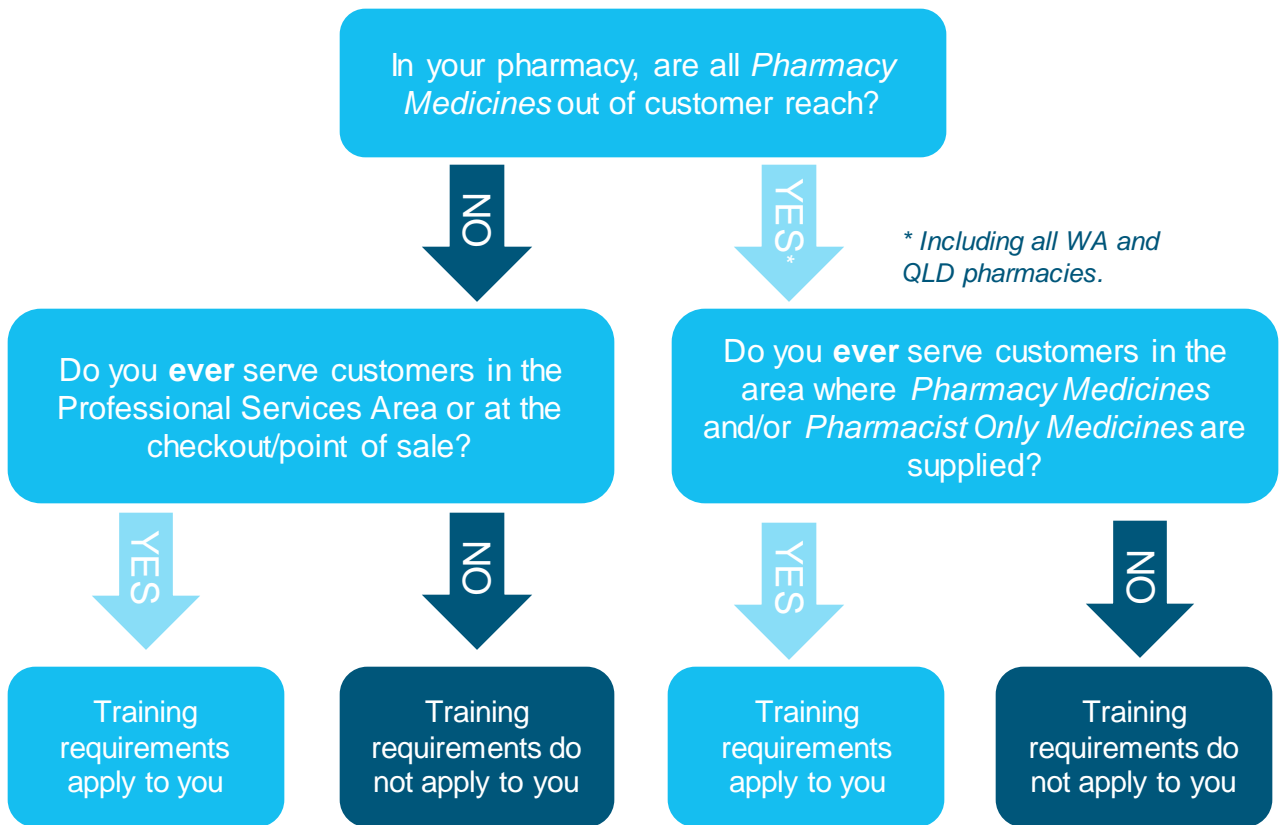


Training Requirements for Pharmacy Medicines and Pharmacist Only Medicines

Requirements for *Pharmacy Medicines* and *Pharmacist Only Medicines* are outlined in the Human Resources Domain (3.3.10 - 3.3.12) and the Pharmacy Services Domain (5.1.3) of the Quality Care 2020 Requirements.

Head to the [Quality Care 2020 Knowledge Hub](#) to download your copy of the Requirements.

Do the training requirements apply to me?



The following staff are deemed compliant

- ✓ Registered pharmacists
- ✓ Pharmacy interns
- ✓ Australian pharmacy students who have successfully completed first year and are actively enrolled in their course

Training requirements do not apply to

- ✗ Staff who never serve customers
- ✗ Delivery drivers



Initial Training Requirements

The below table summarises what evidence will be accepted as meeting the initial training requirements:

INITIAL TRAINING		
Current Unit	Previous Unit	Completed Qualification
SIRCIND002 Support the supply of Pharmacy Medicines and Pharmacist Only Medicines	SIRCHCS201 Support the supply of Pharmacy Medicines and Pharmacist Only Medicines SIRPPKS001A Support the sale of pharmacy and pharmacist-only medicines	Certificate II in Community Pharmacy (WRP20102, SIR20107, SIR20112 or SIR20116) Certificate III in Community Pharmacy (WRP30102, SIR30107, SIR30112 or SIR30116) Certificate IV in Community Pharmacy (SIR40107, SIR40112, SIR40116 or SIR40216)
Explanation	This initial training must be delivered by a Registered Training Organisation (RTO) operating within their scope of registration.	
Evidence required at Assessment	Any of the following issued by an RTO and recorded on the staff training record: <ul style="list-style-type: none"> • Statement of Attainment (or confirmation via the RTO website) • Academic Transcript • Certificate 	

Refresher Training Requirements

A minimum of 3 hours refresher training is required each year after the Initial Training is completed

The tables below summarise what evidence will be accepted by a QCPP Assessor as meeting the Refresher Training requirements:

A. ACCREDITED TRAINING	
Explanation	Any of the following product knowledge units from the Community Pharmacy Training Package meet the annual requirement for Refresher Training:
Accepted modules	SIRCIND002 Support the supply of Pharmacy Medicines and Pharmacist Only Medicines SIRCCPM001 Assist in managing Pharmacy Medicines and Pharmacist Only Medicines 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 SIRCPPA021 Assist customer with asthma-care aids and equipment SIRCPPA018 Assist customers with women's and men's health care products
Evidence required at Assessment	A statement of attainment or transcript of results issued by the RTO or available on the RTO website and recorded on the staff training record.

Refresher Training Requirements

B. IN-PHARMACY TRAINING

Explanation

Training delivered by the pharmacist, senior staff member**, sales representatives, or head office, which focuses on the supply of *Pharmacy Medicines* and/or *Pharmacist Only Medicines*. This could include discussions at staff meetings, one-on-one training or presentations prepared and delivered by a pharmacist to staff.

** *Staff members who deliver the training may count this towards their Refresher Training hours.*

Suggested topics

How to respond to requests for *Pharmacy Medicines* and/or *Pharmacist Only Medicines*; including:

- Protocols and procedures used in the pharmacy
- When to refer customers to the pharmacist
- Examples of how to use protocols for different situations
- Product information and how to use it.
- Changes to regulations, product registrations or TGA safety warnings
- Communication skills relating to supplying *Pharmacy Medicines* and/or *Pharmacist Only Medicines*

Evidence required at Assessment

Evidence of the training activity retained and recorded on the staff training record. Examples of evidence could include, but are not limited to:

- | | |
|---|--|
| <ul style="list-style-type: none"> • Presentation materials | <ul style="list-style-type: none"> • PowerPoint presentations used during training sessions. • Journal articles provided as reading supplements. • Online materials or e-learning modules utilised. • Seminar presentations given by experts or trainers. |
| <ul style="list-style-type: none"> • Staff meeting record/minutes | <ul style="list-style-type: none"> • Staff meeting agendas that outline the topics covered. • Minutes from staff meetings that detail the discussions and outcomes of the training. |
| <ul style="list-style-type: none"> • Session outline | <ul style="list-style-type: none"> • The objectives of the training session. • The topics covered during the session. • The methods and activities used to deliver the training. |
| <ul style="list-style-type: none"> • Signed attendance list | <ul style="list-style-type: none"> • Staff meeting attendance lists. • Sign-in sheets for training sessions or workshops. |
| <ul style="list-style-type: none"> • Staff training records | <ul style="list-style-type: none"> • The date and duration of the training. • The names and details of the trainers (e.g. pharmacist, retail manager, owner, head office, sales representatives) • The specific skills or knowledge areas covered. • Assessments or evaluations completed by staff members after the training, if conducted. |

What are the minimum requirements for In-Pharmacy Training evidence?

Date of completion	The specific date(s) on which the course of training was completed.
Course title	The title of the training course should be clearly stated and related to Pharmacy Medicines and/or Pharmacist Only (S2 / S3) medicines. This could include: <ul style="list-style-type: none"> • The category of training (e.g. health condition or medication category – antifungal, pain relief, anti-emetics etc.). • The specific product or topic covered (e.g. a particular medication or health condition).
Duration of the training	The total time spent on the training. This could be in hours or minutes and helps to indicate the extent of the training provided.
Confirmation of signature	A name and signature or initials of the person delivering the training (i.e. a pharmacist, owner, or manager, sales representative, or head office) confirming that the training was attended or provided.

Refresher Training Requirements

C. QCPP APPROVED REFRESHER TRAINING

Explanation Training approved by QCPP which has been developed and/or delivered by an external provider. This may include online training, training developed by a banner group, conferences, workshops or seminars.

How do I know what training has been approved as Refresher Training? Approved Refresher Training is easily identified by the Approved Refresher Training logo.
A list of approved Refresher Training can be found at www.qcpp.com. This list is updated frequently.



More information about applying for QCPP Refresher Training Approval can be found at www.qcpp.com, or by contacting QCPP on 1300 363 340 or refreshertraining@qcpp.com.

Evidence required at Assessment The certificate of completion/attendance and recorded on the staff training record.

What is the minimum Refresher Training required for a pharmacy assistant?

Employment commenced less than 12 months ago	No refresher training required, but the staff member should be enrolled into initial training to Support the supply of Pharmacy Medicines and Pharmacist Only Medicines within the first 3 months of employment
Completed initial training to Support the supply of Pharmacy Medicines and Pharmacist Only Medicines less than 12 months ago	No refresher training required, but should be planned
Completed initial training to Support the supply of Pharmacy Medicines and Pharmacist Only Medicines more than 12 months ago	At least three hours each year employed

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