Retail Services

SIR20116 Certificate II in Community Pharmacy

[with the HSC Community pharmacy stream]

based on the SIR Retail Services Training Package (version 2)

<table>
<thead>
<tr>
<th>Effective from</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date published</td>
<td>January 2017</td>
</tr>
</tbody>
</table>
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The Retail Services Curriculum Framework and Certificate II in Community Pharmacy
Status of units of competency for the Retail Services HSC course and Certificate II in Community Pharmacy

Retail Services – SIR20116 Certificate II in Community Pharmacy

The Retail Services Curriculum Framework includes the following documentation:
- the syllabus
- associated documents
- support materials.

All of the Framework documentation is available on the Board of Studies, Teaching and Educational Standards NSW (BOSTES) website at www.boardofstudies.nsw.edu.au/syllabus_hsc/retail-services.html.

This document, Retail Services – SIR20116 Certificate II in Community Pharmacy should be read in conjunction with the Retail Services Curriculum Framework Stage 6 Syllabus.

Introduction to the Retail Services Curriculum Framework

The Retail Services Curriculum Framework is a Board Developed HSC syllabus. It is based on qualifications and units of competency contained in the nationally endorsed SIR Retail Services Training Package and includes pathways to:
- SIR20116 Certificate II in Community Pharmacy
- SIR30216 Certificate III in Retail.

The Retail Services Curriculum Framework contains the following HSC VET courses (detailed in Section 2 of the Syllabus):
- Retail Services (120 indicative hours)
- Retail Services (240 indicative hours).

HSC VET courses have dual accreditation. Students can gain credit towards:
- the NSW Higher School Certificate (HSC)
- an AQF VET qualification – eg Certificate II in Community Pharmacy.

As a result of the dual accreditation, HSC VET courses are governed by two sets of rules:
- HSC unit credit requirements determined by:
  - HSC course requirements (detailed in Section 2 of the Syllabus)
  - the requirements for satisfactory course completion – outlined on the BOSTES Assessment Certification Examination (ACE) website
- AQF VET qualification requirements specified in:
  - the qualification packaging rules for Certificate II in Community Pharmacy – defined in the SIR Retail Services Training Package
  - Registered Training Organisation (RTO) policies.

It is important to note that the rules and structure of HSC VET courses are not identical to the qualification packaging rules.
RTOs offering training programs for the delivery and assessment of the Retail Services HSC VET courses must meet the requirements of the VET Quality Framework, the SIR Retail Services Training Package and the HSC course.

The Retail Services Curriculum Framework and Certificate II in Community Pharmacy

The Retail Services Training Package qualification packaging rules for SIR20116 Certificate II in Community Pharmacy requires the achievement of:

- 4 core units of competency
- 8 elective units of competency (minimum of 4 listed electives).

To achieve SIR20116 Certificate II in Community Pharmacy as a part of the HSC, students will complete the following HSC VET course from the Retail Services Curriculum Framework:

- Retail Services (240 indicative hours) – 4 HSC credit units.

To be eligible for the award of the HSC, students must satisfactorily complete a pattern of study that includes 22 HSC credit units (refer to the BOSTES Assessment Certification Examination (ACE) website for further detail).
Retail Services HSC course requirements for Certificate II in Community Pharmacy (with the HSC Community pharmacy stream)

Refer to [Section 2 of the Syllabus](#) and [qualification packaging rules](#) for further details.

### HSC course requirements

**Retail Services (240 indicative hours)**

Students must undertake:

- seven associated mandatory units of competency [120 HSC indicative hours]
- two associated units of competency for the Community pharmacy stream [45 HSC indicative hours]
- HSC Content
  - four mandatory focus areas plus the Community pharmacy stream focus area
- HSC elective units of competency to a minimum of 75 HSC indicative hours [from the streams not already undertaken and/or the HSC elective pool]
- minimum of 70 hours of mandatory work placement

### AQF VET qualification requirements

**SIR20116 Certificate II in Community Pharmacy**

Students must achieve 12 units of competency – 4 core plus 8 electives

- made up of three core, two listed electives and two electives
- made up of one core and one listed elective
- to be able to achieve Certificate II in Community Pharmacy the remaining units of competency need to include:
  - three elective units of competency including at least one listed elective for the qualification

### Work placement

Work placement is a mandatory HSC VET course requirement with minimum hours assigned to each HSC VET course. Non-completion of work placement means the student has not met the HSC VET course requirements and cannot count the HSC credit units for the course towards the award of their HSC. They would still be credentialled for the AQF VET qualification.

Work placement is to be undertaken in an appropriate community pharmacy work environment.

The minimum work placement requirement for students undertaking SIR20116 Certificate II in Community Pharmacy through the 240 indicative hours course is 70 hours.
Students undertaking this course as part of a school-based traineeship will meet the mandatory work placement hour requirements through the on-the-job training component of the traineeship.

For units of competency that must be assessed in a community pharmacy work environment, work placement provides an opportunity to collect evidence required for a student to be deemed competent.

Recognition of Prior Learning (RPL) may be granted for mandatory work placement requirements. Students’ outside employment (ie not under the auspices of the school) may be recognised towards the requirement for work placement in a VET course (ACE 8051 – Assessment Certification Examination (ACE) website).

Refer to the Work Placement in Retail Services document for further information.

**HSC Content**

The HSC Content for this industry curriculum framework is organised into focus areas. Each focus area prescribes the scope of learning for the HSC. This is drawn from the associated units of competency (outlined in Table 1 on the next page).

Students undertaking the Retail Services (240 indicative hours) course must address:
- all the mandatory focus areas:
  - Customer service
  - Safety
  - Sales and security
  - Working in the industry
- one stream focus area:
  - Community pharmacy.

The content description for each focus area is detailed in Section 3 of the Syllabus.

The HSC examination in Retail Services is based on the HSC Content (focus areas) in this Framework (refer to Section 4 of the Syllabus).
Table 1  
HSC Focus areas and associated units of competency for Certificate II in Community Pharmacy (with the HSC Community Pharmacy stream)

<table>
<thead>
<tr>
<th>Focus area</th>
<th>Unit code</th>
<th>Unit title</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer service</td>
<td>SIRCCCS001</td>
<td>Interact with pharmacy customers</td>
</tr>
<tr>
<td>Safety</td>
<td>HLTWHS001</td>
<td>Participate in workplace health and safety</td>
</tr>
<tr>
<td>Sales and security</td>
<td>SIRXRSK001</td>
<td>Identify and respond to security risks</td>
</tr>
<tr>
<td></td>
<td>SIRXSL001</td>
<td>Sell to the retail customer</td>
</tr>
<tr>
<td></td>
<td>SIRXSL002</td>
<td>Follow point-of-sale procedures</td>
</tr>
<tr>
<td>Working in the industry</td>
<td>SIRCIND001</td>
<td>Work effectively in a community pharmacy</td>
</tr>
<tr>
<td></td>
<td>SIRXCOM002</td>
<td>Work effectively in a team</td>
</tr>
</tbody>
</table>

Stream

<table>
<thead>
<tr>
<th>Focus area</th>
<th>Unit code</th>
<th>Unit title</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community pharmacy</td>
<td>SIRCIND002</td>
<td>Support the supply of Pharmacy Medicines and Pharmacist Only Medicines</td>
</tr>
<tr>
<td></td>
<td>SIRCINF001</td>
<td>Use pharmacy practices for infection control</td>
</tr>
</tbody>
</table>

HSC examination

The Retail Services Curriculum Framework includes an HSC examination which provides the opportunity for students to have their HSC mark contribute to the calculation of their Australian Tertiary Admission Rank (ATAR).

The Retail Services HSC examination can contribute up to two units towards the calculation of a student’s ATAR.

Students who have completed the Retail Services (240 indicative hours) course are eligible to sit for the Retail Services HSC examination.

Students who want to sit for the Retail Services HSC examination must be entered for both the Retail Services (240 indicative hours course) and the Retail Services examination on Schools Online (Administration). It is the responsibility of the home school to enter students into VET Framework courses and VET HSC examinations when the course is studied at a TAFE NSW institute or private provider.

Students will sit for the Retail Services HSC examination at the same HSC examination centre where they sit all of their other written HSC examinations (usually at their home school).
The HSC examination is independent of the competency-based assessment undertaken during the course and has no impact on student eligibility for SIR20116 Certificate II in Community Pharmacy.

### HSC examination specifications

The HSC examination specifications, which describe the format of the external HSC examination, are contained in the *Assessment and Reporting in Retail Services Stage 6* document.

The Retail Services HSC examination will consist of a two-hour written paper. The paper will consist of four sections:

- Section I – objective response questions to the value of 15 marks
- Section II – short-answer questions to the value of 35 marks
- Section III – one extended response question to the value of 15 marks
- Section IV – three structured extended response questions (one for each of the stream focus areas) each to the value of 15 marks. Candidates will be required to answer the question on the stream they have studied.

The Retail Services HSC examination is based on the HSC Content (focus areas):

- Sections I, II and III are based on the mandatory focus areas
- Section IV is based on the stream focus areas and can also draw from the mandatory focus areas. Students undertaking Certificate II in Community Pharmacy will answer the Community pharmacy structured extended response question in Section IV.
Relationship of the Retail Services (240 indicative hours) course structure to the HSC examination

- **HSC units of competency**
- **HSC Content**
- **HSC examination**
  - one common written paper

**Associated mandatory units of competency**

**Mandatory focus areas**
- Customer service
- Safety
- Sales and security
- Working in the industry

**Section I**
- 15 objective response questions

**Section II**
- short-answer questions

**Section III**
- one extended response question

**Associated stream units of competency**

**Stream focus area**
- Community pharmacy

**Section IV**
- three structured extended response questions
  - one question for each stream
  - candidates answer the question on the stream they have studied

- **HSC elective units of competency**
- **no HSC Content**
- **not examinable**
Status of units of competency for the Retail Services HSC course and Certificate II in Community Pharmacy

To achieve SIR20116 Certificate II in Community Pharmacy the Retail Services Training Package requires students to achieve 12 units of competency:

- 4 core units of competency
- 8 elective units of competency.

To achieve SIR20116 Certificate II in Community Pharmacy as a part of the HSC, students will do the HSC VET Retail Services (240 indicative hours) course.

To meet HSC course requirements, students completing the Retail Services (240 indicative hours) course with a Community Pharmacy focus must undertake seven mandatory and two Community pharmacy stream associated units of competency [four core and five electives (three listed) for SIR20116 Certificate II in Community Pharmacy] plus a minimum of 75 HSC indicative hours of HSC elective units of competency.

<table>
<thead>
<tr>
<th>HSC indicative hours</th>
<th>Status in Retail Services Curriculum Framework</th>
<th>Unit code</th>
<th>Unit title</th>
<th>Certificate II in Community Pharmacy</th>
</tr>
</thead>
<tbody>
<tr>
<td>20</td>
<td>mandatory</td>
<td>SIRCCCS001</td>
<td>Interact with pharmacy customers</td>
<td>core</td>
</tr>
<tr>
<td>15</td>
<td>mandatory</td>
<td>HLTWHS001</td>
<td>Participate in workplace health and safety</td>
<td>core</td>
</tr>
<tr>
<td>15</td>
<td>mandatory</td>
<td>SIRXRSK001</td>
<td>Identify and respond to security risks</td>
<td>elective</td>
</tr>
<tr>
<td>15</td>
<td>mandatory</td>
<td>SIRXLS001</td>
<td>Sell to the retail customer</td>
<td>elective – listed</td>
</tr>
<tr>
<td>20</td>
<td>mandatory</td>
<td>SIRXLS002</td>
<td>Follow point-of-sale procedures</td>
<td>elective – listed</td>
</tr>
<tr>
<td>20</td>
<td>mandatory</td>
<td>SIRCIND001</td>
<td>Work effectively in a community pharmacy</td>
<td>core</td>
</tr>
<tr>
<td>15</td>
<td>mandatory</td>
<td>SIRXCOM002</td>
<td>Work effectively in a team</td>
<td>elective</td>
</tr>
<tr>
<td>20</td>
<td>Community pharmacy stream</td>
<td>SIRCIND002</td>
<td>Support the supply of Pharmacy Medicines and Pharmacist Only Medicines</td>
<td>elective – listed</td>
</tr>
<tr>
<td>25</td>
<td>Community pharmacy stream</td>
<td>SIRCINF001</td>
<td>Use pharmacy practices for infection control</td>
<td>core</td>
</tr>
<tr>
<td>165</td>
<td>sub-total HSC indicative hours (HSC mandatory and stream associated units of competency)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
For the HSC, students must undertake a further **75 HSC indicative hours** of units of competency to meet the requirements of the Retail Services (240 indicative hours) course.

To achieve SIR20116 Certificate II in Community Pharmacy, this needs to include **three more elective units of competency** including **one listed elective** for the qualification.

<table>
<thead>
<tr>
<th>HSC indicative hours</th>
<th>Status in Retail Services Curriculum Framework</th>
<th>Unit code</th>
<th>Unit title</th>
<th>Certificate II in Community Pharmacy</th>
</tr>
</thead>
<tbody>
<tr>
<td>20</td>
<td>elective</td>
<td>SHBBCCS001</td>
<td>Advise on beauty products and services</td>
<td>elective – listed</td>
</tr>
<tr>
<td>40</td>
<td>elective</td>
<td>SHBBMUP002</td>
<td>Design and apply make-up</td>
<td>elective – listed</td>
</tr>
<tr>
<td>10</td>
<td>elective</td>
<td>SIRCPPA001</td>
<td>Assist customers with vitamins, minerals and supplements</td>
<td>elective – listed</td>
</tr>
<tr>
<td>10</td>
<td>elective</td>
<td>SIRCPPA004</td>
<td>Assist customers with oral care products</td>
<td>elective – listed</td>
</tr>
<tr>
<td>10</td>
<td>elective</td>
<td>SIRCPPA006</td>
<td>Assist customers with skin and anti-fungal products</td>
<td>elective – listed</td>
</tr>
<tr>
<td>15</td>
<td>elective</td>
<td>SIRRINV001</td>
<td>Receive and handle retail stock</td>
<td>elective – listed</td>
</tr>
<tr>
<td>20</td>
<td>General selling stream</td>
<td>SIRRMRER001</td>
<td>Produce visual merchandise displays</td>
<td>elective – listed</td>
</tr>
<tr>
<td>15</td>
<td>elective</td>
<td>SIRRRTF001</td>
<td>Balance and secure point-of-sale terminal</td>
<td>elective – listed</td>
</tr>
<tr>
<td>10</td>
<td>elective</td>
<td>SIRXIND002</td>
<td>Organise and maintain the store environment</td>
<td>elective – listed</td>
</tr>
<tr>
<td>20</td>
<td>elective</td>
<td>CHCDIV001</td>
<td>Work with diverse people</td>
<td>elective</td>
</tr>
<tr>
<td>10</td>
<td>elective</td>
<td>SIRCPPA003</td>
<td>Assist customers with first aid products</td>
<td>elective</td>
</tr>
<tr>
<td>10</td>
<td>elective</td>
<td>SIRCPPA005</td>
<td>Assist customers with cough and cold relief products</td>
<td>elective</td>
</tr>
<tr>
<td>20</td>
<td>Food selling stream</td>
<td>SIRRFS001</td>
<td>Handle food safely in a retail environment</td>
<td>elective</td>
</tr>
<tr>
<td>20</td>
<td>elective</td>
<td>SIRRINV002</td>
<td>Control stock</td>
<td>elective</td>
</tr>
<tr>
<td>20</td>
<td>Food selling stream</td>
<td>SIRRMRER002</td>
<td>Merchandise food products</td>
<td>elective</td>
</tr>
<tr>
<td>HSC indicative hours</td>
<td>Status in Retail Services Curriculum Framework</td>
<td>Unit code</td>
<td>Unit title</td>
<td>Certificate II in Community Pharmacy</td>
</tr>
<tr>
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<td>----------------------------------------------------------------</td>
<td>---------------------------------------</td>
</tr>
<tr>
<td>15</td>
<td>elective</td>
<td>SIRRSTY001</td>
<td>Style the customer</td>
<td>elective</td>
</tr>
<tr>
<td>20</td>
<td>elective</td>
<td>SIRXCEG002</td>
<td>Assist with customer difficulties</td>
<td>elective</td>
</tr>
<tr>
<td>20</td>
<td>elective</td>
<td>SIRXCEG003</td>
<td>Build customer relationships and loyalty</td>
<td>elective</td>
</tr>
<tr>
<td>15</td>
<td>elective</td>
<td>SIRXHWB001</td>
<td>Maintain personal health and wellbeing</td>
<td>elective</td>
</tr>
<tr>
<td>10</td>
<td>elective</td>
<td>SIRXIND003</td>
<td>Organise personal work requirements</td>
<td>elective</td>
</tr>
<tr>
<td>15</td>
<td>elective</td>
<td>SIRXIND005</td>
<td>Develop personal productivity</td>
<td>elective</td>
</tr>
<tr>
<td>15</td>
<td>elective</td>
<td>SIRXMKT001</td>
<td>Support marketing and promotional activities</td>
<td>elective</td>
</tr>
<tr>
<td>20</td>
<td>General selling stream</td>
<td>SIRXPDK001</td>
<td>Advise on products and services</td>
<td>elective</td>
</tr>
<tr>
<td>20</td>
<td>Food selling stream</td>
<td>SIRXPDK002</td>
<td>Advise on food products and services</td>
<td>elective</td>
</tr>
<tr>
<td>15</td>
<td>elective</td>
<td>SIRXTAD001</td>
<td>Train others in frontline tasks</td>
<td>elective</td>
</tr>
</tbody>
</table>