



Guild Pharmacy
Academy

Guild Training



ASSISTANT TRAINING

Get the knowledge.

Pharmacy Assistant Training.

Whether you are a new or experienced pharmacy assistant we have a solution that will develop your career in pharmacy.

www.guild.org.au/NSW

It's your career — choose the Guild for your pharmacy assistant training

Certificate II Community Pharmacy (SIR20112)

Who should do this course?

If you have just been employed, or would like to start working as a pharmacy assistant

What will you learn?

Knowledge, skills and confidence to perform a wide range of tasks including;

- Serving and interacting with customers
- Basic product knowledge – vitamins and minerals, eye and ear care and hair, beauty and cosmetic products
- Merchandising and performing stock control procedures

Certificate III in Community Pharmacy (SIR30112)

Who should do this course?

This qualification is considered to be the standard requirement for pharmacy assistants working in a community pharmacy.

What will you learn?

- Comprehensive product knowledge and health information including cough and cold, allergies and asthma management
- Standard pharmacy operations including merchandising and display, stock control and marketing

- An opportunity to specialise with an extensive range of electives including:
 - Health conditions
 - Front of Shop
 - Merchandising and display
 - Marketing
 - Stock Control
 - Product knowledge – smoking cessation, complementary medicines, first aid and wound care

Certificate IV in Community Pharmacy (SIR40112)

Who should do this course?

Designed for senior pharmacy assistants this qualification allows you to develop your skills and specialise in key pharmacy operations.

What will you learn?

General management skills to manage other pharmacy staff.

Through elective units, this course can be tailored to provide expertise in;

- Dispensary operations (including becoming a dispensary assistant and helping dispense prescriptions under the supervision of a pharmacist)
- Assisting with health promotion and professional services
- Leadership and people management
- Management of a range of health conditions including; diabetes, blood pressure and sleep apnea
- Ordering stock, merchandising and marketing
- Human resource management and quality management

How to choose your pharmacy assistant training path

Never worked in community pharmacy or just starting your first job

Certificate II in Community Pharmacy (SIR20112)

Provides you with the basic skills to commence your career in community pharmacy. Includes skills and knowledge in serving and interacting with customers, basic product knowledge – vitamins and minerals, eye and ear care and hair, beauty and cosmetic products, Merchandising and performing stock control procedures

Then you can build your career and undertake further training to increase your skills and knowledge. Check out the range of career options below

Be a qualified pharmacy assistant

Certificate III in Community Pharmacy (SIR30112)

The standard qualification for all pharmacy assistants. Comprehensive product knowledge and health information including cough and cold, allergies and asthma management

Grow and specialise your with key pharmacy roles – health conditions, front of shop operations, merchandising and display, marketing, stock control and key product and health categories

Move into a senior role in your pharmacy

Certificate IV in Community Pharmacy (SIR40112)

Step into a supervising or management role within the pharmacy or move into the dispensary.

Through elective units, this course can be tailored to provide expertise in; dispensary operations, assisting with health promotion and professional services, including diabetes, blood pressure and sleep apnoea, and leadership and management skills.

Be a qualified dispensary assistant

Move into the dispensary and assist the pharmacist in dispensing medicines to your customers. Complete the Dispensary Assistants Course which includes the following units from the Certificate III and IV in Community Pharmacy:

SIRCHCS201 Support the supply of Pharmacy Medicines and Pharmacist Only Medicines

SIRCDIS301 Accept prescriptions and return dispensed medicines to customers

SIRCDIS303 Assist in dispensing prescriptions

SIRCDIS404 Assist in dispensary stock control

SIRCDIS405 Assist in dispensary administration

Further develop your dispensary skills by completing specialist dispensary units

Increase your skills by completing units that develop skills in dose administration and working with nursing and residential care facilities

SIRCDIS406 Assist in preparing dose administration aids

SIRCDIS408 Coordinate service to patients in residential care settings

And gain a full qualification by completing the remaining units from either the Certificate III or IV in Community Pharmacy

Certificate III in Community Pharmacy (SIR30112)

or

Certificate IV in Community Pharmacy (SIR40112)

Pricing

Course Fees – Government incentives may be available

Course	Traineeship New Entrant NSW	Traineeship New Entrant ACT	FFS* Member	FFS* Non-member
Certificate II in Community Pharmacy SIR20112	\$478.00 P/A	\$300.00	\$1950.00	\$2500.00
Certificate III in Community Pharmacy SIR30112	\$478.00 P/A	\$300.00	\$3400.00	\$4420.00
Certificate IV in Community Pharmacy SIR40112	\$478.00 P/A	\$300.00	\$3960.00	\$5150.00
Dispensary course (short)			\$350.00	\$450.00
Dispensary course (long)			\$750.00	\$975.00
Recognition of Prior Learning (RPL)/Credit	Pricing available upon application			

**Fee for Service*

Payment plan options now available

Finding it hard to justify paying upfront costs for training?

The Pharmacy Guild of Australia, NSW Branch now provides pharmacists the opportunity to enter into a payment plan to ensure your pharmacy assistants can receive training to enhance your brand and customer relations.

Certificate II in Community Pharmacy SIR20112

Payment Option One	Payment Option Two*	Payment option Three*
One up front payment Guild Member \$1,950 Non Guild Member \$2,500	Initial Deposit of \$900 First payment of \$350 Mid payment of \$350 Final payment of \$350 Total Course cost \$1,950	Initial deposit of \$900 11 monthly installments of \$100.00 Total Course cost \$2,000

Certificate III in Community Pharmacy SIR30112

Payment Option One	Payment Option Two*	Payment option Three*
One up front payment Guild Member \$3,400 Non Guild Member \$4,420	Initial Deposit of \$900 Mid payment of \$1,250 Final payment of \$1,250 Total Course cost \$3,400	Initial deposit of \$900 23 monthly installments of \$110.00* Total Course cost \$3,430

Certificate IV in Community Pharmacy SIR40112

Payment Option One	Payment Option Two*	Payment Option Three*
One up front payment Guild Member \$3,960 Non Guild Member \$5,150	Initial Deposit of \$900 Mid payment of \$1,530 Final payment of \$1,530 Total Course cost \$3,960	Initial deposit of \$900 23 monthly installments of \$134.00* Total Course cost \$3,982

**Figures based on Guild member pricing. Payment plans also available for non-Guild members*

Training that benefits you and your customers

Training helps ensure you can work directly with your customers. The health information and product knowledge that you learn will mean you can help your customers get well and stay well.

Our trainers and assessors are highly qualified and experienced, all of them have worked in a community pharmacy and return to pharmacy every year to update their skills and knowledge. They understand the needs of pharmacy assistants and community pharmacy.

We pride ourselves on being accessible throughout the learning and training process, either online, on the phone, or even in your pharmacy.

Importantly we appreciate training can be a difficult activity to schedule and we plan learning around the busy periods and your regular pharmacy commitments. You can also enroll at any time of the year with a workplace learning solution that suits your staffing requirements.

To ensure the latest trends in health care products and services are part of our training materials we work closely with other health organisations like the Heart Foundation of Australia, the National Stroke Foundation and the National Asthma Council.



QCPP Refresher Training

Meet QCPP requirements	<p>SIRCHCS201 Support the supply of Pharmacy Medicines and Pharmacist Only Medicines</p> <p>This single unit meets the requirements for QCPP for all staff who supply Pharmacy Medicines and assist the pharmacist with the supply of Pharmacist Only Medicines.</p>
And to meet your annual Refresher Training requirements	<p>Completing one of the following product and health units will meet your annual QCPP requirements for Refresher Training:</p> <p>SIRPPKS002A Identify, locate and sell products related to allergies</p> <p>SIRPPKS003A Identify, locate and sell analgesic and anti inflammatory products</p> <p>SIRPPKS005A Identify, locate and sell cough and cold products</p> <p>SIRPPKS006A Identify, locate and sell eye, ear and oral care products</p> <p>SIRPPKS007A Identify, locate and sell products for gastro intestinal conditions</p> <p>SIRPPKS008A Identify, locate and sell first aid and wound care products</p> <p>SIRPPKS009A Identify, locate and sell products for skin and fungal conditions</p> <p>SIRPPKS011A Provide information, products and services on asthma</p> <p>SIRPPKS012A Provide information, products and services on blood pressure</p> <p>SIRPPKS013A Provide information, products and services on complementary medicine</p> <p>SIRPPKS014A Provide information, products and services on diabetes</p> <p>SIRPPKS015A Provide information, products and services on diet, nutrition and weight management</p> <p>SIRPPKS016A Provide information, products and services to support home health care</p> <p>SIRPPKS017A Provide information, products and services on pregnancy and maternal health</p> <p>SIRPPKS018A Provide information, products and services on smoking cessation</p> <p>SIRPPKS019A Provide information, products and services on women's and men's health</p> <p>SIRPPKS020A Provide information, products and services on wound care</p> <p>SIRPPKS010A Assist in the management of <i>Pharmacy and Pharmacist Only Medicines</i></p>

MEMBERS: \$90 PER UNIT

NON-MEMBERS: \$150 PER UNIT

How much training does a pharmacy assistant need?

Please refer to www.qcpp.com

To enrol in any of the courses listed in this brochure, contact Guild Training
 Tel: **02 9467 7130** | Email: **training@nsw.guild.org.au**
 Web: **www.guildtraining.com.au**

Pharmacy Guild Short Courses

SIRCHCS201 — Support the supply of Pharmacy and Pharmacist Only Medicine (S2/S3 Training)

Who should do this course?

All non-pharmacist staff

What will you learn?

- The role of a pharmacy assistant, including responsibilities and restrictions for handling over-the-counter medicines
- Steps to identifying patient needs and providing advice, product recommendations, information and support under pharmacist supervision

Members: \$90

Non-members: \$150

Take on a specialist role in your pharmacy. Community pharmacies require staff with specialist skills who work in key areas such as:

Human Resource Management

<i>SIRXHRM001A</i>	Administer human resources policy
<i>SIRXMG002A</i>	Maintain employee relations
<i>SIRXHRM002A</i>	Recruit and select personnel
<i>BSBFIA302A</i>	Process payroll

Quality (QCPP) skills

<i>SIRCQUA401</i>	Coordinate a pharmacy quality system
<i>BSBMGT403A</i>	Implement continuous improvement
<i>BSBMGT405A</i>	Provide personal leadership
<i>SIRCCPM501</i>	Lead and develop pharmacy teams

Stock management

<i>SIRXINV001A</i>	Perform stock control procedures
<i>SIRXINV002A</i>	Maintain and order stock
<i>SIRXINV003A</i>	Plan inventory levels
<i>SIRXINV005A</i>	Control inventory
<i>SIRXINV407</i>	Manage suppliers

Sales and customer service skills

<i>BSBCUS401A</i>	Coordinate implementation of customer service strategies
<i>SIRXCCS406</i>	Provide customer service for high value and complex sales
<i>SIRXCCS408</i>	Build retail relationships and sustain customer loyalty
<i>SIRXSLS303</i>	Build relationships with customers

And gain a full qualification by completing the remaining units from either the Certificate III or IV in Community Pharmacy



Pharmacy assistant training is supported by the Guild Pharmacy Academy and delivered by your local Guild training team. The Pharmacy Guild has been delivering training to pharmacy assistants for over 15 years, longer than any other provider.

Did you know that your prior knowledge and experience gained on the job may help work towards gaining a nationally recognised qualification? If you've been working in pharmacy for a while make sure to ask about 'Recognition of Prior Learning' (or 'RPL').

NSW & ACT

Phone 02 9467 7130

Email training@nsw.guild.org.au

*This training is funded by the NSW Government in partnership with the Commonwealth Government
This training is funded by the ACT Government in partnership with the Commonwealth Government*