2) and Pharmacist Only Medicines (S3), including medicine schedules, pharmacy protocols, customer communication, and privacy and confidentiality. This course support learners that are in Australia on a visa which restricts their enrolment into nationally accredited training. It meets the requirement for pharmacy assistants working in community pharmacies that are accredited under the [Quality and Safety Pharmacy Program](#). Please contact Learner Support if you have any queries.

Entry requirements and course delivery

Entry requirements

For all PSA pharmacy assistant qualifications you must:

- Be employed in a community pharmacy
- Have access to a computer/device and an internet connection
- Be an Australian citizen or hold a suitable visa (student visa holders are not eligible for most courses; can complete the non-accredited Safe Handling of Pharmacy Medicines course)

Age

Some states and territories set a minimum age for training. Ask Learner Support about the rules in your state. If you are under 18, a parent/guardian consent form is required.

Language, literacy and numeracy (LLN)

You need sufficient English literacy to read and understand documents, spoken and written English to communicate with the general community, and numeracy skills to handle money and calculate medicine doses. All prospective learners complete an LLN check as part of enrolment. Support may be available if a gap is identified.

Digital literacy

All PSA pharmacy assistant qualifications are delivered online. You must have sufficient digital literacy to complete the online courses. You will also need:

- Access to a computer or device with a stable internet connection.
- A web browser (Chrome, Firefox, Safari or Edge—latest version recommended), Microsoft Word, PowerPoint, a PDF reader, and Zoom or Microsoft Teams.
- A printer and scanner.
- Sufficient digital literacy to upload documents and recordings and complete assessments online.

Unique Student Identifier

You must have a USI before you can be issued a nationally recognised qualification or Statement of Attainment. Create or find yours at www.usi.gov.au. You will need it to complete your enrolment.

Unit and course pre-requisites

Some units and courses have specific prerequisites (see [Appendix A](#)). SIR40116 Certificate IV in Community Pharmacy requires completion of SIR30116 or equivalent industry experience plus a Statement of Attainment in SIRCIND002 before enrolling. Contact Learner Support for further information.

Delivery mode

- PSA is an online provider of training and assessment (you must have access to a computer/device)
- Self-paced, supported by a PSA trainer/assessor

Assessment requirements

- Assessment is conducted over a period of time and across a range of workplace situations to ensure skills and knowledge can be applied effectively in different circumstances.
- Assessment methods, tools and evidence collection will vary from unit to unit, which may include multiple-choice and short-answer questions, case studies, projects/reports, demonstration of practical skills, and workplace supervisor reports.

Workplace requirements

- Must be employed in a community pharmacy
- Must have access to workplace areas and tasks relevant to your course outcomes
- Appropriate supervision by a pharmacist or workplace supervisor
- Allocated time in store to undertake study, practice skills and complete assessments

Structured training withdrawal is mandated time off-the-job during regular paid working hours. State and Territory traineeship agreements can be prescriptive on the duration of this time. PSA highly encourages employers provide every learner engaged in training allocated time during work hours of approximately 1.5–3 hours per week for those who work full time and 1–2 hours per week for those who work part time to ensure continued engagement and adequate progress through the course

For further information regarding individual qualification details please visit our website.



Educational and support services

PSA will provide required support to the learners where the pre-training review identifies any learning needs. For details on the support services available, please refer to PSA student handbook.

Pathways and accelerated learning

There are several ways to move through and beyond your qualification:

- Course-to-course pathways—e.g. SIR20116 ► SIR30116 ► SIR40116/SIR40216, or completion of a skill set/single unit contributing credit toward a full qualification.
- Accelerated learning—you may progress at a faster rate than your training plan by negotiation with your employer and trainer/assessor. All assessments must still be completed, normal fees apply and no special application is required.

Learner rights and responsibilities

Your rights

- To be treated fairly, courteously and without discrimination.
- To have your personal information kept private and secure.
- To access your own training records on request, on providing proof of identity.
- To receive clear information about fees, refunds and course requirements before you enrol.
- To appeal an assessment decision or request re-assessment, and to raise a complaint without cost or fear of disadvantage.
- To receive feedback on your assessments.
- To have any prior learning and qualifications considered for recognition.

Your responsibilities

- Provide accurate, complete information at enrolment and keep your contact details up to date.
- Follow your training plan and complete assessments honestly and to the best of your ability.
- Engage respectfully with learner support staff, trainers, assessors, workplace supervisors and other learners—harassment, bullying and discrimination will not be tolerated.
- Do not plagiarise or collude. Plagiarism is presenting someone else's work or ideas as your own (including word-for-word copying without acknowledgement); collusion is unauthorised collaboration or resubmitting already-assessed work without disclosing that fact. Suspected cheating is investigated, may require you to resubmit or complete alternative assessment, and repeated instances may lead to cancellation of enrolment.

- Use artificial intelligence tools only as permitted.
- Maintain the employment required for your course and give your workplace supervisor the access needed to observe and report on your performance.
- Pay fees by the agreed date or tell us promptly if you cannot.
- Comply with reasonable directions relating to health and safety, both in training activities and in the pharmacy workplace.

This code of conduct applies to all interactions with PSA staff, trainers, assessors, workplace supervisors and other learners, whether in person, online, by phone or in writing. For further information, please visit the [RTO Policies](#) page.

Fees and charges

Course fees depend on the course you choose and whether you are eligible for state/territory government-subsidised training or a traineeship, and the state or territory in which you live. You will be told the exact fees that apply to you before you enrol.

Standard fee-for-service pricing (national)

Where you are not accessing a subsidised or traineeship place, fee-for-service pricing applies. Please see our website for further information.

Administration fees (includes GST)

Item	Administration fees
Non-refundable cancellation fee	\$440
Certificate/Statement of Attainment reissue	\$82.50
Certificate/SOA reissue plus offsite archiving retrieval	\$330
Course extension (per 3-month extension)	\$220

Refunds

Our refund policy is fair, equitable and is available on our website. For further information about PSA's refund policy, please visit the [RTO Policies](#) page.

Feedback, compliments, complaints, and appeals

We welcome feedback—compliments as well as complaints—as an opportunity to improve. All learners and staff have the right to be heard and to an impartial decision, at no cost to them. For further information on our complaints and appeals policies, please visit the [RTO Policies](#) page.

Recognition arrangements

Recognition of prior learning (RPL)

RPL matches the skills and knowledge you already have—from work, study, or life experience—against the units of competency in your course. The underlying principle is that you should never be required to complete a unit for which you can already demonstrate competence. To apply, email your intention to learnersupport@psa.org.au or indicate it on your enrolment form.

Credit transfer

We recognise qualifications and Statements of Attainment issued by any other Australian RTO, under the national recognition principle. If you hold relevant prior credentials, tell us at enrolment so we can assess your eligibility for credit transfer.

Extensions, suspension and withdrawal

If unforeseen circumstances like illness, injury, accident or bereavement affect your studies, you may be able to request an extension, suspend your course, or withdraw entirely—each with its own conditions, such as required evidence, possible fees, loss of platform access during suspension, or re-enrolment requirements if you return. We may also suspend or cancel your enrolment in cases of plagiarism, collusion, or unmet course progress requirements. For full details, please visit the [RTO Policies](#) page.

Access, equity and reasonable adjustments

PSA is committed to a safe, equitable and fair environment for all learners and staff, with no unlawful discrimination. This includes fair, transparent and merit-based treatment of learners regardless of background or circumstances, reasonable adjustments for learners with disability, language/literacy/numeracy support where needed, and a workplace and study environment free from harassment, bullying and discrimination—including antisemitism, Islamophobia and all other forms of racial or religious vilification, treated as a serious breach whether directed at a person or expressed generally (including online). As an equal opportunity organisation, we're also committed to work health and safety, genuine access and equity to our courses for anyone who meets entry criteria, encouraging people with disabilities to access government-funded training, and protecting your privacy in line with relevant legislation. If you experience or witness discrimination, harassment or bullying, please report it to your trainer/assessor or Learner Support. For full details, please visit the [RTO Policies](#) page.

Privacy

PSA is committed to protecting your privacy in line with the Australian Privacy Principles and the VET Data Policy. We only collect personal information for training-related purposes by lawful means, explain what's collected and why via a Privacy Notice and Learner Declaration at enrolment, and take reasonable steps to keep your records accurate and secure. We don't disclose your information to third parties without your consent, except where

required by law (including AVETMISS reporting of enrolment and outcome data to state and Commonwealth authorities, which is mandatory and can't be opted out of) or to prevent serious harm, and you can request access to your own records at any time. You'll also need a Unique Student Identifier (USI) to receive a nationally recognised qualification, and we encourage you to add us to your USI Permissions List to keep your training record complete. For our full Privacy Policy and details, please visit the [RTO Policies](#) page.

Transition policy—training package updates

Qualifications and units of competency in this handbook are drawn from the Retail Services (SIR) Training Package, which is periodically reviewed and updated by Jobs and Skills Councils (JSCs). When a new or updated version of a qualification or unit of competency is released:

We will notify current learners and employers of the change and the transition timeframe.

Learners already enrolled will generally be given a teach-out period to complete their current qualification under the version they started, in line with the transition arrangements set by the relevant training package, accredited course, training.gov.au publication details, funding contract requirements and regulatory obligations and our scope of registration.

Where a superseded unit is equivalent to a unit in the new version, credit will be mapped so you are not disadvantaged.

New enrolments will move to the current version of the qualification once it is added to our scope of registration.

Certificate issuance

A qualification (certificate) is issued only when you have successfully completed all requirements of that qualification, as listed in the Training Package, and all fees owing have been paid.

A Statement of Attainment is issued for one or more units successfully completed where fees for those units have been paid, including where you complete part of a qualification, a skill set, or a single unit.

Certificates and Statements of Attainment are only issued for training and assessment within our scope of registration, covering nationally endorsed Training Package competencies.

Replacement certificates are issued on request and proof of identity, subject to a reissue fee.

Once training is complete, your file may be archived off-site; recalling it may incur the additional retrieval fee.

Learner Support

For trainer/assessor, enrolment/training and general enquiries:

E: learnersupport@psa.org.au

P: 1 300 369 772

Trainer/assessor contact:

Message function available through Cloud Assess.

Appendix A — Full List of Units of Competency

These units may be selected as electives within the qualifications above or enrolled in individually. A checkmark indicates the unit has a prerequisite—check with Learner Support before enrolling.

Prerequisite	Unit code	Unit title
	BSBCUS401	Coordinate implementation of customer service strategies
	BSBHRM405	Support the recruitment, selection and induction of staff
	BSBLDR403	Lead team effectiveness
	BSBMGT403 / BSBSTR402	Implement continuous improvement
	HLTAAP001	Recognise healthy body systems
	HLTAID011	Provide First Aid
	HLTAID009	Provide cardiopulmonary resuscitation
	HLTWHS001	Participate in workplace health and safety
	HLTWHS003	Maintain work health and safety
	SIRCCCS001	Interact with pharmacy customers
	SIRCCCS002	Provide and promote services to pharmacy customers
✓	SIRCCPM001	Assist in managing Pharmacy Medicines and Pharmacist Only Medicines
	SIRCCPM002	Coordinate a pharmacy quality system
	SIRCCPM003	Lead and develop pharmacy teams
	SIRCCPM004	Manage pharmacy sales and service delivery
	SIRCCPM005	Manage pharmacy premises, equipment and merchandise
	SIRCCPM006	Develop a pharmacy product and service range
✓	SIRCDIS001	Assist customers 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
	SIRCDIS008	Coordinate service to residential care facilities
✓	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
	SIRCIND001	Work effectively in a community pharmacy

Prerequisite	Unit code	Unit title
	SIRCIND002	Support the supply of Pharmacy Medicines and Pharmacist Only Medicines
	SIRCINF001	Use pharmacy practices for infection control
✓	SIRCPA001	Assist customers with vitamins, minerals and supplements
✓	SIRCPA002	Assist customers with eye and ear care products
✓	SIRCPA003	Assist customers with first aid products
✓	SIRCPA004	Assist customers with oral care products
✓	SIRCPA005	Assist customers with cough and cold relief products
✓	SIRCPA006	Assist customers with skin and anti-fungal products
✓	SIRCPA007	Assist customers with pregnancy and maternal health products and services
✓	SIRCPA008	Assist customers with products for gastro-intestinal conditions
✓	SIRCPA009	Assist customers with allergy relief products
✓	SIRCPA010	Assist customers with analgesic and anti-inflammatory products
✓	SIRCPA011	Assist customers with baby and infant care products
✓	SIRCPA012	Assist customers with asthma-care aids and equipment
	SIRCPA013	Assist customers with smoking cessation products
	SIRCPA014	Assist customers with continence management products
✓	SIRCPA015	Assist customers with wound care products
✓	SIRCPA016	Assist customers with diet, nutrition and weight-management products and services
✓	SIRCPA017	Assist customers with complementary medicines
✓	SIRCPA018	Assist customers with women's and men's health care products
	SIRRINV001	Receive and handle retail stock
	SIRRINV002	Control stock
	SIRRMER001	Produce visual merchandise displays
	SIRXCEG003	Build customer relationships and loyalty
	SIRXCEG008	Manage disrespectful, aggressive or abusive customers
	SIRXCOM002	Work effectively in a team
	SIRXHRM002	Maintain employee relations
	SIRXIND002	Organise and maintain the store environment
	SIRXMGT001	Supervise and support frontline team members
	SIRXMKT001	Support marketing and promotional activities
	SIRXRSK001	Identify and respond to security risk
	SIRXRSK002	Maintain store security
	SIRXSLS001	Sell to the retail customer
	SIRXSLS002	Follow point-of-sale procedures

PHARMACEUTICAL SOCIETY OF AUSTRALIA LTD.

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