



# RETAIL IS YOUR FUTURE



## COMMUNITY PHARMACY

### OVERVIEW

Dispensing prescription drugs and medicines is a key focus for Community Pharmacies and accounts for almost three-quarters of their business. General retail (such as toiletries, perfumes, cosmetics and gift lines) form the next largest product segment, followed by non-prescription medications (such as mild pain relievers; cold and flu remedies; first-aid supplies) and health products (such as vitamin and mineral supplements).

Community Pharmacies are an important part of Australia's health care system and many customers visit a pharmacy to seek advice on health issues and treatments. Specific legislation applies to how (and by whom) this advice can be delivered – and also to the sale of certain medication. Therefore, sales assistants working in pharmacies usually require specific training to serve customers in anything other than general retail sales.

### HOW DO I START?

- Qualifications in retail service can help you when you are applying for a position as a customer service assistant.
- Casual and weekend work is usually available in Community Pharmacy.
- The 'Introduction to Pharmacy' course through the **Pharmacy Guild of Australia** will help.
- Completing the unit **SIRCIND002 Support the supply of Pharmacy Medicines and Pharmacist only medicines**, will also help, as this is a requirement to be able to sell certain types of medicines.
- Ask about a school based Traineeship in Community Pharmacy. **SIR20116 Certificate II in Community Pharmacy** (no prerequisites required) will give you an advantage.
- If a career in management interests you, you can work your way up, apply for promotions or further study **SIR40316 Certificate IV in Retail Management** and **SIR50116 Diploma of Retail Management**.

### AVAILABLE JOBS

- Customer service assistant
- Pharmacy assistant
- Dispensary assistant
- Visual merchandiser
- Trainee buyer
- Dispensary technician
- Small business owner
- Supervisor
- Manager



## TASKS AND WORKING CONDITIONS

While excellent customer service is a priority, sales assistant tasks may include merchandising; ordering or receiving stock; housekeeping; arranging store promotions; providing administrative support or making deliveries. Dispensary assistants also accept and refer prescriptions to the pharmacist. With training and some pharmacy experience, staff can become dispensary technicians – assisting the pharmacist by selecting stock, attaching labels and filling weekly dosage containers for customers. All pharmacy staff need a tactful, respectful, caring manner and must work within the bounds of legislation when providing advice to customers or selling certain medications

## WHAT TRAINING IS AVAILABLE?

Stores may have in-house training that is specific to their product range; however, training packages are available in a variety of areas including retail, pharmacy, wholesale and small business. Qualifications can be achieved through a nationally accredited training course or an apprenticeship or traineeship. There are a number of other Certificates, Diplomas and Advanced Diplomas available in other speciality fields such as advertising and marketing.

## COMMUNITY PHARMACY QUALIFICATIONS

- SIR20116 Certificate II in Community Pharmacy
- SIR30116 Certificate III in Community Pharmacy
- SIR40116 Certificate IV in Community Pharmacy
- SIR40216 Certificate IV Community Pharmacy Dispensary

To find out more about Pharmacy training and the industry, contact the Pharmacy Guild of Australia [guild.org.au](http://guild.org.au) or call 02 6270 1888

## RETAIL QUALIFICATIONS

- Certificate II in Retail
- Certificate III in Retail
- Certificate IV in Retail Management
- Diploma of Retail Management
- Diploma of Visual Merchandising

To find out more about accredited retail qualifications, please contact the National Retail Association call 1800 RETAIL (738 245), [nra.net.au](http://nra.net.au)