



*Course information*

## **Certificate III in Community Pharmacy (SIR30116)**

V3.0  
2018

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.

## Course aim

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

## Benefits to you and your pharmacy

Build on your customer service knowledge and skills.

Have an understanding of the industry protocols and standards for supplying scheduled medicines and the ability to apply the protocols appropriately.

Develop your knowledge of pharmacy products and increase your confidence in identifying and supporting your customers' needs.

Improve your overall knowledge and skills to enhance your pharmacy's team and increase customer satisfaction in your pharmacy.

Successful completion provides you with a Nationally Recognised Qualification, Certificate III in Community Pharmacy, without needing to attend formal classes.

By completing the Certificate III in Community Pharmacy, you are able to utilise your existing work experience to minimise both time and cost to yourself or your pharmacy.

## Course overview

This training consists of course notes and assessment tasks that you work through at your own pace. You will participate in face to face sessions in groups off the job where available or individual sessions in the workplace with the support of a PSA trainer/assessor and online or print-based learning materials.

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 using all of these criteria. Training resources and/or access to PSA online learning portal will be provided upon confirmation of payment of enrolment fees.

There are 19 units that must be completed, comprised of: 11 core units and 8 elective units; refer to Tables 1 and 2. The core units of this qualification will develop knowledge of pharmacy products and build confidence in applying pharmacy protocols with regards to scheduled medicines.

PSA offers a course with an elective stream which focuses on pharmacy product advice (Table 2).

Table 1: core units

<b>Core units</b>	
<b>Unit code</b>	<b>Unit title</b>
SIRCIND002	Support the supply of Pharmacy Medicines and Pharmacist Only Medicines
SIRCIND001	Work effectively in a community pharmacy
SIRCCCS002	Provide and promote services to pharmacy customers
SIRCINF001	Use pharmacy practices for infection control
SIRCDIS001	Assist customers with prescriptions
SIRCPPA005	Assist customers with cough and cold relief products
SIRCPPA006	Assist customers with skin and anti-fungal 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
HLTWHS001	Participate in workplace health and safety

Table 2: elective units

<b>Elective units</b>	
<b>Unit code</b>	<b>Unit title</b>
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 course length is 12 months. You will be provided with a suggested timetable for completing assessment tasks for each unit, to meet the 12 month timeframe. Please contact the PSA if more time is required.

## Course fees

PSA Member*	\$3,500
Non-member	\$5,600

\*Member prices apply to: PSA Pharmacist Member, PSA Affiliate Member, or pharmacy assistants or pharmacy support staff employed by a PSA Pharmacist Member and the PSA Pharmacist Member is paying for the course.

All course fees are GST free, and inclusive of materials and \$100 administrative fee.

State/Commonwealth funded places may be available in some states for eligible students. Funded placement course fees will vary according to the type of government funding available.

For more detailed information regarding our fees or government funding, please refer to our website [www.psa.org.au](http://www.psa.org.au) or contact a Training Officer in your local PSA office: 1300 369 772, or email: [training@psa.org.au](mailto:training@psa.org.au)

## Affiliate membership

Affiliate Membership is a category of membership of the PSA for pharmacy support staff. An Affiliate member has access to these courses at discounted rates and other member benefits.

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

## Payment terms

PSA has a flexible payment process. You may choose to pay the full enrolment fees upfront at the commencement of the course, or pay in instalments if a PSA member.

## 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. Course fees are non-transferable.

- If withdrawing prior to access of materials: full refund less \$100 administrative fee.
- If withdrawing within 14 days from date of access of materials: 50% of course fee refunded.
- If withdrawing after 14 days from date of access of materials: no refund.

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

Once study in the qualification/course has commenced and initial payment is processed, PSA will support your learning until the completion of the course or until you withdraw or your enrolment is cancelled from the program.

## Eligibility

You should be currently working in a community pharmacy (in Australia), and it is recommended that you have at least three months experience in pharmacy.

## Language, literacy and numeracy

This qualification has been mapped against the Australian Core Skills Framework (ACSF) in determining entry level requirements for learning, reading, writing, oral communication and numeracy skills. The exit level indicates the expected performance outcomes on successful completion of the qualification. Refer to Table 3.

Table 3: ACSF entry and exit levels

Qualification	ACSF Core Skills				
	Learning	Reading	Writing	Oral Communication	Numeracy
Entry level	2	2	2	3	2
Exit level	3	3	3	4	3

You will be contacted by a Training Officer who will conduct a pre-training review to determine your ACSF entry level and if this qualification is suitable for you. If any gaps are identified with regards to ACSF levels, the Training Officer will discuss options available to you.

## Enrolment process

You may enrol at any time. Complete the enrolment and electives forms and send to the PSA along with your payment of the course fee. Once your enrolment and payment is processed, access to course materials (course notes and assessment tasks) along with a suggested timetable will be provided.

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

## 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' observation 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.

## Recognition of prior learning and mutual obligation

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

## Access, equity and privacy

The PSA and its employees embrace the principles of Work Health and Safety and strive to ensure that all potential and current students receive access and equity into all organised courses. In regard to training courses for which it is responsible, the PSA strives to ensure that any person who meets the entrance criteria has appropriate access to resources to achieve a positive outcome.

The PSA is an equal opportunity organisation and encourages people with disabilities to access government funded training. We also respect an individual's right to privacy and will meet all requirements of the Privacy Legislation when dealing with student information and records.

## Welfare services

Some students may be eligible for the Pensioner Education Supplement while undertaking this course. Please contact Centrelink for further information on 13 24 90.

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

If you have any problems or concerns while undertaking the course, your first point of contact is your supervising pharmacist. Please contact the PSA if you require further assistance.

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

Firstly, the assessor will discuss this with you in detail and you will be given an opportunity to re-submit the assessment. This may require you to review course notes, undertake further research and discuss the assessor's comments with your supervising pharmacist.

## Disciplinary procedures

Your assessment workbooks will have a date by which it must be completed and returned for marking. In special circumstances consideration will be given regarding extensions and any other appropriate adjustments discussed.

All answers in the assessment must be your own work. If there is a concern regarding this, we will contact you. Your supervising pharmacist may also be contacted. If this problem continues you may be deemed 'not competent' or withdrawn from the assessment process.

## How do I access my student record?

If you wish to access your student record after completion of the unit/course you must request this in writing to the PSA.

## Appeals and complaints

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

The PSA Appeals and Complaints form is available for download on our website or you may like to contact us for more information.

In the event an appeal or complaint cannot be resolved, you may contact consumer affairs in your local state for further advice [www.consumerlaw.gov.au](http://www.consumerlaw.gov.au)

**PHARMACEUTICAL SOCIETY OF AUSTRALIA LTD.**

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