



Course information

Certificate IV in Community Pharmacy Dispensary (SIR40216)

V2
SEPT 2022

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



RTO Provider No. 122206

PSA Committed to better health

THIS COURSE AIMS TO BUILD AND DEVELOP THE DISPENSARY SKILLS AND KNOWLEDGE OF INDIVIDUALS CURRENTLY WORKING WITHIN THE COMMUNITY PHARMACY SECTOR.



Course aim

This course aims to build and develop the dispensary skills and knowledge of individuals currently working within the community pharmacy sector.

Course overview

This training consists of interactive learning materials and assessment tasks that you work through at your own pace. You will be working in a community pharmacy and will reinforce your learning through workplace practice and experience.

You will be required to submit an assessment portfolio which includes all your completed assessment tasks. Assessment will involve a variety of methods including multiple choice questions, short answer questions, case studies, and supervisor observation/ 'third party reports'. The assessment of your overall competence at this Certificate level will be judged based on your performance in the knowledge assessment and workplace observation by your workplace supervisor. Training resources and/or access to PSA online learning portal will be provided upon confirmation of payment of enrolment fees.

There are 14 units that must be completed, comprised of: 9 core units and 5 elective units. (Refer to Tables 1-4.)

The core units of this qualification build knowledge and skills for supporting dispensary operations and working safely in a community pharmacy environment. PSA offers a selection of elective units to allow for flexibility and to meet your learning needs.

Table 1: Core Units

Core units: All 11 core units required

UNIT CODE	UNIT TITLE
SIRCIND001	Work effectively in a community pharmacy
SIRCCCS002	Provide and promote services to pharmacy customers
SIRCDIS001	Assist customers with prescriptions
SIRCDIS003	Assist in dispensing prescriptions
SIRCDIS006	Maintain dispensary stock
SIRCDIS007	Administer dispensary computer system and claims
SIRCINF001	Use pharmacy practices for infection control
HLTWS001	Participate in workplace health and safety
SIRCIND002	Support the supply of pharmacy medicines and pharmacist only medicines

Elective units

This qualification requires five elective units. Select five electives from the units listed in Table 2 – consider selecting units which cover areas of interest in which you wish to develop your skills and knowledge.

Table 2: Elective Units

Elective units: All 8 must be completed	
UNIT CODE	UNIT TITLE
SIRCPPA005	Assist customers with cough and cold relief products
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
SIRCPPA006	Assist customers with skin and anti-fungal products
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
SIRCPPA007	Assist customers with pregnancy and maternal health products and services
SIRCPPA011	Assist customers with baby and infant care products
SIRCPPA013	Assist customers with smoking cessation products
SIRCPPA018	Assist customers with women's and men's health care products

Length of the course

The recommended course length is 24 months. You will be provided with a suggested timetable (training plan) for completing assessment tasks for each unit, to meet the 24 months timeframe. Please contact the PSA if more time is required.

Course fee

Please refer to fee schedule on PSA website.

State/Commonwealth funded places may be available in some States/Territories for eligible students.

Payment terms

PSA has a flexible payment process. You may choose to be invoiced for full payment at the commencement of the course or pay in instalments.

Refund policy

All refunds must be requested in writing to the PSA with name, address, contact details, course details, date and reason for requesting a refund. If the withdrawal is on medical grounds and a refund is requested medical certificates should be presented with the request. Course fees are non-transferable.

Please refer to the [PSA Fees, Charges and Refund Policy](#).

Eligibility

To be eligible to enrol in nationally recognised training with PSA, students must be Australian Citizens, Permanent Residents, or hold an eligible visa. Unfortunately, we are unable to enrol students who hold a student visa issued by the Australian Government.

You should be currently working in a community pharmacy (in Australia). You must maintain your employment until you complete your qualification.

PSA offers this training program through Commonwealth and State/Territory Government funding programs, subject to eligibility criteria, terms and conditions. Where an applicant is not eligible for a funded place, a full fee-paying place is offered. Please refer to relevant information on PSA website for details on funding available and relevant eligibility criteria.

Pre-Training Review

You will be required to participate in a Pre Training Review (PTR). This review will involve asking you a series of questions to determine your motivation to undertake this course, your existing qualifications and capabilities, including educational attainments, digital literacy skills and any previous learning experiences. This will also help PSA ensuring that your training plan

is developed accordingly and that right support services are made available as and when required.

You will also be required to complete a language literacy and numeracy assessment. This test will help PSA determine your literacy skills and identify any learning needs that you may have.

Someone from the PSA assessors team will be in touch with you if your test results indicate that you will need some additional support.

Enrolment process

You may enrol at any time. Complete the enrolment form on PSA website and make arrangement to pay your course fee. Once your enrolment and payment are processed, all course materials (course notes and assessment tasks) along with a suggested timetable will be provided.

Obligations of a supervising pharmacist

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

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

Your obligations

As this qualification is delivered online at your workplace you must ensure that you;

- Are currently employed and continue working in a community pharmacy environment until you finish the qualification
- Follow your training plan and undertake the training as per the schedule provided
- Maintain open communication with your workplace supervisor and PSA assessor
- Provide below equipment/tools/technology to undertake this qualification.

A working computer (Windows or Mac based) with an internet connection and applications installed such as, Internet Browser i.e. Chrome, Microsoft Word, Power Point, PDF reader and Zoom or Microsoft Teams with a Microphone and Camera

A printer and scanner

PSA obligations to you

PSA will ensure that it delivers quality training and assessment to all learners enrolled in nationally recognised courses, by doing this it will also ensure compliance with the Standards for RTOs 2015 and any other relevant State and Territories contractual obligations.

Once a learner has successfully completed a course/qualification and met all the requirements for that course/qualification, PSA will issue relevant AQF certification or statement of attainment.

Recognition of prior learning and Credit Transfer

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

If you wish to be considered for RPL you must contact the PSA, who will consider your application. If it is decided to progress with RPL you will be advised of the associated fee and matched with an appropriate trainer who will provide details of the evidence required.

As a Registered Training Organisation (RTO), we will accept certificates and statement of attainments issued by any other RTO in any State/ Territory of Australia. If you can demonstrate that you have completed, or partially completed, relevant certificates or units of competency through another RTO, the PSA will assess and where suitable recognise and grant credit for all relevant prior learning.

Educational and Support Services

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

If you would like to discuss your enrolment and electives choices, please contact a Learner Support Officer in your local PSA office: 1300 369 772, or email: training@psa.org.au

Complaints and Appeals

Refer to PSA Student Handbook for details on the process to lodge a complaint or make an appeal.

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