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Quality Care  
Pharmacy Program  
An initiative of The Pharmacy Guild of Australia

Supporting Excellence in Pharmacy



Thank you to Chemmart Pharmacy, Sorell TAS for their participation in the photography.

# REFRESHER TRAINING GUIDELINES

Supporting the supply of *Pharmacy Medicines* and *Pharmacist Only Medicines*



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The Quality Care Pharmacy Program (QCPP) recognises the benefits the community gains from knowledgeable and proactive pharmacy staff providing responsible health care information. To support this, the QCPP has a number of requirements which relate to the training of pharmacy staff. These training requirements exist throughout the QCPP and require staff to be trained in all areas in which they work. This includes customer service, staff induction and professional services (such as screening and risk assessment, health promotion or smoking cessation). These guidelines look specifically at the QCPP training requirements related to the supply of *Pharmacy Medicines* and *Pharmacist Only Medicines*.

*Pharmacy Medicines* and *Pharmacist Only Medicines* are unique to community pharmacy. The regulation of these medicines recognises the important role which pharmacy plays in supporting the safe and appropriate use of these products. The Mystery Shopper Program creates data which shows how well community pharmacies are handling requests for *Pharmacy Medicines* and *Pharmacist Only Medicines*. The mandatory requirement for pharmacy staff to receive training in this area is intended to support continued improvement in customer care.

Pharmacy staff involved in the supply of *Pharmacy Medicines* and *Pharmacist Only Medicines* must complete both initial and ongoing training in the supply of these products. The ongoing training is known as refresher training. These guidelines define what refresher training is, and describe what evidence will be required to demonstrate that the refresher training requirements have been met.

# TRAINING REQUIREMENTS

The requirements for training in *Pharmacy Medicines* and *Pharmacist Only Medicines* are contained in the T2C Supplying *Pharmacy Medicines* and *Pharmacist Only Medicines* Checklist:

**Action 2.1** Ensure all staff who supply *Pharmacy Medicines* or assist in the supply of *Pharmacist Only Medicines* have received initial training via a recognised course and ongoing refresher training in supplying *Pharmacy Medicines* and *Pharmacist Only Medicines*

The recognised course for initial training is the accredited training unit SIRPPKS001A *Support the sale of Pharmacy and Pharmacist Only Medicines* which must be delivered by a registered training organisation (RTO).

In addition to initial training, staff who are involved in the supply of *Pharmacy Medicines* and *Pharmacist Only Medicines*, must demonstrate that they have completed a minimum of three hours refresher training each year on the supply of these medicines.

Refresher training can be provided in three different ways; accredited training, in-pharmacy training or QCPP approved refresher training. The type of training, the content permitted and the evidence required is shown in the table opposite.

## Who do these requirements apply to?

**These requirements apply to all staff who supply or handle scheduled medicines. This includes pharmacy assistants, dispensary assistants, register personnel and all other staff.**

The requirements do not apply to:

- registered pharmacists
- staff who do not work in the areas where *Pharmacy Medicines* and *Pharmacist Only Medicines* are kept (only applicable in pharmacies where these medicines are out of customer access.)

If less than 50% of your total staff (on duty at any time) handle *Pharmacy Medicines* and/or *Pharmacist Only Medicines* a minimum of 50% of staff still must complete initial and refresher training.

This is a brief summary of the interpretation which applies to T2C Action 2.1. The original determination can be found in the implementation and interpretation guide at [www.qcpp.com](http://www.qcpp.com)

## How much training does a pharmacy assistant need?

**A minimum of three hours refresher training must be completed for each of the two years between QCPP assessments. Refresher training must occur in blocks of at least 30 minutes. However, this requirement depends on the pharmacy assistant's previous training.**

YOUR PHARMACY STAFF MEMBER	TRAINING
Has completed the unit 'SIRPPKS001A Support the sale of <i>Pharmacy and Pharmacist Only Medicines</i> ' within the past twelve months prior to the QCPP assessment date	No refresher training required.
Has completed the unit 'SIRPPKS001A Support the sale of <i>Pharmacy and Pharmacist Only Medicines</i> ' more than twelve months prior to the QCPP assessment date, but since the last QCPP assessment	Must have completed three hours of refresher training in the last year.
Has completed the unit 'SIRPPKS001A Support the sale of <i>Pharmacy and Pharmacist Only Medicines</i> ' prior to the pharmacy's last QCPP assessment	Must have completed at least three hours of refresher training for each of the two years following the pharmacy's last assessment.
Has completed the unit 'SIRPPKS001A Support the sale of <i>Pharmacy and Pharmacist Only Medicines</i> ' at another pharmacy more than 12 months ago and has been employed at your pharmacy since the last QCPP assessment.	Must have completed refresher training on a 'pro-rata' basis. For example Sarah has worked at your pharmacy for 4 months: $4/12 \times 3\text{hrs (per annum)} = 1 \text{ hour refresher training.}$

# TRAINING OPTIONS

TRAINING	EXPLANATION	EVIDENCE REQUIRED AT ASSESSMENT
A. Accredited training	One product knowledge unit from the 18 in the Community Pharmacy Training Package meets the annual refresher training requirement	A statement of attainment or transcript of results issued by the registered training organisation (RTO) and recorded on the staff training record.
B. In-pharmacy training	Training delivered by the pharmacist or senior staff member* which focuses on the delivery of <i>Pharmacy Medicines</i> and <i>Pharmacist Only Medicines</i>	Evidence to be recorded on the staff training record.
C. QCPP approved refresher training	Training approved by QCPP and delivered by staff external to the pharmacy. A list of approved Refresher Training can be found at <a href="http://www.qcpp.com">www.qcpp.com</a>	Certificate of attendance and recorded on the staff training record.

\* The pharmacy staff who deliver training may include this as part of their refresher training requirement.

## A. Accredited Training

The following product knowledge units from the Community Pharmacy Training Package meet the annual requirement for refresher training.

- SIRPPKS002A: Identify, locate and sell products related to allergies
- SIRPPKS003A: Identify, locate and sell analgesic and anti-inflammatory products
- SIRPPKS005A: Identify, locate and sell cough and cold products
- SIRPPKS006A: Identify, locate and sell eye, ear and oral care products
- SIRPPKS007A: Identify, locate and sell products for gastro-intestinal conditions
- SIRPPKS008A: Identify, locate and sell first aid and wound care products
- SIRPPKS009A: Identify, locate and sell products for skin and fungal conditions
- SIRPPKS011A: Provide information, products and services on asthma
- SIRPPKS012A: Provide information, products and services on blood pressure
- SIRPPKS013A: Provide information, products and services on complementary medicine
- SIRPPKS014A: Provide information, products and services on diabetes
- SIRPPKS015A: Provide information, products and services on diet, nutrition and weight management
- SIRPPKS016A: Provide information, products and services to support home health care
- SIRPPKS017A: Provide information, products and services on pregnancy and maternal health
- SIRPPKS018A: Provide information, products and services on smoking cessation
- SIRPPKS019A: Provide information, products and services on women's and men's health
- SIRPPKS020A: Provide information, products and services on wound care
- SIRPPKS010A: Assist in the management of *Pharmacy* and *Pharmacist Only Medicines*

## C. QCPP Approved Refresher Training

Refresher training which is provided by external providers, such as pharmaceutical companies and pharmacy banner groups, must be approved by QCPP. As with B. In-Pharmacy Training, approved refresher training focuses on supplying *Pharmacy Medicines* and *Pharmacist Only Medicines*.

Approved refresher training is easily identified by the logo pictured on the right. When you see this logo, you can be confident the training is accurate, promotes good practice and is designed specifically for pharmacy assistants.

Applications for refresher training approval are submitted to QCPP for consideration. Applications are accepted from any organisation who delivers training to pharmacy staff, including pharmaceutical companies, health organisations, pharmacy media, universities, pharmacy banner groups, and other training bodies. Information about the QCPP Refresher Training Approval Process is available at [www.qcpp.com](http://www.qcpp.com), or by contacting QCPP on (02) 6270 1888.

## B. In-Pharmacy Training

Refresher training is designed to build on the skills and knowledge developed in the initial training. The topics which are covered in the training must increase the ability of the staff member to respond to requests for *Pharmacy Medicines* and *Pharmacist Only Medicines*. Some or all of the following topics could be included however the training needs to have a focus on the supply of *Pharmacy Medicines* and *Pharmacist Only Medicines*:

### Responding to requests for *Pharmacy Medicines* and *Pharmacist Only Medicines*

- Symptom based requests and direct product requests
- Protocols and how to use them in pharmacy
  - Ask, Assess, Advise / WHAT-STOP-GO / CARER
  - Using protocols in specific situations
  - Using protocols for specific customers or health conditions
- Gathering information / asking questions
- Situations that require referral to the pharmacist
- Additional questions that need to be asked and why they should be asked
- Information and advice that should be provided to customers
- Health and advice that should not be provided to customers

### Product information

- Brand names and active ingredients
- Usage, symptoms, warning signs, alternative names and interactions

### Regulatory information

- Medicine Schedules
- Requirements for *Pharmacy Medicines* and *Pharmacist Only Medicines*

### Key issues with *Pharmacy Medicines* and *Pharmacist Only Medicines*

- Use of non-prescription analgesic products
- Pseudoephedrine
- Medicines for children

### Skill development

- Communicating skills that relate specifically to the supply of *Pharmacy Medicines* and *Pharmacist Only Medicines*
- Privacy and confidentiality



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