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SIR Retail Services Training Package

Companion Volume Implementation Guide

Community Pharmacy Training Package Products

Version Control and Modification History

The latest version of the Implementation Guide is shown on the top row. The table tracks modifications to training components in this Training Package made after the initial release. Please check that you are using the current version of the ***SIR Retail Services Training Package*** by accessing information from training.gov.au.

Version	Release Date	Comments

6.0	29 April 2021	Sixth release of the SIR Retail Services Training Package
		
		Inclusion of:
		
		• One new Unit of Competency and associated Assessment Requirements:
		  ○ SIRXCEG009 Manage workplace responses to disrespectful, aggressive or abusive customer behaviour
		
		• 3 new Skill Sets in Retail
		• 1 updated Skill Set in Retail
		
		• New release of the following qualifications, with the new Unit of Competency and pre-requisite packaged in the electives:
		  ○ SIR40116 Certificate IV in Community Pharmacy
		  ○ SIR40316 Certificate IV in Retail Management
		  ○ SIR50116 Diploma of Retail Leadership.

5.1	18 March 2021	Minor upgrade: In response to Skills Reform Ministerial Statement - 9 October 2020, modifications include the removal of unused Retail units of competency from the SIR Training Package.

5.0	21 October 2020	Fifth release of the SIR Retail Services Training Package
		
		Inclusion of:
		
		• One new Unit of Competency and associated Assessment Requirements:
		  ○ SIRXCEG008 Manage disrespectful, aggressive or abusive customers
		
		• 10 new Skill Sets in Retail and Community Pharmacy
		
		• New release of the following qualifications, with the new Unit of Competency packaged in the electives:
		  ○ SIR20116 Certificate II in Community Pharmacy
		  ○ SIR20216 Certificate II in Retail Services
		  ○ SIR30116 Certificate III in Community Pharmacy
		  ○ SIR30216 Certificate III in Retail
		  ○ SIR40116 Certificate IV in Community Pharmacy
		  ○ SIR40316 Certificate IV in Retail Management.

4.0	13 September 2019	Fourth release of the SIR Retail Services Training Package.
		
		Inclusion of:
		
		• Seven new Units of Competency and associated Assessment Requirements for Online & Social Media:
		  ○ SIRXOSM001 Identify and review social media and online platforms for organisational use
		  ○ SIRXOSM002 Maintain ethical and professional standards when using social media and online platforms
		  ○ SIRXOSM003 Use social media and online tools
		  ○ SIRXOSM004 Analyse performance of social media and online business tools
		  ○ SIRXOSM005 Develop a basic website for customer engagement
		  ○ SIRXOSM006 Develop and manage social media and online strategies
		  ○ SIRXOSM007 Manage risk to organisational reputation in an online setting.
		• Four new Skill Sets for Online & Social Media.
		• New release of the following qualifications, with the Online and Social Media Units of Competency packaged in the electives:
		  ○ SIR20216 Certificate II in Retail Services
		  ○ SIR30216 Certificate III in Retail
		  ○ SIR40316 Certificate IV in Retail Management
		  ○ SIR50116 Diploma of Retail Leadership.

3.0	27 July 2017	Third release of the SIR Retail Services Training Package
		
		Inclusion of:
		
		• Two qualifications:
		  ○ SIR50217 Diploma of Retail Merchandise Management
		  ○ SIR50317 Diploma of Visual Merchandising
		• Three new Skills Sets
		• Thirty new and revised Units of Competency and associated Assessment Requirements.

2.0	21 March 2016	Second release of the SIR Retail Services Training Package
1.0	21 March 2016	Primary release of SIR Retail Services Training Package

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Introduction

This Companion Volume Implementation Guide has been developed to provide advice and guidance on the *SIR Retail Services Training Package VR6.0*. It includes key information on the industry and its workforce needs.

Background

In November 2012 the former National Skills Standards Council (NSSC)[1] developed a set of *Standards for Training Packages*, to ensure training packages are of high quality and meet the workforce development needs of industry, enterprises and individuals.[2] The *Standards for Training Packages* apply to the design and development of training packages for endorsement consideration.

Standard 1 identifies the products that must comprise a training package. This includes:

- Endorsed components:
  - Units of Competency
  - Assessment Requirements (associated with each Unit of Competency)
  - Qualifications
  - Credit Arrangements
- Non-endorsed components:
  - Companion Volume Implementation Guide
  - Other guides required by stakeholders.

Quality Assurance of Companion Volumes

The Companion Volumes developed by Service Skills Australia follow a quality assurance process throughout development to ensure availability at time of endorsement of the training package and the Implementation Guide complies with the Companion Volume Implementation Guide template. The steps in this process are as follows:

Consultation

1. Project Reference Group (PRG) provides advice on content
2. Industry and Registered Training Organisations (RTOs) provide input.

Development

3. Draft Companion Volume(s) prepared
4. Format and copy edit first draft
5. Draft 2 Companion Volume(s) prepared
6. Cross check Companion Volume(s) with draft Training Package components for endorsement
7. Review of final draft by Project Advisory Group.

Quality Assurance

8. Copy edit and proof read
9. Final internal quality assurance review.

Sign off

10. Sign off by Project Reference Group
11. Implementation Guide made available for external quality assurance to Panel Member
12. Desktop publish and upload to website.

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[1] The functions of the National Skills Standards Council (NSSC) have been transferred to the Australian Industry and Skills Committee.

[2] The *Standards for Training Packages* were endorsed by the former Standing Council for Tertiary Education Skills and Employment (SCOTESE), replaced by the COAG Industry and Skills Council.

1.0 Overview Information

This Implementation Guide is designed to assist assessors, trainers, Registered Training Organisations (RTOs) and enterprises to deliver the community pharmacy components of the *SIR Retail Services Training Package V6.0*. It provides advice about the structure and content of the Training Package, its key features and industry-specific information applicable to implementation.

1.1 SIR Qualifications

Qualifications are created by combining Units of Competency into groups which meet job roles and are meaningful in the workplace, and aligning those groups of competencies to vocational qualifications in the Australian Qualifications Framework (AQF). Qualifications therefore:

- represent key industry functions directly related to occupational positions in the industry
- are a framework, not a course.

The relevant qualifications within the *SIR Retail Services Training Package V6.0* are listed in Table 1.

Table 1: Community pharmacy qualifications in the SIR Retail Services Training Package V6.0

Qualification Code	Qualification Title
SIR20116	Certificate II in Community Pharmacy
SIR30116	Certificate III in Community Pharmacy
SIR40116	Certificate IV in Community Pharmacy
SIR40216	Certificate IV in Community Pharmacy Dispensary

1.2 SIR Skill Sets

Skill Sets are single Units of Competency, or combinations of Units of Competency from an endorsed training package that link to a licensing or regulatory requirement or a defined industry need. Skill Sets are *not* Qualifications.

This training package contains a number of Skill Sets directly related to Community Pharmacy, as listed in Table 2.

Table 2: Skill Sets in the SIR Retail Services Training Package V6.0 related to Community Pharmacy.

Skill Set Code	Skill Set Title
SIRSS00012	Community Pharmacy Dispensary
SIRSS00013	Community Pharmacy Management
SIRSS00014	Community Pharmacy Quality Implementation
SIRSS00030	Introduction to Community Pharmacy
SIRSS00031	Community Pharmacy Delivery

1.3 SIR Units of Competency and Prerequisites

Units of Competency in training packages are developed by industry to meet the identified skill needs of industry. Each Unit of Competency identifies a discrete workplace requirement and includes the knowledge and skills that underpin competency as well as language, literacy and numeracy requirements. Units of Competency therefore:

- are nationally agreed statements of the skills and knowledge required for effective performance in a particular job or job function
- describe work outcomes
- logically stand alone when applied in a work situation.

A prerequisite is a Unit of Competency in which the individual must be deemed competent prior to the determination of competency in the unit. Prerequisites are applicable when competency cannot be achieved in a given Unit of Competency without first gaining essential knowledge and skills from other Unit(s) of Competency. Prerequisites are included as part of the full Qualification and contribute to the total outcome of the Qualification.

Unit Code	Unit Title	Prerequisites
COMMUNITY PHARMACY (C)		
Client and Customer Service – CCS		
SIRCCCS001	Interact with pharmacy customers	Nil
SIRCCCS002	Provide and promote services to pharmacy customers	Nil
Community Pharmacy Management – CPM		
SIRCCPM001	Assist in managing Pharmacy Medicines and Pharmacist Only Medicines	SIRCIND002 Support the supply of Pharmacy Medicines and Pharmacist Only Medicines
SIRCCPM002	Coordinate a pharmacy quality system	Nil
SIRCCPM003	Lead and develop pharmacy teams	Nil
SIRCCPM004	Manage pharmacy sales and service delivery	Nil
SIRCCPM005	Manage pharmacy premises, equipment and merchandise	Nil
SIRCCPM006	Develop a pharmacy product and service range	Nil
Dispensary – DIS		
SIRCDIS001	Assist customers with prescriptions	SIRCIND002 Support the supply of Pharmacy Medicines and Pharmacist Only Medicines
SIRCDIS002	Deliver medicines to customers outside the pharmacy	Nil
SIRCDIS003	Assist in dispensing prescriptions	SIRCIND002 Support the supply of Pharmacy Medicines and Pharmacist Only Medicines SIRCDIS001 Assist customers with prescriptions

Unit Code	Unit Title	Prerequisites
SIRCDIS004	Assist in preparing dose administration aids	SIRCIND002 Support the supply of Pharmacy Medicines and Pharmacist Only Medicines SIRCDIS001 Assist customers with prescriptions SIRCDIS003 Assist in dispensing prescriptions
SIRCDIS005	Assist in preparing extemporaneous prescriptions	SIRCIND002 Support the supply of Pharmacy Medicines and Pharmacist Only Medicines SIRCDIS001 Assist customers with prescriptions SIRCDIS003 Assist in dispensing prescriptions
SIRCDIS006	Maintain dispensary stock	Nil
SIRCDIS007	Administer dispensary computer system and claims	SIRCDIS003 Assist in dispensing prescriptions
SIRCDIS008	Coordinate service to residential care facilities	SIRCDIS003 Assist in dispensing prescriptions
Health Care Support – HCS		
SIRCHCS001	Support the management of obstructive sleep apnoea	SIRCINF001 Use pharmacy practices for infection control
SIRCHCS002	Supply and hire home health care aids and equipment	Nil
SIRCHCS003	Test blood pressure and advise on self-monitoring	Nil
SIRCHCS004	Test blood glucose and advise on equipment and services for diabetes management	SIRCINF001 Use pharmacy practices for infection control
SIRCHCS005	Provide Australian Needle and Syringe Program services	Nil
SIRCHCS006	Coordinate pharmacy health promotions	Nil
Infection Control – INF		
SIRCINF001	Use pharmacy practices for infection control	Nil
Pharmacy Product Advice – PPA		
SIRCPPA001	Assist customers with vitamins, minerals and supplements	SIRCIND002 Support the supply of Pharmacy Medicines and Pharmacist Only Medicines
SIRCPPA002	Assist customers with eye and ear care products	SIRCIND002 Support the supply of Pharmacy Medicines and Pharmacist Only Medicines
SIRCPPA003	Assist customers with first aid products	SIRCIND002 Support the supply of Pharmacy Medicines and Pharmacist Only Medicines

Unit Code	Unit Title	Prerequisites
SIRCPPA004	Assist customers with oral care products	SIRCIND002 Support the supply of Pharmacy Medicines and Pharmacist Only Medicines
SIRCPPA005	Assist customers with cough and cold relief products	SIRCIND002 Support the supply of Pharmacy Medicines and Pharmacist Only Medicines
SIRCPPA006	Assist customers with skin and anti-fungal products	SIRCIND002 Support the supply of Pharmacy Medicines and Pharmacist Only Medicines
SIRCPPA007	Assist customers with pregnancy and maternal health products and services	SIRCIND002 Support the supply of Pharmacy Medicines and Pharmacist Only Medicines
SIRCPPA008	Assist customers with products for gastro-intestinal conditions	SIRCIND002 Support the supply of Pharmacy Medicines and Pharmacist Only Medicines
SIRCPPA009	Assist customers with allergy relief products	SIRCIND002 Support the supply of Pharmacy Medicines and Pharmacist Only Medicines
SIRCPPA010	Assist customers with analgesic and anti-inflammatory products	SIRCIND002 Support the supply of Pharmacy Medicines and Pharmacist Only Medicines
SIRCPPA011	Assist customers with baby and infant care products	SIRCIND002 Support the supply of Pharmacy Medicines and Pharmacist Only Medicines
SIRCPPA012	Assist customers with asthma-care aids and equipment	SIRCIND002 Support the supply of Pharmacy Medicines and Pharmacist Only Medicines
SIRCPPA013	Assist customers with smoking cessation products	Nil
SIRCPPA014	Assist customers with continence management products	Nil
SIRCPPA015	Assist customers with wound care products	SIRCIND002 Support the supply of Pharmacy Medicines and Pharmacist Only Medicines SIRCINF001 Use pharmacy practices for infection control
SIRCPPA016	Assist customers with diet, nutrition and weight-management products and services	SIRCIND002 Support the supply of Pharmacy Medicines and Pharmacist Only Medicines
SIRCPPA017	Assist customers with complementary medicines	SIRCPPA001 Assist customers with vitamins, minerals and supplements SIRCIND002 Support the supply of Pharmacy Medicines and Pharmacist Only Medicines
SIRCPPA018	Assist customers with women's and men's health care products	SIRCIND002 Support the supply of Pharmacy Medicines and Pharmacist Only Medicines

Working in Industry – IND		
SIRCIND001	Work effectively in a community pharmacy	Nil
SIRCIND002	Support the supply of Pharmacy Medicines and Pharmacist Only Medicines	Nil
RETAIL – (SIR) R		
SIRRINV001	Receive and handle retail stock	Nil
SIRRMER001	Produce visual merchandise displays	Nil
Cross-Sector – (SIR) X		
SIRXIND003	Organise personal work requirements	Nil
SIRXSLS001	Sell to the retail customer	Nil

1.4 Imported Units of Competency and Prerequisites

Codes, titles and prerequisite requirements for imported Units of Competency are applicable and current at the time of publication of the *SIR Retail Services Training Package.*

The parent Training Package is identified before each group of imported Units of Competency.

Table 3: Prerequisites for imported units of competency within the SIR Retail Services Training Package

Unit Code	Unit Title	Prerequisite(s)
BSB Business Services		
BSBCUS401	Coordinate implementation of customer service strategies	Nil
BSBFIA302	Process payroll	Nil
BSBHRM405	Support the recruitment, selection and induction of staff	Nil
BSBLDR403	Lead team effectiveness	Nil
BSBMGT403	Implement continuous improvement	Nil
BSBMGT405	Provide personal leadership	Nil
BSBRES401	Analyse and present research information	Nil
BSBWOR301	Organise personal work priorities and development	Nil
CHC Community Services		
CHCDIV001	Work with diverse people	Nil
CHCLEG001	Work legally and ethically	Nil
HLT Health		
HLTAAP001	Recognise healthy body systems	Nil
HLTWHS001	Participate in workplace health and safety	Nil
HLTWHS003	Maintain work health and safety	Nil
SHB Hairdressing and Beauty Services		

Unit Code	Unit Title	Prerequisite(s)
SHBBCCS001	Advise on beauty products and services	Nil
SHBBMUP002	Design and apply make-up	Nil
SHBBSKS001	Pierce ear lobes	Nil
SIR07 Retail Services		
SIRXCCS201	Apply point-of-sale handling procedures	Nil
SIRXCCS203	Promote loyalty programs	Nil
SIRXCCS408	Build retail relationships and sustain customer loyalty	Nil
SIRXCLM101	Organise and maintain work areas	Nil
SIRXFIN003A	Produce financial reports	Nil
SIRXFIN201	Balance and secure point-of-sale terminal	Nil
SIRXINV002A	Maintain and order stock	Nil
SIRXINV407	Manage suppliers	Nil
SIRXMGT001A	Coordinate work teams	Nil
SIRXMGT002A	Maintain employee relations	Nil
SIRXMPR002A	Provide marketing and promotion program support	Nil
SIRXRSK002A	Maintain store security	Nil
SIRXRSK201	Minimise loss	Nil

1.5 Qualification Mapping

Table 4: Qualification mapping for the SIR Retail Services Training Package – Community Pharmacy Qualifications

Note: no changes to these qualifications took place in releases 2.0, 3.0 and 4.0 of the SIR Retail Services Training Package

Qualification Mapping – SIR07 V3.0 to SIR V5.0					
SIR07 V3.0	**SIR V1.0**	**SIR V5.0**	**SIR V5.1**	**SIR V6.0**	**Comment in relation to previous version** **E = Equivalent** **N = Not Equivalent**
				SIR40116 Certificate IV in Community Pharmacy	• E • Addition of one elective unit SIRXCEG009 Manage workplace responses to disrespectful aggressive or abusive customer behaviour
SIR20112 Certificate II Community Pharmacy	SIR20116 Certificate II Community Pharmacy	• Electives updated to include new unit SIRXCEG008 Manage disrespectful, aggressive or abusive customers	*No change in this release.*	*No change in this release.*	• N • Number of units for completion reduced from 18 to 12 units; core reduced by 6 units. • New core unit addressing customer service and communication skills required by pharmacy assistants at this level replaces duplicative units • Packaging rules simplified.
SIR30112 Certificate III in Community Pharmacy	SIR30116 Certificate III in Community Pharmacy	• Electives updated to include new unit SIRXCEG008 Manage disrespectful, aggressive or abusive customers	*No change in this release.*	*No change in this release.*	• N • Number of units for completion reduced from 26 to 19 units; core reduced by 6 units; electives reduced by 1 unit. • New core unit addressing customer service and communication skills required by pharmacy assistants at this level replaces duplicative units. • Packaging rules simplified.
SIR40112 Certificate IV in Community Pharmacy	SIR40116 Certificate IV in Community Pharmacy	• Electives updated to include new unit SIRXCEG008 Manage disrespectful, aggressive or abusive customers	*No change in this release.*		• N • Entry requirement amended to Certificate III in Community Pharmacy or equivalent industry experience and statement of attainment in the unit SIRCIND002 Support the supply of Pharmacy Medicines and Pharmacist Only Medicines.

					• Number of units for completion remains at 14; core reduced by 1 unit; electives increased by 1 unit.
					• The following units removed from the core:
					  ○ HLTCSD306C Respond effectively to difficult and challenging behaviour
					• The following units added to the core:
					  ○ BSBLDR403 Lead team effectiveness
					  ○ HLTWHS003 Maintain work health and safety.
					• Packaging rules simplified.

	SIR40216 Certificate IV in Community Pharmacy Dispensary	*No change in this release.*	*No change in this release.*	*No change in this release.*	New qualification created to support the role of dispensary technicians in community pharmacies.

1.6 Unit of Competency Mapping

The following table maps the relationship between previous and replacement units of competency within the training package.

Table 5: Unit of competency mapping for the SIR07 Retail Services Training Package V3.0 to SIR

Note: no changes to these qualifications took place in releases 2.0, 3.0, 4.0 and 5.0 of the SIR Retail Services Training Package

Unit of Competency Mapping – SIR07 V3.0 to SIR		
Previous Unit Code and Title	**Replacement Unit Code and Title**	**Nature of Relationship** **E** = equivalent **N** = not equivalent
COMMUNITY PHARMACY (C)		
Client and Customer Service (CCS)		
	SIRCCCS001 Interact with pharmacy customers	• New unit.
	SIRCCCS002 Provide and promote services to pharmacy customers	• New unit.
Community Pharmacy Management (CPM)		
SIRCCPM501 Lead and develop pharmacy teams	SIRCCPM003 Lead and develop pharmacy teams	• N • Additional knowledge requirements in relation to: ○ staffing ○ leadership ○ decision-making.
SIRCCPM502 Manage pharmacy sales and service delivery	SIRCCPM004 Manage pharmacy sales and service delivery	• N • Significant change to Elements and Performance Criteria to remove duplicated content: ○ negotiating supply arrangements, pricing and terms of trade deleted and covered in SIRCCPM006 Develop a pharmacy product and service range ○ coordinating maintenance and repairs deleted and covered in SIRCCPM005 Manage pharmacy premises, equipment and merchandise ○ maintaining work conditions deleted and covered in a range of SIRXMGT and WHS units. • Changed knowledge requirements in relation to: ○ quality customer service and professional service standards ○ monitoring ○ customer feedback ○ stock control and sales data software.

Unit of Competency Mapping – SIR07 V3.0 to SIR		
Previous Unit Code and Title	**Replacement Unit Code and Title**	**Nature of Relationship** **E** = equivalent **N** = not equivalent

SIRCCPM503 Manage pharmacy premises and equipment	SIRCCPM005 Manage pharmacy premises, equipment and merchandise	• N
		• Title updated to better reflect intent.
		• Minor changes to Elements and Performance Criteria to include:
		  ○ maintenance scheduling and record keeping.
		• Changed knowledge requirements in relation to:
		  ○ maintenance schedules and records
		  ○ manufacturer instructions
		  ○ testing and certification
		  ○ front of pharmacy layouts
		  ○ visual merchandising principles
		  ○ legal requirements for product placement.

SIRCCPM504 Investigate new front-of-pharmacy products and services	SIRCCPM006 Develop a pharmacy product and service range	• N
		• Titled updated to better reflect intent.
		• Sequence of Elements re-ordered.
		• Changed knowledge requirements to include:
		  ○ information on customer groups and their preferences
		  ○ competitor products, services and price structure
		  ○ sales budgets, sales and stock reports and their use
		  ○ merchandising plans and specifications
		  ○ negotiation
		  ○ supplier agreements
		  ○ quality monitoring
		  ○ stock control and sales data software.

Dispensary (DIS)		

SIRCDIS301 Accept prescriptions and return dispensed medicines to customers	SIRCDIS001 Assist customers with prescriptions	• N
		• Title simplified.
		• Additional Performance Criteria to follow organisational procedures.
		• Changed knowledge requirements in relation to:
		  ○ role boundaries
		  ○ prescription types and issuers
		  ○ format and content of prescriptions
		  ○ discrepancies
		  ○ packaging types.

SIRCDIS302 Deliver medicines to customers outside the pharmacy	SIRCDIS002 Deliver medicines to customers outside the pharmacy	• N • Prerequisite unit removed. • Additional Performance Criteria to follow organisational procedures. • Changed knowledge requirements in relation to: ○ order and delivery documents and schedules

Unit of Competency Mapping – SIR07 V3.0 to SIR		
Previous Unit Code and Title	**Replacement Unit Code and Title**	**Nature of Relationship** **E** = equivalent **N** = not equivalent
		○ point-of-sale software.
SIRCDIS303 Assist in dispensing prescriptions	SIRCDIS003 Assist in dispensing prescriptions	• N • Additional Performance Criteria to follow organisational procedures. • Changed knowledge requirements: ○ Removal of: ▪ SUSMP ▪ prescription types ▪ PBS and Medicare Australia systems ○ Addition of ▪ role boundaries.
SIRCDIS404 Assist in dispensary stock control	SIRCDIS006 Maintain dispensary stock	• N • Titled updated to better reflect intent. • Prerequisite removed. • Significant change to Elements and Performance Criteria. • Additional Performance Criteria covers managing out stock of branded medicines when introducing generic equivalents. • Changed knowledge requirements in relation to: ○ principles of stock control ○ supplier information ○ stock reorder cycles ○ storage ○ stock loss and damage ○ safe manual handling techniques ○ waste disposal ○ stock control documents and reports.
SIRCDIS405 Assist in dispensary administration	SIRCDIS007 Administer dispensary computer system and claims	• N • Titled updated to better reflect intent. • Element 1 deleted; outcomes covered by SIRCDIS006 Maintain dispensary stock and SIRXCLM101 Organise and maintain work areas. • Additional Performance Criteria covers environmental sustainability. • Changed knowledge requirements in relation to: ○ role in administration ○ dispensary reports ○ PBS.
SIRCDIS406 Assist in preparing dose administration aids	SIRCDIS004 Assist in preparing dose administration aids	• N • Additional Performance Criteria to follow organisational procedures. • Changed knowledge requirements in relation to: ○ DAA documents ○ medications not suitable ○ dispensary software for DAA records.

Unit of Competency Mapping – SIR07 V3.0 to SIR		
Previous Unit Code and Title	**Replacement Unit Code and Title**	**Nature of Relationship** **E** = equivalent **N** = not equivalent
SIRCDIS407 Assist in preparing extemporaneous prescriptions	SIRCDIS005 Assist in preparing extemporaneous prescriptions	• N • Additional Performance Criteria to record prescription information and check calibration. • Changed knowledge requirements in relation to: ○ PSA Professional Practice Standards ○ personal protective equipment ○ environmental protection ○ dispensary and stock control software.
SIRCDIS408 Coordinate service to patients in residential care settings	SIRCDIS008 Coordinate service to residential care facilities	• N • Title simplified. • Additional Performance Criteria to respond to medicine information queries. ○ Changed knowledge requirements in relation to: ○ PSA Professional Practice Standards ○ role of dispensary assistants and pharmacists ○ medication provision in residential care facilities ○ patient medication charts, medication-related incident reports and registers.
Health Care Support (HCS)		
SIRCHCS201 Support the supply of Pharmacy Medicines and Pharmacist Only Medicines	SIRCIND002 Support the supply of Pharmacy Medicines and Pharmacist Only Medicines	• N • Competency Field changed to Working in Industry to better reflect application of the unit. • Significant changes to Elements and Performance Criteria to refocus the unit and remove duplication with HCS and PPA units. • Changed knowledge requirements to remove duplication in HCS and PPA units: ○ typical schedule of pharmacy procedures ○ typical schedule of questions asked to collect information about customer needs ○ typical schedule of triggers for referral ○ roles of pharmacy and dispensary assistants in finalising supply of S3 medicines and other products after pharmacist provision of therapeutic advice.
SIRCHCS302 Assist in managing Pharmacy Medicines and Pharmacist Only Medicines	SIRCCPM001 Assist in managing Pharmacy Medicines and Pharmacist Only Medicines	• N • Competency Field changed to Community Pharmacy Management to better reflect content of the unit. • Significant changes to Elements and Performance Criteria to clarify intent and content of unit.
SIRCHCS303 Advise on asthma management	SIRCPPA012 Assist customers with asthma-	• N • Title updated to better reflect intent.

Unit of Competency Mapping – SIR07 V3.0 to SIR		
Previous Unit Code and Title	**Replacement Unit Code and Title**	**Nature of Relationship** **E** = equivalent **N** = not equivalent

	care aids and equipment	• Removal of Performance Criteria finalising pharmacist supply of scheduled medicines deleted
		• Additional Performance Criteria in relation to updating knowledge and recommending products and services
		• Changed and clarified knowledge requirements:
		  ○ Removal of:
		  ▪ role boundaries and responsibilities /referral
		  ▪ particular schedule of organisational procedures
		  ○ Addition of:
		  ▪ groups at risk
		  ▪ product range
		  ▪ product, lifestyle and self-care information
		  ▪ clarification of scope of product knowledge.

SIRCHCS304 Advise on smoking cessation	SIRCPPA013 Assist customers with smoking cessation products	• N
		• Title updated to better reflect intent.
		• Prerequisite removed.
		• Removal of Performance Criteria finalising pharmacist supply of scheduled medicines.
		• Changed knowledge requirements in relation to:
		  ○ product, lifestyle and self-care information
		  ○ clarification of scope of product knowledge.

SIRCHCS305 Advise on continence management	SIRCPPA014 Assist customers with continence management products	• N
		• Title updated to better reflect intent of the unit.
		• Additional Performance Criteria on developing knowledge, providing customers with information on life-style and self-care practices, using whole product range for better outcomes and
		• providing information on CAPS
		• Changed knowledge requirements in relation to:
		  ○ groups at risk
		  ○ common types of incontinence
		  ○ basic causes and triggers
		  ○ hygiene issues
		  ○ common side effects of products
		  ○ sources and format of product, lifestyle and self-care information
		  ○ clarification of scope of product knowledge.

SIRCHCS306 Advise on complementary	SIRCPPA017 Assist customers with	• N • Title updated to better reflect intent.

Unit of Competency Mapping – SIR07 V3.0 to SIR		
Previous Unit Code and Title	**Replacement Unit Code and Title**	**Nature of Relationship** **E** = equivalent **N** = not equivalent

medicines	complementary medicines	• Removal of Performance Criteria evidence-based research
		• Additional Performance Criteria on developing knowledge, providing customers with information on life-style and self-care practices, and using whole product range for better outcomes.
		• Changed knowledge requirements in relation to:
		  ○ sources and format of product, lifestyle and self-care information
		  ○ clarification of scope of product knowledge.

SIRCHCS407 Test blood pressure and advise on self-monitoring	SIRCHCS003 Test blood pressure and advise on self-monitoring	• N
		• Additional Performance Criteria providing customers with information on specialist services
		• Changed knowledge requirements in relation to:
		  ○ sources of information
		  ○ common symptoms of high and low blood pressure
		  ○ range of normal blood pressure levels
		  ○ customer self-testing strategies
		  ○ customer's personal blood pressure records
		  ○ pharmacy blood pressure testing records.

SIRCHCS408 Test blood glucose and advise on equipment and services for diabetes management	SIRCHCS004 Test blood glucose and advise on equipment and services for diabetes management	• N
		• One prerequisite removed; other prerequisite changed to SIRCINF001 Use pharmacy practices for infection control.
		• Additional Performance Criteria providing information on National Diabetes Services Scheme (NDSS).
		• Changed knowledge requirements:
		  ○ Addition of:
		  ▪ readings at home
		  ▪ blood glucose records
		  ▪ sources and format of product, lifestyle and self-care information.
		  ○ Removal of:
		  ▪ common side effects of taking diabetes medicine.

Unit of Competency Mapping – SIR07 V3.0 to SIR		
Previous Unit Code and Title	**Replacement Unit Code and Title**	**Nature of Relationship** **E** = equivalent **N** = not equivalent

SIRCHCS409 Advise on diet, nutrition and weight-management products and services	SIRCPPA016 Assist customers with diet, nutrition and weight-management products and services	• N
		• Title updated to better reflect intent of the unit.
		• Removal of Performance Criteria on evidence-based research and finalising pharmacist supply of scheduled medicines.
		• Additional Performance Criteria on developing knowledge, providing customers with information on life-style and self-care practices, and using whole product range for better outcomes.
		• Updated knowledge requirements:
		  ○ Removal of:
		  ▪ role boundaries and responsibilities / referral
		  ▪ particular schedule of organisational procedures
		  ○ Addition of:
		  ▪ common symptoms for conditions
		  ▪ aids and equipment
		  ▪ sources and format of product, lifestyle and self-care information
		  ▪ clarification of scope of product knowledge.

SIRCHCS410 Advise on pregnancy and maternal health products and services	SIRCPPA007 Assist customers with pregnancy and maternal health products and services	• N
		• Removal of Performance Criteria finalising pharmacist supply of scheduled medicines.
		• Additional Performance Criteria on developing knowledge, providing customers with information on life-style and self-care practices, and using whole product range for better outcomes.
		• Changed knowledge requirements.
		  ○ Removal of:
		  ▪ role boundaries and responsibilities / referral
		  ▪ particular schedule of organisational procedures
		  ○ Addition of:
		  ▪ sources and format of product, lifestyle and self-care information.

SIRCHCS411 Advise on wound care products and self-care	SIRCPPA015 Assist customers with wound care products	• N • Title simplified. • Prerequisite changed to SIRCINF001 Use pharmacy practices for infection control. • Additional Performance Criteria on developing knowledge, providing customers with information on life-style and self-care practices, and using whole product range for better outcomes. • Removal of Performance Criteria finalising pharmacist supply of scheduled medicines.

Unit of Competency Mapping – SIR07 V3.0 to SIR		
Previous Unit Code and Title	**Replacement Unit Code and Title**	**Nature of Relationship** **E** = equivalent **N** = not equivalent

		• Changed knowledge requirements.
		  ○ Removal of:
		  ▪ role boundaries and responsibilities / referral
		  ▪ particular schedule of organisational procedures
		  ○ Addition of:
		  ▪ groups at risk of infection
		  ▪ signs of infection
		  ▪ clarification of scope of product knowledge.

SIRCHCS412 Provide Australian Needle and Syringe Program services	SIRCHCS005 Provide Australian Needle and Syringe Program services	• N
		• Additional Performance Criteria on explaining products and safety and hygiene
		• Changed knowledge requirements in relation to:
		  ○ public health benefits
		  ○ content and use of equipment packs
		  ○ safe and hygienic practices for sharps.

SIRCHCS413 Supply and hire aids and equipment to support home health care	SIRCHCS002 Supply and hire home health care aids and equipment	• N
		• Title simplified.
		• Additional Performance Criteria on sourcing information to update knowledge.
		• Changed knowledge requirements in relation to:
		  ○ sources of information on common conditions
		  ○ customer mobility and limitations
		  ○ key terminology and jargon
		  ○ cleaning and disinfection techniques
		  ○ hire agreements.

SIRCHCS414 Support the management of obstructive sleep apnoea	SIRCHCS001 Support the management of obstructive sleep apnoea	• N
		• Prerequisite added SIRCINF001 Use pharmacy practices for infection control.
		• Additional Performance Criteria on cleaning and disinfecting returned hire items.
		• Changed knowledge requirements in relation to:
		  ○ sources of information
		  ○ key terminology and jargon
		  ○ pharmacy product range
		  ○ sleep specialist recommendations
		  ○ cleaning and disinfection techniques
		  ○ organisational hire policy and agreements.

SIRCHCS415 Coordinate pharmacy health promotions and home medicines reviews	SIRCHCS006 Coordinate pharmacy health promotions	• N • Prerequisite removed. • Additional Element covers generating ideas for health promotions and researching health issues and initiatives.

Unit of Competency Mapping – SIR07 V3.0 to SIR		
Previous Unit Code and Title	**Replacement Unit Code and Title**	**Nature of Relationship** **E** = equivalent **N** = not equivalent

		• Deletion of Element, Performance Criteria and knowledge requirements for coordinating Home Medicines Reviews.
		• Changed knowledge requirements in relation to:
		  ○ common health education promotions
		  ○ sources of information on community health issues and initiatives
		  ○ role of pharmacy suppliers and others
		  ○ operational plans
		  ○ roles and responsibilities of pharmacy staff.

Infection Control (INF)		
	SIRCINF001 Use pharmacy practices for infection control	• New unit.
Merchandising (MER)		
SIRCMER401 Market and promote a pharmacy products and services area		• Deleted. • Content covered by retail merchandising units.
Pharmacy Product Advice (PPA)		

SIRCPPAK201 Assist customers seeking commonly requested vitamins, minerals and supplements	SIRCPPA001 Assist customers with vitamins, minerals and supplements	• N
		• Title simplified.
		• Removal of Performance Criteria providing advice on specialist services for diet and nutrition.
		• Additional Performance Criteria on developing knowledge and using whole product range for better outcomes.
		• Changed knowledge requirements:
		  ○ Removal of:
		  ▪ advice on specialist services for diet and nutrition
		  ▪ role boundaries and responsibilities /referral
		  ▪ particular schedule of organisational procedures.
		  ○ Addition of:
		  ▪ common lifestyle risk factors and methods of self-care
		  ▪ common side effects
		  ▪ sources and format of product, lifestyle and self-care information
		  ▪ clarification of scope of product knowledge.

Unit of Competency Mapping – SIR07 V3.0 to SIR		
Previous Unit Code and Title	**Replacement Unit Code and Title**	**Nature of Relationship** **E** = equivalent **N** = not equivalent

SIRCPPK202 Assist customers seeking eye and ear products	SIRCPPA002 Assist customers with eye and ear care products	• N
		• Title changed to better reflect intent.
		• Additional Performance Criteria on developing knowledge and using whole product range for better outcomes.
		• Changed knowledge requirements:
		  ○ Removal of:
		  ▪ role boundaries and responsibilities /referral
		  ▪ particular schedule of organisational procedures
		  ○ Addition of:
		  ▪ key terminology
		  ▪ sources and format of product, lifestyle and self-care information
		  ▪ clarification of scope of product knowledge.

SIRCPPK203 Assist customers seeking first aid and wound care products	SIRCPPA003 Assist customers with first aid products	• N
		• Title changed to better reflect intent and scope.
		• Additional Performance Criteria on developing knowledge and using whole product range for better outcomes
		• Changed knowledge requirements:
		  ○ Removal of:
		  ▪ role boundaries and responsibilities / referral
		  ▪ particular schedule of organisational procedures
		  ○ Addition of:
		  ▪ common lifestyle risk factors and methods of self-care
		  ▪ common side effects
		  ▪ sources and format of product, lifestyle and self-care information
		  ▪ clarification of scope of product knowledge.

SIRCPPK204 Assist customers seeking oral care products	SIRCPPA004 Assist customers with oral care products	• N
		• Title simplified.
		• Additional Performance Criteria on developing knowledge and using whole product range for better outcomes Changed knowledge requirements:
		  ○ Removal of:
		  ▪ role boundaries and responsibilities / referral
		  ▪ particular schedule of organisational procedures
		  ○ Addition of:
		  ▪ common lifestyle risk factors and methods of self-care

Unit of Competency Mapping – SIR07 V3.0 to SIR		
Previous Unit Code and Title	**Replacement Unit Code and Title**	**Nature of Relationship** **E** = equivalent **N** = not equivalent
		▪ key terminology ▪ common side effects ▪ sources and format of product, lifestyle and self-care information ▪ clarification of scope of product knowledge.
SIRCPPK205 Assist customers seeking to relieve cough and cold symptoms	SIRCPPA005 Assist customers with cough and cold relief products	• N • Title simplified. • Additional Performance Criteria on developing knowledge and using whole product range for better outcomes • Changed knowledge requirements: ○ Removal of: ▪ role boundaries and responsibilities / referral ▪ particular schedule of organisational procedures ○ Addition of: ▪ sources and format of product, lifestyle and self-care information ▪ clarification of scope of product knowledge.
SIRCPPK206 Assist customers seeking to relieve skin and fungal conditions	SIRCPPA006 Assist customers with skin and anti-fungal products	• N • Title simplified. • Additional Performance Criteria on developing knowledge and using whole product range for better outcomes • Changed knowledge requirements: ○ Removal of: ▪ role boundaries and responsibilities / referral ▪ particular schedule of organisational procedures ○ Addition of: ▪ sources and format of product, lifestyle and self-care information ▪ clarification of scope of product knowledge.
SIRCPPK207 Supply medical devices		• Deleted • Content covered by various health care support units of competency.

Unit of Competency Mapping – SIR07 V3.0 to SIR		
Previous Unit Code and Title	**Replacement Unit Code and Title**	**Nature of Relationship** **E** = equivalent **N** = not equivalent

SIRCPPK308 Assist customers seeking relief from gastro-intestinal conditions	SIRCPPA008 Assist customers with products for gastro-intestinal conditions	• N
		• Title simplified.
		• Additional Performance Criteria on developing knowledge and using whole product range for better outcomes
		• Changed knowledge requirements:
		  ○ Removal of:
		  ▪ role boundaries and responsibilities / referral
		  ▪ particular schedule of organisational procedures
		  ○ Addition of:
		  ▪ terminology
		  ▪ sources and format of product, lifestyle and self-care information
		  ▪ clarification of scope of product knowledge.

SIRCPPK309 Assist customers seeking to relieve common allergic symptom reactions	SIRCPPA009 Assist customers with allergy relief products	• N
		• Title simplified.
		• Additional Performance Criteria on developing knowledge and using whole product range for better outcomes
		• Changed knowledge requirements:
		  ○ Removal of:
		  ▪ role boundaries and responsibilities /referral
		  ▪ particular schedule of organisational procedures
		  ▪ clarification of scope around product knowledge
		  ○ Addition of:
		  ▪ sources and format of product, lifestyle and self-care information
		  ▪ clarification of scope of product knowledge.

SIRCPPK310 Assist customers seeking analgesic and anti-inflammatory products	SIRCPPA010 Assist customers with analgesic and anti-inflammatory products	• N
		• Title simplified.
		• Additional Performance Criteria on developing knowledge and using whole product range for better outcomes
		• Changed knowledge requirements:
		  ○ Removal of:
		  ▪ role boundaries and responsibilities / referral of pharmacy assistants
		  ▪ particular schedule of organisational procedures
		  ○ Addition of:
		  ▪ common lifestyle risk factors and methods of self-care
		  ▪ sources and format of product, lifestyle and self-care information

Unit of Competency Mapping – SIR07 V3.0 to SIR		
Previous Unit Code and Title	**Replacement Unit Code and Title**	**Nature of Relationship** **E** = equivalent **N** = not equivalent
		▪ clarification of scope of product knowledge.
SIRCPPK311 Assist customers seeking baby or infant care medicines and products	SIRCPPA011 Assist customers with baby and infant care products	• N • Title simplified. • Additional Performance Criteria on developing knowledge and using whole product range for better outcomes • Changed knowledge requirements: ○ Removal of: ▪ role boundaries and responsibilities / referral ▪ particular schedule of organisational procedures ○ Addition of: ▪ common lifestyle risk factors and methods of care ▪ common side effects ▪ sources and format of product, lifestyle and care information ▪ clarification of scope of product knowledge.
SIRCPPK312 Assist customers seeking sexual health medicines and products	SIRCPPA018 Assist customers with women's and men's health care products	• N • Title changed to better reflect intent. • Additional Performance Criteria on developing knowledge and using whole product range for better outcomes • Updated knowledge requirements: ○ Removal of: ▪ role boundaries and responsibilities /referral ▪ particular schedule of organisational procedures ○ Addition of: ▪ common lifestyle risk factors and methods of self-care ▪ common side effects ▪ sources and format of product, lifestyle and self-care information ▪ clarification of scope of product knowledge.
Quality (QUA)		
SIRCQUA401 Coordinate a pharmacy quality system	SIRCCPM002 Coordinate a pharmacy quality system	• N • Competency Field changed to Community Pharmacy Management to better reflect intent of the unit. • Significant changes to Elements and Performance Criteria to clarify content. • Changed knowledge requirements in relation to:

Unit of Competency Mapping – SIR07 V3.0 to SIR		
Previous Unit Code and Title	**Replacement Unit Code and Title**	**Nature of Relationship** **E** = equivalent **N** = not equivalent
		○ quality system documentation ○ scheduling requirements ○ communication methods ○ evidence based assessment and record keeping ○ monitoring methods.
Working in Industry (IND)		
SIRCIND201 Operate in a community pharmacy framework	SIRCIND001 Work effectively in a community pharmacy	• N • Title changed to better reflect intent. • Significant changes to Elements and Performance Criteria to clarify content. • Removal of: ○ Customer service skills (other units) ○ Element 1 covered by SIRCIND002 Support the supply of Pharmacy Medicines and Pharmacist Only Medicines ○ Element 2 covered by SIRCDIS001 Assist customers with prescriptions.
SIRCIND202 Plan a career in community pharmacy		• Deleted • Some content referenced more broadly in SIRCIND001 Work effectively in a community pharmacy.
CROSS-SECTOR (X)		
	SIRXIND003 Organise personal work requirements	• New unit.
SIRXINV001A Perform stock control procedures	SIRRINV001 Receive and handle retail stock	• N • Title changed to better reflect intent. • Competency Field changed to better reflect the application of the unit • Significant change to the expression of elements and performance criteria to streamline language and better define essential outcomes and performance • Updated knowledge requirements: ○ principles of stock control procedures ○ key features of retail products that relate to handling and storage
SIRXMER202 Plan, create and maintain displays	SIRRMER001 Produce visual merchandise displays	• N • Title changed to better reflect intent of the unit. • Competency Field changed to better reflect the application of the unit. • Significant change to the Elements and Performance Criteria to better define essential outcomes and performance. • Removal of Element develop display ideas • Changed knowledge requirements:

Unit of Competency Mapping – SIR07 V3.0 to SIR		
Previous Unit Code and Title	**Replacement Unit Code and Title**	**Nature of Relationship** **E** = equivalent **N** = not equivalent
		○ Addition of: ▪ basic principles of visual merchandising ▪ visual merchandise display guidelines and how they are used in creating a retail displays ○ Removal of: ▪ audience for and require effects of displays
SIRXSLS201 Sell products and services	SIRXSLS001 Sell to the retail customer	• N • Title changed to better reflect intent. • Significant change to the expression of Elements and Performance Criteria to streamline language and better define essential outcomes and performance • Changed knowledge requirements: ○ communication techniques ○ consumer protection and privacy laws that relate to selling

1.7 Key work and training requirements in the industry

1.7.1 Overview of the Retail Services Industry

Community Pharmacy

Within the Australian and New Zealand Standard Industrial Classification (ANZSIC), community pharmacy is classified as an industry within Pharmaceutical, Cosmetic and Toiletry Retailing.[3] The Pharmaceutical, Cosmetic and Toiletry Retailing industry, as defined by ANZSIC, consists of enterprises mainly engaged in retailing prescription drugs or patent medicines, cosmetics or toiletries.

Community pharmacies play a key role in the healthcare system providing advice on preventative health measures and disease monitoring, which eases the burden on the broader health care system. They play a particularly important role in regional communities where there is often a shortage of health care providers. The relevant Australian and New Zealand Standard Classification of Occupations (ANZSCO) classification for occupations in this training package are Pharmacy Sales Assistants and Pharmacy Technician (alternative title Dispensary Technician).[4] Tasks identified in the ANZSCO for each occupation are detailed below.

[3] Australian Bureau of Statistics 2013, Australian and New Zealand Standard Industrial Classification (ANZSIC), 2006 (Revision 2.0), cat. no. 1292.0, Canberra

[4] Australian Bureau of Statistics 2013, Australian and New Zealand Standard Classification of Occupations, 2013, Version 1.2, cat. no. 1220.0, Canberra

Pharmacy Assistant

- accepts prescriptions for filling by Retail Pharmacists
- determines customer requirements and advising customers on the selection, price and usage of non-prescription medicines
- advises customers on the correct application and storage of medicines
- sells goods such as non-prescription drugs, first aid supplies, toiletries and cosmetics
- accepts payment for goods and services by a variety of payment methods and preparing sales invoices
- promotes goods and services that are for sale
- assists with the ongoing management of stock such as product inventories and participating in stocktakes
- stacks and displays goods for sale, and wrapping and packing goods sold.

Dispensary Technician

- fills and labels patients' prescriptions under the supervision of a Pharmacist. May record details of, place orders for, take stock of, and store medications and medical supplies and deliver them to patients.

The following table outlines current industry and workforce issues in the Community Pharmacy sector and how they have been addressed within the *SIR Retail Services Training Package.*

Table 6: Industry issues addressed in the SIR Retail Services Training Package

Industry and Work issue	Training Package Response
Managing disrespectful aggressive or abusive customers During the COVID-19 pandemic, many consumers have engaged in 'panic buying' creating sudden and unexpected demand for a number of products in supermarkets, pharmacies and other retail outlets. This demand has made it difficult for retailers to maintain stock levels in stores, and has led to increased instances of inappropriate and potentially aggressive behaviour from customers.[5] Customer service staff require the skills and knowledge to deal with aggressive and potentially violent customers. This includes strategies to deal with the customer, mental health and wellbeing of the worker and environmental means to prevent or assist in dealing with volatile customer situations. Supervisors and managers require the skills to support front-line staff when dealing with incidences of disrespectful, aggressive or abusive customer behaviour and to manage situations that are escalated by team members. They also require skills to support the well-being of team members following an incident.	The following Units of Competency have been developed to address these needs: SIRXCEG008 Manage disrespectful, aggressive or abusive customers SIRXCEG009 Manage workplace responses to disrespectful, aggressive or abusive customer behaviour.
Broadening of services Community pharmacies are offering more services, easing the burden on other parts of the healthcare system but requiring new skills related to professional services	Units of competency that focus on the provision of health care support have been reviewed and updated. These include: • *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 self-monitoring* • *SIRCHCS005 Provide Australian Needle and Syringe Program services.* In addition: • the new customer service unit *SIRCCCS002 Provide and promote services to pharmacy*

[5] ***Source:*** https://www.nsw.gov.au/covid-19/safe-workplaces/employers/managing-violence-and-aggression - accessed 13 July 2020

Industry and Work issue	Training Package Response
	customers has a focus on professional services in the knowledge evidence. • *SIRCDIS007 Administer dispensary computer system and claims* has a focus on identification of situations where customers are eligible for additional services. • *SIRCCPM006 Develop a pharmacy product and service range* has been revised to cover the implementation and management of in-pharmacy services. *SIRCHCS006 Coordinate pharmacy health promotions* has been updated to better cover the skills and knowledge required for the promotion of health care education to raise health awareness with the addition of an element regarding generating ideas for health promotions, and researching health issues and initiatives.
Demographic changes An ageing and growing population requires the provision of more services within a community pharmacy.	Customer diversity and the needs of older customers have been more explicitly recognised across many units, including in product advice and customer service units. *SIR30115 Certificate III in Community Pharmacy* and *SIR40115 Certificate IV in Community Pharmacy* include *CHCDIV001 Work with diverse people* as an elective, which provides for a greater opportunity to focus on diversity across the population.
Complementary medicines Complementary medicines are expected to overtake over-the-counter medicines in sales in coming years. As a result, community pharmacy employees need to understand and provide advice on complimentary medicines.	*SIRCPPA001 Assist customers with vitamins, minerals and supplements* and *SIRCPPA017 Assist customers with complementary medicines* focusses on the skills and knowledge required by community pharmacy employees. The first focuses on standard vitamin, mineral and supplement products and the second has a broader application in relation to products that address common health conditions.
Customer Service Customers expect better service and know more about what is on offer.	Knowledge essential for community pharmacy works to provide support and advice to customers has been updated in the suite of Health Care Support (HCS) and Pharmacy Product Advice (PPA) units.
Technology Uptake of electronic health records in community pharmacies is growing.	Units and assessment requirements have been reviewed and updated, with the assessment conditions for the following units requiring the use of dispensary software currently used by the community pharmacy industry: • *SIRCDIS002 Deliver medicines to customers outside the pharmacy* • *SIRCDIS003 Assist in dispensing prescriptions*

Industry and Work issue	Training Package Response
	• *SIRCDIS004 Assist is preparing dose administration aids* • *SIRCDIS005 Assist in preparing extemporaneous prescriptions* • *SIRCDIS006 Maintain dispensary stock* • *SIRCDIS007 Administer dispensary computer systems and claims* • *SIRCDIS008 Coordinate service to residential care facilities*. Technology skills are also explicitly identified in the foundation skills field of units of competency.

1.8 Regulation and licensing implications for Implementation

Personnel in the community pharmacy and retail service sectors must comply with general laws that regulate customer, business and employee interaction. However, at the time of publication, there are no specific occupational or business licensing laws for the retail industry.

For clarity, many units include the following statement in the application to highlight the specific legislation and guidelines that applies to the supply of scheduled products:

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

Wherever knowledge of a specific law, regulation or licensing arrangement is required to effectively perform a job task described in the Unit of Competency, it is listed in the Knowledge Evidence field of the Assessment Requirements. The Assessment Conditions field requires RTOs to ensure access to or use of current regulatory documents as a resource in assessment.

For example the unit *SIRCIND002 Support the supply of Pharmacy Medicines and Pharmacist Only Medicines* is the key unit that covers regulatory requirements and it is required as a prerequisite unit for many product advice, and dispensary units. The table below shows how the regulatory requirements are reflected in the Assessment Requirements.

Knowledge Evidence of relevant law:	Assessment Conditions resource requirement:

• sources of information on scheduled medicines, legal and industry requirements:
  ○ federal, state and territory departments of health
  ○ Therapeutic Goods Administration (TGA)
  ○ Standard for the Uniform Scheduling of Medicines and Poisons (SUSMP)
  ○ industry association websites and professional publications
  ○ Pharmacy Board of Australia.
	• current guidelines, directives and standards, issued by government regulators or industry groups covering scheduling requirements and related legal compliance issues
	• current Standard for the Uniform Scheduling of Medicines and Poisons (SUSMP) and amendments or plain English guidelines.



2.0 Implementation Information

2.1 Key features of the Training Package and the Industry that will impact on the selection of training pathways

The competencies in this training package may be attained via:

- formal or informal education and training
- experiences in the workplace
- general life experience, and/or
- any combination of the above.

2.1.1 Resourcing training and assessment pathways

The delivery of training and assessment in a realistic operational environment using current industry tools, equipment, documents and other resources plays an essential role in skills development, and produces graduates that should be immediately useful and competent in an industry environment.

Mandatory conditions and resources are specified in the Assessment Conditions field in the Assessment Requirements for each Unit of Competency. The mandatory resources include the:

- physical environment where assessment must take place
- equipment and resources that must be provided
- consumable resources or stock that must be provided
- workplace documentation required
- people who must be present, if relevant
- time imperatives and/or time constraints
- assessor requirements.

The availability of these resources will be a key factor in selecting an appropriate training and assessment pathway.

An example below from the unit *SIRCPPA001 Assist customers with vitamins, minerals and supplements:*

Skills must be demonstrated in a pharmacy with designated front of pharmacy and dispensary areas. This can be:

- an industry workplace
- a simulated industry environment operated within a training organisation.

Assessment must ensure use of:

- information technology hardware and software
- online information systems
- pharmacy display and storage locations, shelf facings and signage for unscheduled products and Pharmacy Medicines (S2)
- a diverse commercial product range of vitamins, minerals and supplements as listed in the Knowledge Evidence
- customer brochures and leaflets on lifestyle and self-care practices
- organisational procedures for supplying vitamins, minerals and supplements
- customers with whom the individual can interact; these can be:
    - customers in an industry workplace who are served by the individual during the assessment process; or
    - individuals who participate in role plays or simulated activities, set up for the purpose of

2.2 Industry Sectors

The retail industry is complex and comprises a range of diverse sectors. The key commonality is that each sector operates to serve the needs of a consumer group and promote the sale of a product of service.

Community Pharmacy

The community service sector encompasses the provision of health and personal care products and services to the general public. Community Pharmacies sell both prescription and non-prescription medicines and participate in community health-promotion. All activities related to the sale and service of medicines are undertaken under the supervision of a qualified pharmacist.

2.2.1 Occupational Outcomes of Qualifications

Qualification	Outcome
SIR20116 Certificate II Community Pharmacy	This qualification reflects the role of pharmacy assistants who use a defined and limited range of customer service skills. With basic product knowledge, they recommend and supply a limited range of products to customers and often refer enquiries to other team members. They are involved in mainly routine front of pharmacy tasks such as point-of-sale service, stock maintenance and display. They work under close supervision, with guidance from more experienced and senior pharmacy assistants and ultimately under the supervising pharmacist.
SIR30116 Certificate III in Community Pharmacy	This qualification reflects the role of skilled pharmacy assistants who use a range of well-developed service skills to identify and meet customer needs. They have sound knowledge of a broad range of pharmacy products and health care support services. Some pharmacy assistants may be involved in assisting with a limited range of dispensary activities. They work with some independence, under limited supervision from others, but ultimately under the supervising pharmacist. They may provide technical advice and support to team members.
SIR40116 Certificate IV in Community Pharmacy	This qualification reflects the role of skilled senior pharmacy assistants who use sound knowledge of a broad range of pharmacy products and health care support services. Some senior pharmacy assistants may take a lead role in coordinating front of pharmacy business activities. Depending on the job role, they work under the overall or direct supervision of a pharmacist, and may have team leading or supervisory responsibilities.
SIR40216 Certificate IV in Community Pharmacy Dispensary	This qualification reflects the role of skilled technicians working in the dispensary area of community pharmacies. They have substantial depth of knowledge of pharmacy medicines and dispensing techniques. When dispensing pharmacy medications they work under the direct supervision of a pharmacist and their role is limited to those dispensing functions that do not require them to exercise professional pharmaceutical judgement

Qualification	Outcome
	or discretion. They may provide technical advice and support to pharmacy assistants. The qualification provides a pathway to work in a community pharmacy as a dispensary technician or dispensary assistant. Dispensary assistants and technicians are required to comply with federal, state or territory law and Pharmacy Board of Australia Guidelines for supplying scheduled medicines. At the time of publication they are not, however, required to hold this qualification to meet any regulatory requirement.

2.3 Entry Requirements for Qualifications

Where Entry Requirements are identified, these are mandatory. Entry Requirements are identified because industry identified it essential that one level of competence and/or experience in industry is achieved prior to entering the next level Qualification.

Entry Requirements:

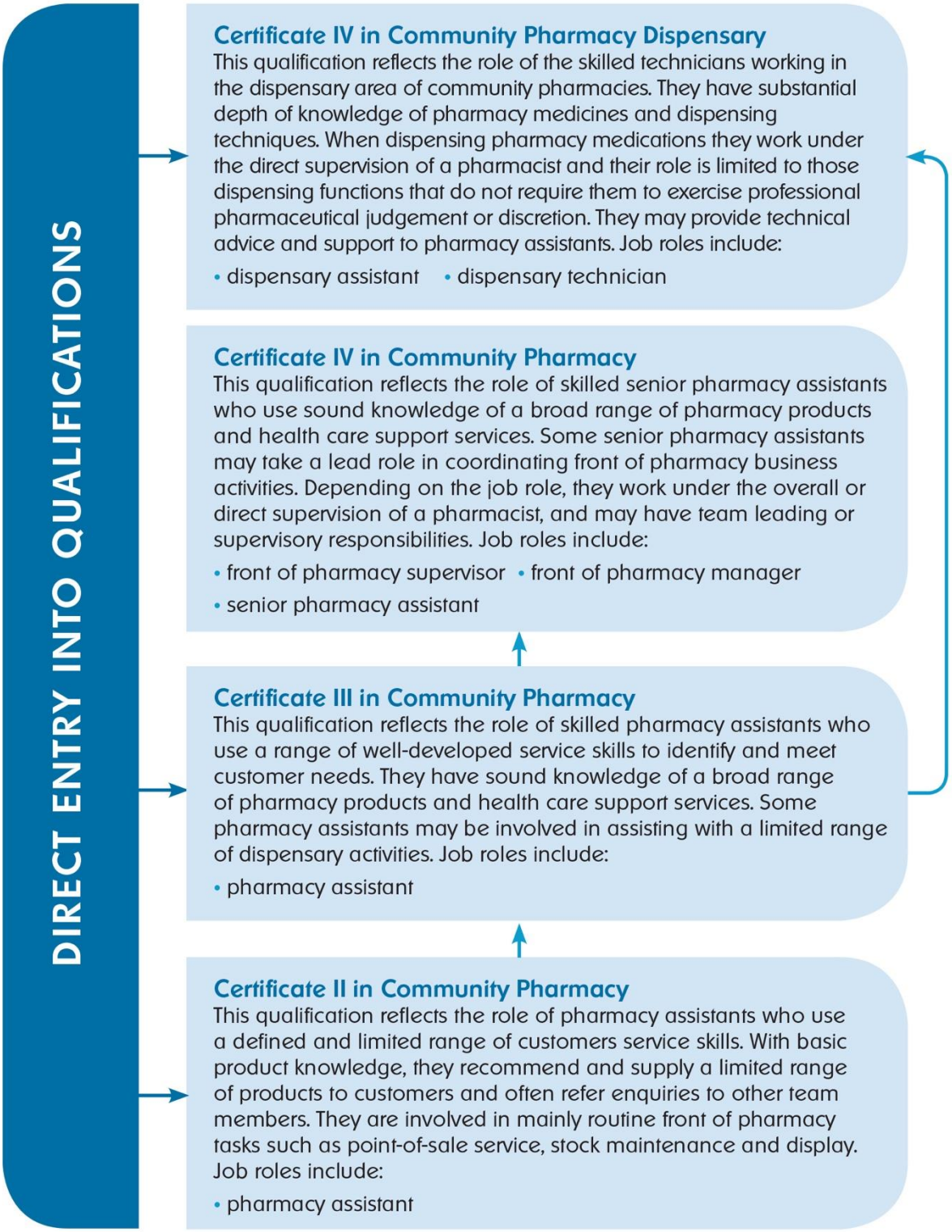
- do not form part of a Qualification for training and assessment purposes
- must be achieved prior to enrolling in a Qualification or being issued a Qualification
- are specific to the knowledge, skills or experience required to enter a Qualification
- may be expressed as:
  - a Qualification
  - core Units of Competency of a lower AQF level Qualification
  - a significant number of Units of Competency from a lower level Qualification
  - specialist Units of Competency from a related stream
  - vocational expertise, including typical job roles
  - a combination of Units of Competency and vocational expertise.

Qualification	Entry Requirement
SIR20116 Certificate II Community Pharmacy	There are no entry requirements for this qualification.
SIR30116 Certificate III in Community Pharmacy	There are no entry requirements for this qualification.
SIR40116 Certificate IV in Community Pharmacy	Entry to this qualification is open to individuals who: • have achieved the Certificate III in Community Pharmacy or; • have relevant industry employment experience as community pharmacy assistant in a job role that has involved the application of skills and knowledge described in core units of competency from the SIR30116 Certificate III 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	There are no entry requirements for this qualification.

2.4 Pathways into and from SIR Retail Services Qualifications

The following pathways chart and tables are provided to show the types of pathways into and from Qualifications that are possible with this Training Package.

2.4.1 Community Pharmacy



Individuals may enter the Certificate II in Community Pharmacy, Certificate III in Community Pharmacy and Certificate IV in Community Pharmacy Dispensary without prior experience or a lower level qualification in community pharmacy or any other discipline.

The Certificate IV in Community Pharmacy requires the completion of a lower level community pharmacy qualification or relevant experience as outlined in the entry requirements for this qualification.

2.4.2 Qualifications suited to VET delivered to secondary students

The following qualification in the *SIR Retail Services Training Package* has been identified as suitable for delivery to prepare secondary students for work.

- SIR20116 Certificate II in Community Pharmacy.

2.4.3 Qualifications suited to Australian Traineeships or Apprenticeships

All qualifications in the *SIR Retail Services Training Package* are suitable for an Australian Apprenticeship pathway.

2.5 Access and Equity Considerations

An individual's access to training and assessment should not be adversely affected by restrictions placed on location or context beyond the requirements specified in this Training Package: training and assessment must be bias-free.

The flexibilities offered by the *SIR Retail Services Training Package* should enhance opportunities and potential outcomes for all people so that we can all benefit from a wider national skills base and a shared contribution to Australia's economic development and social and cultural life.

Standards for the registration of training organisations require RTOs to adhere to common the principles of access and equity. For implementation of the *SIR Retail Services Training Package* it is important that:

- learners have access to accurate and current information about Qualifications and job outcomes in industry
- training and assessment is customised to the individual's current employment or employment prospects in their local region including access to elective units of competency to achieve relevant job outcomes and training and assessment activities that are directly related to their work
- for equity in assessment, conditions for training and assessment should not exceed those specified in the Assessment Requirements for each Unit of Competency
- learners have access to accurate and current information about their rights during training and assessment, including:
    - an efficient and effective complaints and appeals process
    - training, assessment and support services that meet individual needs including reasonable adjustment of assessments.

2.5.1 Reasonable adjustment

It is important that RTOs take meaningful, transparent and reasonable steps to consult, consider and implement reasonable adjustments for learners with a disability.

Under the *Disability Standards for Education 2005*, providers must make reasonable adjustments for people with a disability to the maximum extent that those adjustments do not cause that provider unjustifiable hardship. While 'reasonable adjustment' and 'unjustifiable hardship' are different concepts and involve different considerations, they both seek to strike a balance between the interests of providers and the interests of learners with and without disability.

An adjustment is any measure or action that a learner requires because of their disability, and which has the effect of assisting the learner to access and participate in education and training on the same basis as learners without a disability. An adjustment is reasonable if it achieves this purpose while taking into account factors such as the nature of the learner's disability, the views of the learner, the potential effect of the adjustment on the learner and others who might be affected, and the costs and benefits of making the adjustment.

A provider is also entitled to maintain the academic integrity of a course or program and to consider the requirements or components that are inherent or essential to its nature when assessing whether an adjustment is reasonable. There may be more than one adjustment that is reasonable in a given set of circumstances; providers are required to make adjustments that are reasonable and that do not cause them unjustifiable hardship.

It is important that providers understand that the content of the unit cannot be changed as this describes a workplace outcome. For example; the workplace requires an individual to know how to maintain various dispensary stock. (*SIRCDIS006 Maintain dispensary stock)*.

It does not matter how the person gains and demonstrates that knowledge. In the workplace, it is only important that they know the requirements.

The inherent requirements of the actual workplace performance described by the Unit of Competency must inform the decision about what adjustment is reasonable. That dispensary unit requires individuals to produce stock reports. Competency could not be solely assessed by asking oral questions about what steps need to be taken to maintain the stock; the learner would need to be able to write.

Information about the Disability Standards for Education is available at: education.gov.au/disability-standards-education.

2.6 Foundation Skills

The five core Foundation Skills of reading, writing, oral communication, numeracy and learning have been embedded within the units of competency in this Training Package. Additionally, employment skills (the non-technical skills and knowledge necessary for effective participation in the workforce) have also been embedded. These are: problem-solving, initiative and enterprise, teamwork, planning and organising, self-management and technology.

Foundation Skills have been included in the Unit of Competency in two ways:

1. Relevant skills essential to performance are explicit in the Performance Criteria, written in a way that reflects both the context and the skill level. For example communication skills have been written explicitly in the Performance Criteria of *SIRCCCS001 Interact with pharmacy customers*:

1. Greet and interact with customers.	1.1. Prioritise customers over other workplace duties. 1.2. Greet customers in a polite and friendly manner within designated response times. 1.3. **Communicate with customers clearly and concisely.** 1.4. Question and actively listen to customer responses to determine their needs. 1.5. Identify and act on triggers for referral to a pharmacist or other pharmacy staff.

2. A summary of those skills essential to performance of a Unit of Competency, that are NOT explicit in the Performance Criteria, are summarised in the Foundation Skills field within the Unit of Competency, together with a description reflecting the workplace skill. For example in SIRCINF001 Use pharmacy practices for infection control, the individual is required to prepare cleaning products and disinfectant products according to manufacturer instructions. However, numeracy skills required to prepare cleaning products and disinfectants are not explicit within the Performance Criteria, and therefore have been summarised in the Foundation Skills Field:

Numeracy skills to:	• **calculate the dilution requirements for cleaning and disinfection products.**

Not every Unit of Competency will contain every Foundation Skill or employment skill. Some Units of Competency contain some but not others, e.g. reading, numeracy and problem solving only. Qualifications contain a range of Units of Competency; the combination will appropriately cover all Foundation Skills and employment skills required for the job outcome.

2.7 Health and Safety Implications for the Retail Services Industries

Workers in the community pharmacy sector are exposed to a number of health and safety risks, including:

- exposure to the unwell
- exposure to infection
- exposure to contaminated waste
- slips, trips and falls
- falling objects
- ergonomic factors, including lifting, shifting and moving stock.

Learners in the workplace or simulated environment are equally exposed to these risks. These risks can be managed through:

- the provision of procedures to manage risks
- work health and safety induction and training
- involvement of learners in hazard identification and risk assessment practices
- close supervision by trainers, assessors, workplace supervisors and managers.

Each Community Pharmacy Qualification in the *SIR Retail Services Training Package* contains a work health and safety Unit of Competency requiring learners to achieve skills and knowledge to participate, implement or manage safe work practices as appropriate to the Qualification and job outcome. There is also a unit of competency that specifically addresses infection control. It is recommended that RTOs integrate the acquisition of these workplace skills and knowledge into daily training and assessment activities.

The following WHS units are included within the Community Pharmacy Qualifications:

- *SIRCINF001 Use pharmacy practices for infection control.*
- *HLTWHS001 Participate in workplace health and safety*
- *HLTWHS003 Maintain work health and safety.*

2.8 Legal Considerations for learners in the workplace or on placements

Legitimate work-based learning programs and placements give learners an opportunity to gain experience in the workplace. Under the *Fair Work Act 2009*, a vocational placement is a working arrangement where all of the following apply:

- the worker is not paid a wage
- it is a requirement of an Australian based education or training course
- it is authorised under a law or administrative arrangement of the Commonwealth, a State or Territory.

A learner in an arrangement that meets all of these criteria is not covered by the Fair Work Act; is not entitled to the minimum wages and other entitlements provided in the National Employment Standards and any applicable modern awards or agreement.

Refer: fairwork.gov.au/pay/student-placement-and-unpaid-work/pages/student-placements-work-experience-and-internships.aspx.

Learners engaged as trainees, apprentices and those on work placements must comply with any general laws that regulate customer, business and employee interaction and should be inducted and supervised to ensure compliance.

Trainees, apprentices and learners gaining work experience are considered to be workers under Work Health and Safety (WHS) law. Provisions of law relating to worker and employer responsibilities apply. Learners should be inducted and supervised to ensure compliance.

2.9 Resources and Equipment

The Assessment Requirements for each Unit of Competency specifies the equipment and other resources which must be provided by the RTO for assessment. This information is also relevant to delivery and is found in the Assessment Conditions field which specifies:

- where the assessment must take place, the physical environment and indicates whether a simulated environment is appropriate
- what equipment must be provided for assessment
- what types of consumable resources or stock must be provided for assessment
- what workplace documentation must be provided
- if relevant, other people who must be present during assessment.

Refer to Appendix 3: Mandatory Equipment and Resource Requirements for further information

2.10 Simulation

2.10.1 Simulated environments for assessment

It is industry's view that employable individuals come from training and assessment that actually reflects the workplace. Accordingly, the Assessment Requirements for each *SIR Retail Services Training Package* Unit of Competency specifies where the assessment must take place. I.e. the physical environment. Because assessment in the workplace is not always possible, some unit of competency allow assessment to be conducted in a simulated environment. Here is a sample statement:

Skills must be demonstrated in a pharmacy with designated front of pharmacy, dispensary and administration areas. This can be:

- an industry workplace
- a simulated industry environment.

It is vital that simulated environments for assessment are as realistic as possible. This involves RTOs providing:

- the physical environment specified
- sufficient up-to-date equipment, software and technology
- consumable resources or stock such as diverse, commercial product ranges
- workplace documents such as policies, procedures, prescriptions, product manuals, job specifications and regulatory information
- display and storage locations, shelf facings and signage
- others with whom the individual can interact such as team members, pharmacists and customers.

2.10.2 Simulated workplace activities for assessment

The community pharmacy sector highly values graduates who are ready to work in their businesses because they have been exposed to industry conditions. It is essential that assessment is conducted under industry-relevant conditions as close to a real work situation as possible. This involves designing assessment activities that allow the individual to:

- work with multiple and varied team members and customers
- serve sufficient customer traffic, prioritise tasks and serve customers effectively in a logical sequence
- deal with multiple sales, service or operational tasks simultaneously
- deal with multiple and varied problems and prioritise competing tasks in given timeframes
- cope with interruptions to work typical of the workplace
- work with commercially realistic speed, timing and productivity to complete the tasks required by the Unit of Competency
- integrate multiple competencies which an individual would naturally complete simultaneously as part of their job function.

Sometimes assessment may be conducted in the workplace environment but cannot happen on-the-job as part of the normal operation of the business. Workplace activities can be set for the purpose of assessment.

2.11 Integrated (Holistic) Assessment

Holistic assessment brings together a number of Units of Competency, relevant to the workplace and job role, that reflect actual workplace practices. The assessor should design integrated assessment activities to collect evidence for a number of Units of Competency together. Industry sees this realistic approach as essential for both delivery and assessment.

Related Units of Competency can be grouped together in a number of combinations for a logical integrated assessment. Any Units of Competency that relate to a job function can be combined to ensure an efficient and effective assessment process. The combination must be identified by the assessor to support the needs of industry businesses and job functions.

2.12 Assessor Requirements

Industry values assessors who maintain currency in training and education skills and the relevant vocational skills. Currency of vocational competence is crucial to the success of assessment outcomes for the Retail Services industry. It ensures that those involved in assessment processes have current industry knowledge, expertise in current operational practice and knowledge of what workplace equipment is currently used so that assessments reflect up to date workplace practice.

Requirements specific to individual Units of Competency are outlined in the related Assessment Requirements under Assessment Conditions. All community pharmacy units, with the exception of the SIRCHCS008 Support the management of obstructive sleep apnoea include the following requirement:

Assessors must satisfy the Standards for Registered Training Organisation's requirements for assessors, and:

- *have worked in the pharmacy sector for at least two years.*

Note that there is no specification around whether this needs to be full time or part time.

2.13 Volume of Learning

Qualifications in a training package must comply with Standard 8 of the *Standards for Training Packages*. This Standard requires qualifications to comply with the AQF specification for that qualification type. Volume of learning is a mandated component of the AQF qualification specifications.

The volume of learning includes more than 'delivery' and is therefore different to 'nominal hours'. Volume of Learning identifies the notional duration of all activities required for the achievement of the learning outcomes specified for a particular AQF qualification type, expressed in equivalent full-time years. The volume of learning allocated to a qualification should include all teaching, learning and assessment activities that are required to be undertaken by the typical student to achieve the learning outcomes. These activities may include some or all of the following:

- guided learning (such as classes, lectures, tutorials, on-line study or self-paced study guides)
- individual study
- research
- learning activities in the workplace
- assessment activities.

3.0 Links

3.1 General

Australian Industry and Skills Committee (AISC)

aisc.net.au/

Australian Skills Quality Authority (ASQA)
asqa.gov.au/

Australian Qualifications Framework
aqf.edu.au/

Victorian Registration and Qualifications Authority (VRQA)
vrqa.vic.gov.au/Pages/default.aspx

Training Accreditation Council of Western Australia (TAC WA)
tac.wa.gov.au/

Department of Education, Skills and Employment
http://www.dese.gov.au

Disability Standards for Education (2005)

education.gov.au/disability-standards-education-2005

Disability Standards for Education 2005 Guidance Notes

docs.education.gov.au/node/16352.

3.2 State and Territory Training Authorities

Australian Capital Territory skills.act.gov.au/	**South Australia** tasc.sa.gov.au/
New South Wales training.nsw.gov.au/	**Tasmania** skills.tas.gov.au/
Northern Territory nt.gov.au/learning	**Victoria** education.vic.gov.au/
Queensland desbt.qld.gov.au/	**Western Australia** https://www.stb.wa.gov.au/

3.3 Industry Specific

The Pharmacy Guild of Australia
guild.org.au/

The Pharmaceutical Society of Australia
psa.org.au/

Appendix 1: Units of Competency and Assessment Requirements Explained

Each Unit of Competency follows this format:

UNIT CODE	Units are coded in sequence from 001 onwards. • SIRCCCS001-02 Client and Customer Service • SIRCCPM001-06 Community Pharmacy Management • SIRCDIS001-08 Dispensary • SIRCHCS001-06 Health Care Support • SIRCPPA001-18 Pharmacy Product Advice • SIRCIND001-02 Working in Industry. Codes no longer contain an AQF indicator which previously identified where a Unit of Competency was first packaged within a Qualification. **Rationale** Units do not have an AQF level; Qualifications do. Inclusion had caused confusion for RTO users when selecting electives and RTO auditors when checking compliance with packaging rules. Some have believed, for example, that a Unit of Competency with an AQF indicator 3 or 4, should not or cannot be packaged within a Diploma. Users should: • read the Unit of Competency in entirety to ascertain the complexity of skills and knowledge covered • read the Application Statement which describes to whom the unit applies • refer to the table in the Companion Volume Implementation Guide to check where Units of Competency first appear in an SIR Community Pharmacy qualification. Version indicators have been removed. Subsequent versions of Units of Competency will be given a new and unique code.
UNIT TITLE	The majority of titles from SIR07 have been updated. Changes include: • Title updated to reflect additional content of unit e.g. *SIRCCPM503 Manage pharmacy premises and equipment* updated to *SIRCCPM005 Manage pharmacy premises, equipment and merchandise* • Title updated to better reflect intent of unit e.g. *SIRCHCS303 Advise on asthma management* updated to *SIRCPPA012 Assist customers with asthma-care aids and equipment* • Title simplified e.g.*; SIRCDIS301 Accept prescriptions and return dispensed medicines to customers* updated to *SIRCDIS001 Assist customers with prescriptions* • Title updated for consistency with other units e.g. *SIRCPPK202 Assist customers seeking eye and ear products* updated to *SIRCPPA002 Assist customers with eye and ear care products*
APPLICATION	This statement introduces the Unit of Competency, assists users to understand its complexity and includes this information: • a brief description of unit content • types of businesses and/or industries to which the unit applies • who performs the function described by the unit and at what level of workplace responsibility

	• typical job titles to clarify the unit's applicability to different jobs • the unit's relationship to any specific occupational licensing, certification or laws; where none exists this is stated.
PREREQUISITE UNIT	A prerequisite is a Unit of Competency in which the individual must be deemed competent prior to the determination of competency in the unit. Prerequisites are applicable when competency cannot be achieved in a given Unit of Competency without first gaining essential knowledge and skills from other Unit(s) of Competency. Some SIR Community Pharmacy Units of Competency contain prerequisite units.
COMPETENCY FIELD	Units of Competency are categorised into the following fields: • CCS- Client and Customer Service • CPM- Community Pharmacy Management • DIS- Dispensary • HCS- Health Care Support • INF- Infection Control • PPA- Pharmacy Product Advice • IND- Working in Industry • (SIR) R – Retail • (SIR) X – Cross- Sector
UNIT SECTOR	Units are categorised as: • Community Pharmacy (C)
ELEMENTS	**PERFORMANCE CRITERIA**
Element language has been streamlined. Some reworded for clarity.	Language has been streamlined. Some Performance Criteria reworded in more explicit terms: • Critical aspects for assessment statements are no longer part of a unit of competency. These included some explicit words to describe performance and some have been moved into PC. • Range statements have been removed completely.

FOUNDATION SKILLS

This section describes language, literacy, numeracy and employment skills that are essential to performance and which must be assessed along with technical skills. This field now lists these skills:

- reading
- writing
- oral communication
- numeracy
- learning
- problem-solving
- initiative and enterprise
- teamwork
- planning and organising
- self-management
- technology

Some Units of Competency contain some Foundation Skills but not others, e.g. reading, numeracy and problem solving but not teamwork. This field provides a summary statement on those Foundation Skills that are embedded in Performance Criteria. They explain what the person is doing with the Foundation Skill in the context of the Unit of Competency and job role and provide guidance on the level of Foundation Skill. For example, *numeracy skills to calculate dosage and quantity requirements.*

RANGE OF CONDITIONS This is an optional field in new style Units of Competency. If used, the Range of Conditions can no longer provide long explanatory lists of things that might apply. **It is not** used in the way that Range Statements were previously. Anything identified is mandatory for performance in a job and, therefore, must be assessed. Any Range of Conditions statements can only provide details of essential but different work environments or operating conditions. No special environmental or operating conditions apply and no Range of Conditions statements are included in any Units of Competency.	
UNIT MAPPING INFORMATION	Specifies code and title of any equivalent Unit of Competency from SIR07. Does not include detailed information about changes to a Unit of Competency. Full details are provided in a mapping table of Units of Competency in this Companion Volume Implementation Guide.
LINKS	This provides a hyperlink to the Companion Volume Implementation Guide.

TITLE	Assessment Requirements for [Unit of Competency Code and Title]
PERFORMANCE EVIDENCE	These statements replace but are not the same as Critical aspects statements. Performance Evidence specifies the: • required product and process evidence • frequency and or volume of product or process evidence In other words, what does a person have to do to: • prove that they can competently do xyz? • cover all performance criteria and foundation skills • prove they have all the knowledge to effectively perform the work task? This section uses sufficiency and consistency as a guiding principle for reliable assessment. There must be enough Performance Evidence to prove that an individual is truly competent in the Unit of Competency and consistently demonstrates the outcomes. Statements articulate sufficiency of evidence and ability to respond to different situations and requirements. They stipulate a requirement to, for example; • identify and respond to various types of hazards and/or emergency situations • maintain various types of facilities and/or equipment • use a diverse range of equipment • deal with a range of client needs • develop and sell a range of specified programs To meet the volume of specified Performance Evidence required, sufficient evidence of consistent performance would be gathered: • using multiple assessments • over a period of time. Volume and type of Performance Evidence is explicitly expressed in this section. Statements are now very specific and outline stringent assessment requirements.

KNOWLEDGE EVIDENCE	Specifies what the individual must know in order to effectively perform the work task described in the Unit of Competency. For some Units, knowledge was very broadly expressed. New Units of Competency better identify breadth and depth required. Much of the content has not changed. Content of some lost fields has been relocated here: • Some content previously in Required Skills moved for a better fit • Some “must”’ statements previously in Range Statement moved.

ASSESSMENT CONDITIONS	This field stipulates mandatory conditions for assessment. It lists all the things that an RTO must provide. It specifies: • where the assessment must take place, the physical environment and indicates whether a simulated environment is allowed • what equipment must be provided for assessment, e.g. commercial product range of home health-care aids and equipment; arthritis aids, bathroom and toilet aids, bedroom aids, chairs, footwear products, pressure care and monitoring aids, walking and mobility aids and wheelchairs • what types of consumable resources or stock must be provided for assessment; e.g. a diverse commercial product range of Pharmacy Medicines (S2) and Pharmacist Only Medicines (S3 • what workplace documentation must be provided, e.g. cautionary and advisory medicine labels • if relevant, other people who must be present during assessment, e.g. customers • any essential time constraints, e.g. a requirement for RTOs to design assessment activities that allow the individual to work with commercial speed, timing and productivity to provide information and advice to customers within acceptable industry and organisational timeframes • the competency requirements for assessors including requirements for industry experience (vocational competency) and currency of knowledge; e.g. have worked in the pharmacy sector for at least two years. These statements are now very specific and are tailored to each Unit of Competency.
LINKS	This provides a hyperlink to Companion Volume Implementation Guide.

Appendix 2: Packaging of Units in *SIR Retail Services Training Package*

Units of Competency do not have an AQF level; Qualifications do. To understand the complexity of the Unit of Competency and to choose appropriate Units of Competency for electives, users should:

- read the Unit of Competency in entirety to ascertain the complexity of skills and knowledge covered
- read the Application Statement which describes to whom the Unit of Competency applies
- refer to the following table which indicates where Units of Competency are packaged in a Qualification in the *SIR Retail Services Training Package*.

Unit	Unit Description	Cert II	Cert III	Cert IV
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			✓
SIRCDIS005	Assist in preparing extemporaneous prescriptions			✓
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			✓
SIRCINF001	Use pharmacy practices for infection control	✓	✓	✓

SIRCPPA001	Assist customers with vitamins, minerals and supplements	✓	✓	
SIRCPPA002	Assist customers with eye and ear care products		✓	
SIRCPPA003	Assist customers with first aid products		✓	
SIRCPPA004	Assist customers with oral care products	✓	✓	
SIRCPPA005	Assist customers with cough and cold relief products		✓	
SIRCPPA006	Assist customers with skin and anti-fungal products	✓	✓	
SIRCPPA007	Assist customers with pregnancy and maternal health products and services		✓	✓
SIRCPPA008	Assist customers with products for gastro-intestinal conditions		✓	
SIRCPPA009	Assist customers with allergy relief products		✓	
SIRCPPA010	Assist customers with analgesic and anti-inflammatory products		✓	
SIRCPPA011	Assist customers with baby and infant care products		✓	
SIRCPPA012	Assist customers asthma-care aids and equipment			✓
SIRCPPA013	Assist customers with smoking cessation products		✓	✓
SIRCPPA014	Assist customers with continence management products			✓
SIRCPPA015	Assist customers with wound care products			✓
SIRCPPA016	Assist customers with diet, nutrition and weight-management products and services			✓
SIRCPPA017	Assist customers with complementary medicines			✓
SIRCPPA018	Assist customers with women's and men's health care products		✓	✓
SIRCIND001	Work effectively in a community pharmacy	✓	✓	✓
SIRCIND002	Support the supply of Pharmacy Medicines and Pharmacist Only Medicines	✓	✓	✓
SIRRINV001	Receive and handle retail stock	✓	✓	✓
SIRRMER001	Produce visual merchandise displays	✓	✓	
SIRXIND003	Organise personal work requirements			
SIRXSLS001	Sell to the retail customer	✓		

Appendix 3: Mandatory Equipment and Resource Requirements

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
COMMUNITY PHARMACY (C)					
Client and Customer Service - CCS					
SIRCCCS001 Interact with pharmacy customers	Skills must be demonstrated in a community pharmacy customer service environment. This can be: • an industry workplace • a simulated industry environment.	• telephones		• community pharmacy industry policies and procedures: ○ customer service ○ resolving routine customer service problems	• customers with whom the individual can interact; these can be: ○ paying customers in an industry workplace who are served by the individual during the assessment process; or ○ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation
SIRCCCS002 Provide and promote services to pharmacy customers	Skills must be demonstrated in a community pharmacy customer service environment. This can be: • an industry workplace	• information technology hardware and software • online information systems • telephones		• community pharmacy industry policies and procedures: ○ customer service ○ complaint handling ○ handling behaviours of concern	• customers with whom the individual can interact; these can be: ○ customers in an industry workplace who are served by the individual during

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
	• a simulated industry environment.			• current Community Pharmacy Service Charter • online and printed brochures describing pharmacy health care services	the assessment process; or ○ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation
Community Pharmacy Management - CPM					
SIRCCPM001 Assist in managing Pharmacy Medicines and Pharmacist Only Medicines	Skills must be demonstrated in a pharmacy with designated front of pharmacy and dispensary areas. This can be: • an industry workplace • a simulated industry environment.	• information technology hardware and software • online information systems • pharmacy display and storage locations, shelf facings and signage for Pharmacy Medicines (S2) and Pharmacist Only Medicines (S3)	• a diverse commercial product range of Pharmacy Medicines (S2) and Pharmacist Only Medicines (S3)	• current plain English guidelines issued by regulatory and industry bodies covering: ○ current scheduling requirements ○ changes to scheduling requirements • organisational system documents and procedures for managing the supply of Pharmacy Medicines (S2) and Pharmacist Only Medicines (S3)	• team members with whom the individual can interact; these can be: ○ staff in an industry workplace; or ○ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
SIRCCPM002 Coordinate a	Skills must be demonstrated in a pharmacy with	• information technology hardware and software		• pharmacy industry quality standards; these can be:	• community pharmacy staff with whom the

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
pharmacy quality system	designated front of pharmacy, dispensary and administration areas. This can be: • an industry workplace • a simulated industry environment.	• online information systems		○ organisation specific standards used by a pharmacy; or ○ those for a pharmacy industry quality program such as the Quality Care Pharmacy Program (QCPP) • explanatory instructions for external audits • the following documents: ○ a suite of organisational policies and procedures that align to the quality standards ○ an operations manual ○ quality assurance monitoring records ○ staff training records ○ audit compliance reports ○ schedules for quality assurance monitoring activities	individual can interact; these can be: ○ staff in an industry workplace; or ○ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
SIRCCPM003 Lead and develop pharmacy teams	Skills must be demonstrated in a pharmacy with designated front of pharmacy and			• the following documents which can be:	• a team whose overall performance is the responsibility of the individual; this can be:

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
	dispensary areas. This can be: • an industry workplace • a simulated industry environment.			○ organisational human resource policies ○ pharmacy job descriptions ○ staffing budgets ○ operational plans	○ staff in an industry workplace; or ○ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
SIRCCPM004 Manage pharmacy sales and service delivery	Skills must be demonstrated in a pharmacy with designated front of pharmacy and dispensary areas. This can be: • an industry workplace • a simulated industry environment.	• information technology hardware • stock control and sales data software currently used by the community pharmacy industry		• the following documents which can be: ○ sales target documents ○ sales reports ○ information on negotiated cost of supply, contractual arrangements and preferred supplier arrangements ○ customer service and complaint resolution policies and procedures ○ specifications for quality of supplier merchandise	• customers and team members with whom the individual can interact; these can be: ○ customers and staff in an industry workplace; or ○ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
SIRCCPM005 Manage pharmacy premises,	Skills must be demonstrated in a pharmacy with a	• information technology hardware and software	• a diverse commercial product range of unscheduled	• product labels and price tickets	• team members with whom the individual

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
equipment and merchandise	designated front of pharmacy area and stock control and storage facilities for perishable and non-perishable pharmacy stock. This can be: • an industry workplace • a simulated industry environment.	• refrigerator or freezer dedicated to pharmaceuticals • pharmacy display stands and shelving, shelf facings and signage for products and services • demountable promotional display fixtures	medicines and products and Pharmacy Medicines	• manufacturer instructions for a range of pharmacy equipment • calibration requirements and charts for pharmacy equipment • testing and certification requirements and schedules for pharmacy refrigeration • the following documents which can be: ○ housekeeping and maintenance procedures ○ maintenance schedules ○ maintenance and repair records ○ merchandising policies and plans ○ merchandise space allocations ○ pricing policy ○ price lists	can interact; these can be: ○ staff in an industry workplace; or ○ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
SIRCCPM006 Develop a pharmacy product and service range	Skills must be demonstrated in a pharmacy with a designated front of pharmacy area. This can be:	• information technology hardware and software • stock control and sales data software currently used by the		• customer profiles and product and service preferences • the following documents which can be:	• team members with whom the individual can interact; these can be: ○ staff in an industry workplace; or

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
	• an industry workplace • a simulated industry environment.	community pharmacy industry • online information systems		○ sales budgets ○ sales reports ○ stock reports ○ supplier product and cost information ○ supplier contracts and agreements ○ supplier terms of trade ○ merchandising plans ○ product pricing policies ○ specifications for quality of supplier merchandise	○ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
Dispensary - DIS					
SIRCDIS001 Assist customers with prescriptions	Skills must be demonstrated in a pharmacy with a designated front of pharmacy and operational dispensary area. This must be in an industry workplace, which meets Pharmacy Board of Australia and relevant industry standards for dispensary operations.		• a diverse commercial product range of dispensed medicines • different types of packaging for prescription medicines: ○ opaque packaging ○ paper bags	• dispensed medicines with attached: ○ cautionary and advisory medicine labels ○ customer medicine labels with directions for use • a diverse range of real or fictitious, valid and fully completed prescription types: ○ Pharmaceutical Benefits Scheme (PBS): ▪ authority ▪ concession ▪ general	• customers with whom the individual can interact • pharmacists with whom the individual can interact.

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
				○ private ○ Repatriation Pharmaceutical Benefits Scheme (RPBS) • current plain English guidelines issued by regulatory bodies covering Pharmaceutical Benefits Scheme (PBS) and Medicare Australia system benefit rules • organisational procedures for supplying prescription medicines	
SIRCDIS002 Deliver medicines to customers outside the pharmacy	Skills must be demonstrated between: • a pharmacy with a designated operational dispensary area. This must be in an industry workplace, which meets Pharmacy Board of Australia and relevant industry standards for dispensary operations; AND • delivery locations which may be real or simulated.	• information technology hardware and software • dispensary –of-sale software currently used by the community pharmacy industry • online information systems	• a diverse commercial product range of dispensed: ○ Pharmacy Medicines (S2) ○ Pharmacist Only Medicines (S3) • Prescription Only Medicines (S4) • packing materials and storage containers appropriate for different types of pharmacy medicines and products: ○ medicines of different forms	• dispensed medicines with attached: ○ cautionary and advisory medicine labels ○ customer medicine labels with directions for use • real or fictitious, valid and fully completed prescriptions • order documents • delivery documents and schedules • maps or online navigation aids	• customers with whom the individual can interact • pharmacists with whom the individual can interact

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
			○ light sensitive items ○ heat sensitive items	• organisational procedures for home delivery of dispensed prescriptions and products	
SIRCDIS003 Assist in dispensing prescriptions	Skills must be demonstrated in a pharmacy with a designated operational dispensary area. This must be in an industry workplace, which meets Pharmacy Board of Australia and relevant industry standards for dispensary operations.	• information technology hardware and software • dispensary software currently used by the community pharmacy industry • pharmacy storage locations, shelf facings and signage for dispensary medicines	• a diverse commercial product range of medicines	• a diverse range of real or fictitious, valid and fully completed prescription types: ○ Pharmaceutical Benefits Scheme (PBS): ▪ authority ▪ concession ▪ general ○ private ○ Repatriation Pharmaceutical Benefits Scheme (RPBS) • cautionary and advisory medicine labels • pharmacy medicine labels to insert customer details and directions for use • current guidelines, directives and standards, issued by government regulators or industry groups, for dispensing prescription medicines to include:	• customers with whom the individual can interact • pharmacists with whom the individual can interact.

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
				○ Pharmaceutical Society of Australia's Professional Practice Standards – provisions relevant to dispensing ○ Pharmacy Board of Australia Guidelines for Dispensing of Medicines • organisational procedures for dispensing prescription medicines	
SIRCDIS004 Assist in preparing dose administration aids	Skills must be demonstrated in a pharmacy with a designated operational dispensary area. This must be in an industry workplace, which meets Pharmacy Board of Australia and relevant industry standards for dispensary operations.	• information technology hardware and software • dispensary software currently used by the community pharmacy industry • pharmacy storage locations for filled customer prescriptions • pharmacy storage locations, shelf facings and signage for unscheduled medicines, Pharmacy Medicines (S2), and Pharmacist Only Medicines (S3) • DAA equipment	• different types of DAAs: ○ re-usable dosette boxes ○ tamper-proof, sealed DAAs • a diverse commercial product range of solid pharmacy medicines; tablets and capsules	• a range of completed: ○ prescriptions ○ drug charts ○ patient medication profiles ○ service contracts ○ DAA orders, instructions and checklists • materials for DAA labelling (for cautionary and advisory details and to print customer details, medicine details and directions for use) • Pharmaceutical Society of Australia's Professional Practice Standards – provisions	• customers with whom the individual can interact • pharmacists with whom the individual can interact

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
				relevant to dose administration aids services • organisational procedures for preparing dose administration aids	
SIRCDIS005 Assist in preparing extemporaneous prescriptions	Skills must be demonstrated in a pharmacy with a designated operational compounding area and storage facilities for pharmaceutical raw materials. This must be in an industry workplace which meets Pharmacy Board of Australia and relevant industry standards for preparing extemporaneous prescriptions.	• information technology hardware and software • dispensary and stock control software currently used by the community pharmacy industry • refrigerator or freezer dedicated to pharmaceuticals • measuring and mixing equipment: ○ heating equipment ○ mixing slabs ○ mortar and pestle ○ spatulas and mixing rods ○ syringes ○ tweezers ○ volumetric containers; beakers and measuring cylinders • a range of containers: ○ air-tight containers ○ light-resistant (amber glass or	• waste disposal bags and containers for pharmaceutical waste including sharps containers • a diverse commercial product range of pharmaceutical raw materials in these forms: ○ drops ○ creams ○ gels ○ liquid ○ ointments ○ pastes ○ powders • purified water • cleaning and disinfecting products used for: ○ compounding work areas and work bench surfaces ○ compounding equipment • cleaning cloths: ○ dry	• fully completed compounding worksheets for a diverse range of extemporaneous prescriptions • cautionary and advisory medicine labels • pharmacy medicine labels to insert customer details and directions for use • Pharmaceutical Society of Australia's Professional Practice Standards – provisions relevant to compounding (extemporaneous dispensing) • organisational procedures for preparing extemporaneous prescriptions • pharmaceutical and cleaning product	• pharmacists with whom the individual can interact

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		high-density plastic) containers ○ moisture-proof containers ○ sealed containers for ready-to-use unit-doses ○ secure packaging including child-resistant containers • personal protective equipment: ○ closed footwear ○ disposable gloves ○ face masks ○ hairnets ○ lab coats ○ safety glasses or goggles	○ lint-free ○ wet	Safety Data Sheets (SDS) or plain English workplace documents or diagrams that interpret SDS content	
SIRCDIS006 Maintain dispensary stock	Skills must be demonstrated in a pharmacy with a designated operational dispensary area and stock control and storage facilities for perishable and non-perishable dispensary stock. This must be in an industry workplace, which meets Pharmacy Board of Australia and relevant industry standards for dispensary operations.	• information technology hardware and software • dispensary stock control software currently used by the community pharmacy industry • refrigerator or freezer dedicated to pharmaceuticals • secured storage locations for dispensary items requiring secured storage conditions	• •a diverse commercial product range of pharmacy medicines: ○ Prescription Only Medicine (S4) ○ branded medicines ○ bio-equivalent generic medicines ○ drops ○ insulin ○ liquids ○ ointments and creams ○ pessaries ○ suppositories ○ tablets and capsules	• template dispensary stock control documents: ○ order and delivery documentation: ▪ purchase orders ▪ standing orders ▪ packing slips ○ stock recording documentation ○ Electronic Data Interchange (EDI) forms • template dispensary stock control reports: ○ stock level reports	• pharmacists with whom the individual can interact

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
		• pharmacy shelving, shelf facings and signage for dispensary medicines	○ vaccines • waste disposal bags and containers for pharmaceutical waste including sharps containers	○ stock performance reports ○ stock loss reports ○ stocktake reports • organisational procedures for maintaining dispensary stock	
SIRCDIS007 Administer dispensary computer system and claims	Skills must be demonstrated in a pharmacy with a designated operational dispensary and administration area. This must be in an industry workplace, which meets Pharmacy Board of Australia and relevant industry standards for dispensary operations.	• information technology hardware and software • dispensary software currently used by the community pharmacy industry • online PBS claims systems		• template dispensary reports: ○ clinical reports ○ financial reports ○ online claims reports • PBS claims documentation • endorsed prescriptions with stickers or stamps, ready for claiming • organisational procedures for: ○ maintaining computer systems and data ○ maintaining privacy and confidentiality of customer information ○ preparing, submitting and reconciling PBS claims	• pharmacists with whom the individual can interact
SIRCDIS008 Coordinate service	Skills must be demonstrated in a pharmacy with a	• information technology hardware and software		• template contracts with residential care facilities	• residential care facility customers with whom

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
to residential care facilities	designated operational dispensary and administration area. This must be in an industry workplace, which meets Pharmacy Board of Australia and relevant industry standards for dispensary operations.	• dispensary and invoicing software currently used by the community pharmacy industry		• orders for bulk stock and multiple individual medications for patients • template: ○ delivery schedules ○ patient supply records and medication charts ○ medication-related incident reports and registers • Pharmaceutical Society of Australia's Professional Practice Standards – provisions relevant to services to residential care facilities • organisational procedures for supplying medications and products to residential care facilities	the individual can interact • pharmacists with whom the individual can interact
Health Care Support - HCS					
SIRCHCS001 Support the management of obstructive sleep apnoea	Skills must be demonstrated in a pharmacy with designated front of pharmacy and dispensary areas. This can be: • an industry workplace	• information technology hardware and software • online information systems • commercial product range of CPAP equipment and replacement parts:	• aids to maintain skin integrity on facial areas impacted by masks: ○ adhesive dressings ○ creams • cleaning and disinfection products	• sleep specialist recommendations • customer brochures and leaflets providing information on: ○ directions for product use	• customers with whom the individual can interact; these can be: ○ customers in an industry workplace who are served by the individual during

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
	• a simulated industry environment.	○ filters ○ humidifier ○ humidifier tank ○ masks ○ tubing	used for return hire items	○ care and maintenance of aids and equipment ○ specialist services that support sleep apnoea management • organisational procedures for supplying CPAP equipment • organisational CPAP equipment hire policy • template hire agreements for CPAP equipment	the assessment process; or ○ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
SIRCHCS002 Supply and hire home health care aids and equipment	Skills must be demonstrated in a pharmacy with designated front of pharmacy and dispensary areas. This can be: • an industry workplace • a simulated industry environment.	• information technology hardware and software • online information systems • commercial product range of home health-care aids and equipment: ○ arthritis aids ○ bathroom and toilet aids ○ bedroom aids ○ chairs ○ footwear products ○ pressure care and monitoring aids ○ walking and mobility aids ○ wheelchairs	• cleaning and disinfection products used for return hire items	• template hire agreements for equipment • customer brochures and leaflets providing information on: ○ directions for product use ○ care and maintenance of aids and equipment • organisational equipment hire policy • organisational procedures for supplying home health-care aids and equipment	• customers with whom the individual can interact; these can be: ○ customers in an industry workplace who are served by the individual during the assessment process or ○ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
					training organisation.
SIRCHCS003 Test blood pressure and advise on self-monitoring	Skills must be demonstrated in a pharmacy with designated front of pharmacy and dispensary areas. This can be: • an industry workplace • a simulated industry environment.	• information technology hardware and software • online information systems • blood pressure monitors • commercial product range of home blood pressure testing equipment	• templates for: ○ pharmacy blood pressure testing records ○ customer personal blood pressure records • customer brochures and leaflets providing information on: ○ directions for product use ○ care and maintenance of equipment ○ lifestyle and self-care practices ○ specialist services that support blood pressure management • organisational procedures for testing blood pressure and supplying home monitoring equipment		• customers with whom the individual can interact; these can be: ○ customers in an industry workplace who are served by the individual during the assessment process or ○ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
SIRCHCS004 Test blood glucose and advise on equipment and services for	Skills must be demonstrated in a pharmacy with designated front of pharmacy and	• information technology hardware and software • online information systems • large pharmacy yellow sharps bin	• pharmacy blood glucose testing equipment and consumables: ○ digital blood glucose testing monitor	• templates for: ○ pharmacy blood glucose testing records	• customers with whom the individual can interact; these can be: ○ customers in an industry workplace who are served by

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
diabetes management	dispensary areas. This can be: • an industry workplace • a simulated industry environment.	• personal protective equipment used for testing blood glucose and handling sharps • commercial product range of home blood glucose testing equipment: ○ digital blood glucose testing monitors	○ disposable lancets and trigger devices ○ test strips ○ adhesive bandages ○ alcohol wipes ○ disposable lancets and trigger devices ○ test strips • urine glucose testing kits sharps disposal containers	○ customer personal blood glucose records • customer brochures and leaflets providing information on: ○ directions for product use ○ care and maintenance of equipment ○ lifestyle and self-care practices ○ National Diabetes Services Scheme (NDSS) ○ specialist services that support diabetes management • organisational procedures for testing blood glucose and supplying home blood glucose testing equipment	the individual during the assessment process; or ○ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
SIRCHCS005 Provide Australian Needle and Syringe Program services	Skills must be demonstrated in a pharmacy with designated front of pharmacy areas. This can be: • an industry workplace • a simulated industry environment.	• large pharmacy yellow sharps bin • personal protective equipment used to handle sharps disposal containers	• ready-made NSP equipment packs containing: ○ syringes ○ swabs ○ filters ○ a sharps disposal container	• operational guidelines of the NSP program • documents used to record and report NSP statistics • brochures and leaflets providing information on self-referral alcohol	• customers with whom the individual can interact; these can be: ○ customers in an industry workplace who are served by the individual during the assessment process; or

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
			• sealed sharps disposal containers	and drug support agencies • organisational procedures for providing NSP services	○ ◦individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
SIRCHCS006 Coordinate pharmacy health promotions	Skills must be demonstrated in a pharmacy with designated front of pharmacy and administration areas. This can be: • an industry workplace • a simulated industry environment.	• information technology hardware and software • online information systems		• information on current community health issues and initiatives from a variety of sources	• community pharmacy staff members with whom the individual can interact; these can be: ○ staff in an industry workplace; or ○ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
Infection Control- INF					
SIRCINF001 Use pharmacy practices for infection control	Skills must be demonstrated in a pharmacy with	• personal protective equipment	• hand washing and drying facilities with appropriate soap	• community pharmacy industry guidelines and procedures for:	

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
	designated front of pharmacy and customer health care service areas. This can be: • an industry workplace • a simulated industry environment.	• pharmacy health-care equipment used for specific services • waste disposal receptacles suitable for: ○ contaminated waste ○ cleaning products ○ pharmaceutical sharps (sharps disposal containers)	• antiseptic wipes and alcohol based sanitiser • cleaning and disinfecting products	○ infection control ○ waste management of sharps and contaminated waste ○ reporting of infection control incidents • Safety Data Sheets (SDS) or plain English workplace documents or diagrams that interpret SDS content for cleaning and disinfecting products.	
Pharmacy Product Advice - PPA					
SIRCPPA001 Assist customers with vitamins, minerals and supplements	Skills must be demonstrated in a pharmacy with designated front of pharmacy and dispensary areas. This can be: • an industry workplace • a simulated industry environment.	• information technology hardware and software • online information systems • pharmacy display and storage locations, shelf facings and signage for unscheduled products and Pharmacy Medicines (S2)	• a diverse commercial product range of vitamins, minerals and supplements as listed in the Knowledge Evidence	• customer brochures and leaflets on lifestyle and self-care practices • organisational procedures for supplying vitamins, minerals and supplements	• customers with whom the individual can interact; these can be: ○ customers in an industry workplace who are served by the individual during the assessment process; or ○ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
					training organisation.
SIRCPPA002 Assist customers with eye and ear care products	Skills must be demonstrated in a pharmacy with designated front of pharmacy and dispensary areas. This can be: • an industry workplace • a simulated industry environment.	• information technology hardware and software • online information systems • pharmacy display and storage locations, shelf facings and signage for unscheduled products and Pharmacy Medicines (S2)	• a diverse commercial range of eye and ear care unscheduled products and Pharmacy Medicines (S2) in different forms	• customer brochures and leaflets on lifestyle and self-care practices • organisational procedures for supplying eye and ear care medicines and products	• customers with whom the individual can interact; these can be: ○ an industry workplace who are served by the individual during the assessment process; or ○ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
SIRCPPA003 Assist customers with first aid products	Skills must be demonstrated in a pharmacy with designated front of pharmacy and dispensary areas. This can be: • an industry workplace • a simulated industry environment.	• information technology hardware and software • online information systems • pharmacy display and storage locations, shelf facings and signage for unscheduled products and Pharmacy Medicines (S2)	• a diverse commercial range of first aid unscheduled products, and Pharmacy Medicines (S2): ○ antiseptic, skin healing and care products ○ aids and equipment used with first aid and wound care medicines or products	• customer brochures and leaflets providing information on: ○ directions for product use ○ lifestyle and self-care practices • organisational procedures for supplying first aid products	• customers with whom the individual can interact; these can be: ○ customers in an industry workplace who are served by the individual during the assessment process or ○ individuals who participate in role plays or simulated activities, set up for

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
			○ dressings, strapping, bandages and supports ○ surgical implements ○ products in different forms		the purpose of assessment, in a simulated industry environment operated within a training organisation
SIRCPPA004 Assist customers with oral care products	Skills must be demonstrated in a pharmacy with designated front of pharmacy and dispensary areas. This can be: • an industry workplace • a simulated industry environment.	• information technology hardware and software • online information systems • pharmacy display and storage locations, shelf facings and signage for unscheduled products and Pharmacy Medicines (S2)	• a diverse commercial range of oral care unscheduled products and Pharmacy Medicines in different forms	• customer brochures and leaflets providing information on: ○ directions for product use ○ lifestyle and self-care practices • organisational procedures for supplying oral care medicines and products	• customers with whom the individual can interact; these can be: ○ customers in an industry workplace who are served by the individual during the assessment process; or ○ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
SIRCPPA005 Assist customers with cough and cold relief products	Skills must be demonstrated in a pharmacy with designated front of pharmacy and dispensary areas. This can be: • an industry workplace	• information technology hardware and software • online information systems • pharmacy display and storage locations, shelf facings and signage for	• a diverse commercial range of cough and cold relief unscheduled products and Pharmacy Medicines (S2) in different forms: ○ analgesics ○ cough expectorant	• customer brochures and leaflets providing information on: ○ directions for product use ○ lifestyle and self-care practices • organisational procedures for	• customers with whom the individual can interact; these can be: ○ customers in an industry workplace who are served by the individual during the assessment process; or

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
	• a simulated industry environment.	unscheduled products and Pharmacy Medicines (S2)	○ cough suppressant ○ antihistamines ○ decongestants	supplying cough and cold relief medicines and products	○ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
SIRCPPA006 Assist customers with skin and anti-fungal products	Skills must be demonstrated in a pharmacy with designated front of pharmacy and dispensary areas. This can be: • an industry workplace • a simulated industry environment.	• information technology hardware and software • online information systems • pharmacy display and storage locations, shelf facings and signage for unscheduled products and Pharmacy Medicines (S2)	• a diverse commercial range of skin and anti-fungal unscheduled products and Pharmacy Medicines (S2): ○ aids and equipment used with skin and anti-fungal medicines or products ○ antibacterial and infection or infestation treatments ○ anti-fungal treatments ○ anti-pruritics ○ moisturisers and skin protection products ○ products in various forms	• customer brochures and leaflets providing information on: ○ directions for product use ○ lifestyle and self-care practices • organisational procedures for supplying skin and anti-fungal medicines and products	• customers with whom the individual can interact; these can be: ○ customers in an industry workplace who are served by the individual during the assessment process; or ○ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
SIRCHCS007 Assist customers with pregnancy and maternal health products and services	Skills must be demonstrated in a pharmacy with designated front of pharmacy and dispensary areas. This can be: • an industry workplace • a simulated industry environment.	• information technology hardware and software • online information systems • pharmacy display and storage locations, shelf facings and signage for pregnancy and maternal health products	• a diverse, commercial range of Pharmacy Medicines (S2) and unscheduled products for pregnancy and maternal health: ○ breast expressing kits ○ maternity pads ○ morning sickness treatments ○ nipple care products ○ nursing accessories, such as pillows ○ pregnancy testing kits ○ stretch mark and related skincare products	• customer brochures and leaflets providing information on: ○ directions for product use ○ care and maintenance of aids and equipment ○ lifestyle and self-care practices ○ specialist services that support pregnancy and maternal health • organisational procedures for supplying pregnancy and maternal health medicines and products	• customers with whom the individual can interact; these can be: ○ customers in an industry workplace who are served by the individual during the assessment process; or ○ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
SIRCPPA008 Assist customers with products for gastro-intestinal conditions	Skills must be demonstrated in a pharmacy with designated front of pharmacy and dispensary areas. This can be: • an industry workplace • a simulated industry environment.	• information technology hardware and software • online information systems • pharmacy display and storage locations, shelf facings and signage for unscheduled products and Pharmacy Medicines (S2)	• a diverse commercial range of products for gastro-intestinal conditions including unscheduled products and Pharmacy Medicines (S2): ○ aids and equipment used with products and medicines for gastro-intestinal conditions ○ anthelmintic (worming) products	• customer brochures and leaflets providing information on: ○ directions for product use ○ lifestyle and self-care practices • organisational procedures for supplying medicines and products for gastro-intestinal conditions	• customers with whom the individual can interact; these can be: ○ customers in an industry workplace who are served by the individual during the assessment process; or ○ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
			○ anti-diarrhoea medicine ○ anti-spasmodic medication ○ complementary medicines ○ enemas ○ fibre supplements ○ haemorrhoidal products ○ laxatives ○ products in various forms		simulated industry environment operated within a training organisation.
SIRCPPA009 Assist customers with allergy relief products	Skills must be demonstrated in a pharmacy with designated front of pharmacy and dispensary areas. This can be: • an industry workplace • a simulated industry environment.	• information technology hardware and software • online information systems • pharmacy display and storage locations, shelf facings and signage for unscheduled products and Pharmacy Medicines (S2)	• a diverse commercial range of allergy relief unscheduled products and Pharmacy Medicines (S2): ○ corticosteroids ○ decongestants ○ eye drops ○ inhalants ○ antihistamines ○ products in different forms	• customer brochures and leaflets providing information on: ○ directions for product use ○ lifestyle and self-care practices ○ organisational procedures for the supply of allergy relief medicines and products	• customers with whom the individual can interact; these can be: ○ customers in an industry workplace who are served by the individual during the assessment process; or ○ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
SIRCPPA010 Assist customers with analgesic and anti-inflammatory products	Skills must be demonstrated in a pharmacy with designated front of pharmacy and dispensary areas. This can be: • an industry workplace • a simulated industry environment.	• information technology hardware and software • online information systems • pharmacy display and storage locations, shelf facings and signage for unscheduled products and Pharmacy Medicines (S2)	• a diverse commercial range of analgesic and anti-inflammatory unscheduled products and Pharmacy Medicines (S2): ○ combination products ○ Non-Steroidal Anti-Inflammatory Drugs (NSAIDs) ○ paracetamol ○ rectal medication ○ products in different forms	• customer brochures and leaflets providing information on: ○ directions for product use ○ lifestyle and self-care practices • organisational procedures for supplying analgesic and anti-inflammatory medicines and products	• customers with whom the individual can interact; these can be: ○ customers in an industry workplace who are served by the individual during the assessment process; or ○ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
SIRCPPA011 Assist customers with baby and infant care products	Skills must be demonstrated in a pharmacy with designated front of pharmacy and dispensary areas. This can be: • an industry workplace • a simulated industry environment.	• information technology hardware and software • online information systems • pharmacy display and storage locations, shelf facings and signage for unscheduled products and Pharmacy Medicines (S2)	• a diverse commercial range of baby and infant care unscheduled products and Pharmacy Medicines (S2): ○ durable products ○ formula, feeding products and steriliser kits ○ nappies and related products ○ rash and other skin treatments ○ teething products	• customer brochures and leaflets providing information on: ○ directions for product use ○ lifestyle and care practices ○ baby care services • Marketing in Australia of Infant Formula (MAIF) Agreement • organisational procedures for supplying baby and	• customers with whom the individual can interact; these can be: ○ customers in an industry workplace who are served by the individual during the assessment process; or ○ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
			○ products in different forms	infant care medicines and products	simulated industry environment operated within a training organisation.
SIRCPPA012 Assist customers asthma-care aids and equipment	Skills must be demonstrated in a pharmacy with designated front of pharmacy and dispensary areas. This can be: • an industry workplace • a simulated industry environment.	• information technology hardware and software • online information systems • pharmacy display and storage locations, shelf facings and signage for asthma-care aids and equipment • a diverse, comprehensive and commercial range of asthma-care aids and equipment: ○ spacer devices ○ nebulisers ○ masks for adults and children ○ peak flow meters		• customer brochures and leaflets providing information on: ○ directions for use, care and maintenance of aids and equipment ○ lifestyle and self-care practices ○ specialist services that support asthma management • organisational procedures for supplying asthma related products	• customers with whom the individual can interact; these can be: ○ customers in an industry workplace who are served by the individual during the assessment process; or ○ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
SIRCPPA013 Assist customers with smoking cessation products	Skills must be demonstrated in a pharmacy with designated front of pharmacy and dispensary areas. This can be: • an industry workplace	• information technology hardware and software • online information systems • pharmacy display and storage locations, shelf facings and signage for nicotine replacement products	• a diverse, commercial range of nicotine replacement products	• customer brochures and leaflets providing information on: ○ directions for product use ○ care and maintenance of aids and equipment	• customers with whom the individual can interact; these can be: ○ customers in an industry workplace who are served by the individual during the assessment process; or

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
	• a simulated industry environment.			○ lifestyle and self-care practices ○ specialist services that support smoking cessation • organisational procedures for supplying nicotine replacement products and smoking cessation aids	○ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
SIRCPPA014 Assist customers with continence management products	Skills must be demonstrated in a pharmacy with designated front of pharmacy and dispensary areas. This can be: • an industry workplace • a simulated industry environment.	• information technology hardware and software • online information systems • pharmacy display and storage locations, shelf facings and signage for incontinence products	• a diverse, commercial range of incontinence products: ○ disposable products ○ male and female ○ washable ○ bed and chair protective pads ○ skincare products	• customer brochures and leaflets providing information on: ○ directions for product use ○ care and maintenance of aids and equipment ○ lifestyle and self-care practices ○ Continence Aids Payment Scheme (CAPS) ○ specialist services that support continence management • organisational procedures for supplying incontinence products	• customers with whom the individual can interact; these can be: ○ customers in an industry workplace who are served by the individual during the assessment process; or ○ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
SIRCPPA015 Assist customers	Skills must be demonstrated in a pharmacy with	• information technology hardware and software	• a diverse, commercial product range of Pharmacy Medicines	• customer brochures and leaflets providing information on:	• customers with whom the individual can interact; these can be:

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
with wound care products	designated front of pharmacy and dispensary areas. This can be: • an industry workplace • a simulated industry environment.	• online information systems • pharmacy display and storage locations, shelf facings and signage for wound care products	(S2) and unscheduled products for wound care: ○ analgesics ○ anti-inflammatory medicines ○ antiseptic and saline washes ○ cold and hot packs ○ skincare products ○ surgical sundries ○ wound dressings	○ directions for product use ○ care and maintenance of aids and equipment ○ lifestyle and self-care practices ○ specialist services that support wound care • organisational procedures for supplying wound care medicines and products and providing advice on wound care	○ customers in an industry workplace who are served by the individual during the assessment process; or ○ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
SIRCPPA016 Assist customers with diet, nutrition and weight-management products and services	Skills must be demonstrated in a pharmacy with designated front of pharmacy and dispensary areas. This can be: • an industry workplace • a simulated industry environment.	• information technology hardware and software • online information systems • pharmacy display and storage locations, shelf facings and signage for nutrition and weight-management products	• a diverse, commercial range of Pharmacy Medicines (S2) and unscheduled products for nutrition and weight-management: ○ meal replacement programs ○ nutritional supplements ○ vitamins and supplements	• customer brochures and leaflets providing information on: ○ directions for product use ○ care and maintenance of aids and equipment ○ lifestyle and self-care practices ○ specialist services that support nutrition and weight-management • organisational procedures for supplying diet,	• customers with whom the individual can interact; these can be: ○ customers in an industry workplace who are served by the individual during the assessment process; or ○ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
				nutrition and weight-management products	training organisation.
SIRCPPA017 Assist customers with complementary medicines	Skills must be demonstrated in a pharmacy with designated front of pharmacy and dispensary areas. This can be: • an industry workplace • a simulated industry environment.	• information technology hardware and software • online information systems • pharmacy display and storage locations, shelf facings and signage for complementary medicines and products	• a diverse, commercial range of complementary medicines and products	• customer brochures and leaflets providing information on: ○ directions for product use ○ lifestyle and self-care practices ○ organisational procedures for supplying complementary medicines and products	• customers with whom the individual can interact; these can be: ○ customers in an industry workplace who are served by the individual during the assessment process; or ○ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.
SIRCPPA018 Assist customers with women's and men's health care products	Skills must be demonstrated in a pharmacy with designated front of pharmacy and dispensary areas. This can be: • an industry workplace • a simulated industry environment.	• information technology hardware and software • online information systems • pharmacy display and storage locations, shelf facings and signage for unscheduled products and Pharmacy Medicines (S2)	• a diverse commercial range of health care unscheduled products and Pharmacy Medicines (S2) as specified in the Performance Evidence:	• customer brochures and leaflets providing information on: ○ directions for product use ○ lifestyle and self-care practices ○ specialist services that support sexual health • organisational procedures for supplying sexual	• customers with whom the individual can interact; these can be: ○ customers in an industry workplace who are served by the individual during the assessment process; or ○ individuals who participate in role plays or simulated activities, set up for

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
				• health care medicines and products	• the purpose of assessment, in a simulated industry environment operated within a training organisation.
Working in Industry - IND					
SIRCIND001 Work effectively in a community pharmacy	Skills must be demonstrated in a pharmacy with designated front of pharmacy and dispensary areas. This can be: • an industry workplace • a simulated industry environment.	• information technology hardware and software • online information systems		• current plain English guidelines issued by regulatory bodies covering National Employment Standards (NES), anti-discrimination or equal employment opportunity law • plain English information about industrial awards for community pharmacy employees issued by regulatory bodies or unions • organisational policies and procedures for general work and pharmacy practices.	
SIRCIND002 Support the supply of Pharmacy Medicines and	Skills must be demonstrated in a pharmacy with designated front of pharmacy and	• information technology hardware and software • online information systems		• current guidelines, directives and standards, issued by government regulators or industry groups	

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
Pharmacist Only Medicines	dispensary areas. This can be: • an industry workplace • a simulated industry environment.			covering scheduling requirements and related legal compliance issues • current Standard for the Uniform Scheduling of Medicines and Poisons (SUSMP) and amendments or plain English guidelines • organisational procedures for supplying Pharmacy Medicines (S2) and Pharmacist Only Medicines (S3) and products.	
RETAIL (R)					
SIRRINV001 Receive and handle retail stock	Skills must be demonstrated in a retail environment. This can be: • an industry workplace • a simulated industry environment.	• retail stock display areas • range of retail stock		• manufacturer instructions for stock handling and storage • organisational policies and procedures for stock handling and control • stock control documentation ○ delivery dockets ○ orders ○ reporting documentation	

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
SIRRMER001 Producevisual merchandise displays	Skills must be demonstrated in a retail environment. This can be: • an industry workplace • a simulated industry environment.	• a range of retail merchandise • display areas • retail display equipment and props • product labels and price tickets • ticketing and pricing equipment		• organisational visual merchandise display guidelines • organisational procedures for: ○ manual handling techniques for protection of self and merchandise ○ storage of merchandise and equipment ○ damaged or out of date stock ○ maintenance of display areas ○ merchandise rotation and replenishment ○ product labelling and pricing ○ unpacking merchandise	
CROSS-SECTOR (X)					
SIRXIND003 Organise personal work requirements	Skills must be demonstrated in a retail environment. This can be: • an industry workplace • a simulated industry environment.			• organisational procedures relating to personal work requirements: ○ quality standards ○ timeframes for completion	

Unit	Environment	Equipment	Consumable Resources	Documents	Other People
SIRXSLS001 Sell to the retail customer	Skills must be demonstrated in a retail environment. This can be: • an industry workplace • a simulated industry environment.			• relevant documentation: • organisational policies and procedures for: ○ customer service ○ sale of products and services ○ resolving customer complaints ○ collection and storage of customer details ○ organisational product information and price lists • supplier brochures, information sheets and price lists • promotional activity information • current plain English regulatory documents distributed by government regulators for: • consumer protection law • privacy law	• customers with whom the individual can interact to sell products and services; these can be: ○ individuals in an industry workplace, or ○ individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation

