



FRONTLINE PHARMACY CARE

SIRCDIS001 Assist customers with prescriptions

SIRCIND002 Support the supply of pharmacy medicines
and pharmacist-only medicines



NATIONALLY RECOGNISED
TRAINING

BROCHURE 2026

RELEASED JUNE 2026
REVIEW - 6 MONTHS

VERSION 1.0
DOCUMENT UNCONTROLLED WHEN PRINTED

JustCareers
TRAINING
RTO ID #91413

About this Course



The Frontline Pharmacy Care Package provides participants with the practical skills and knowledge required to work effectively in community pharmacy environments under the supervision of a pharmacist. This package focuses on customer service, prescription processing and pharmacy compliance procedures to prepare participants for entry-level pharmacy assistant and dispensary support roles.

Participants will learn how to collect and verify prescription information, assist with prescription processing, return dispensed medications to customers, and follow pharmacy procedures for handling Pharmacy Medicines (S2) and Pharmacist Only Medicines (S3). The course also covers pharmacy regulations, compliance requirements and workplace procedures in line with federal, state and territory legislation.

PRE-REQUISITES

There are no pre-requisites for this course.

WHAT IS COVERED IN THIS COURSE?

You will learn to:

- Verify prescription and customer details
- Confirm customer prescription needs
- Return prescribed medicines to customers

- Source and use information on compliance requirements for supplying scheduled medicines
- Establish requirements for product locations
- Determine requirements for assessing customer needs
- Identify role in supply of scheduled medicines

DURATION

This course runs for 2 Days and participants are required to complete 40 hours of work placement.

CAREER PATHWAYS

Completing the Frontline Pharmacy Care Package can provide pathways into a range of pharmacy and customer care roles, including:

- Pharmacy Assistant
- Dispensary Assistant
- Retail Pharmacy Team Member
- Customer Service Assistant
- Front of Store Pharmacy Assistant
- Community Pharmacy Support Staff

WHO CAN DO THIS COURSE?

This course is ideal for:

- This package is ideal for those looking to start a career in community pharmacy, healthcare support or customer service within pharmacy environments.

WHERE IS THE COURSE HELD?

Courses are held face-to-face at one of our Just Careers Training Facilities. Please check our website(s) for upcoming courses and locations.

The course may be organised for the workplace, however this can only take place once we have ensured that the area used for practical and theory training is safe and adequate. Please contact us for further details.



Course Duration & Delivery Information



FACE TO FACE CLASSES

Course Duration

This is a face-to-face course which runs for a total of 2 days and requires 40 hours of work placement.

To complete this course face to face, participants will need to undertake the following:

- Access online learning materials
- Attendance for 2 days of training
- Complete 40 Hours of Work Placement
 - Just Careers Training will provide you with a “Letter of Introduction” detailing the requirements of your work placement objectives and also relevant insurances that are required to undertake your work placement.
- Participation in a range of theory and practical learning activities

PLEASE NOTE: Most people will not have any additional fees. As with all courses, there are Terms and Conditions covering additional training, reassessment, and cancellations/rescheduling. Please refer to these on our website.

Outcome

The units in this course is nationally recognised. Upon successful completion of the course assessments you will be awarded a Statement of Attainment for the following unit:

SIRCDIS001 Assist customers with prescriptions
SIRCIND002 Support the supply of pharmacy medicines and pharmacist-only medicines



Other Important Information

ENROLMENT

In order to undertake this, course you will be required to complete our Application and Enrolment form available on the internet. This is also available from our Enrolment Officer, please call one of our friendly staff on 1300 558 241 and request an enrolment form to be sent to you.

Once you have submitted this and paid the required fees (or entered into a Payment Plan) then you will have commenced your course.

Enrolment forms and fee arrangements must be finalised prior to commencing your course. While it would be ideal to do this prior to the first day of the course, some arrangements can be made to commence after the formal and advertised start date.

You will be asked to provide some form of ID which includes a photo, name and address.

ASSESSMENT ONLY

If you have completed and attained a Statement of Attainment from an RTO and are eligible to be assessed or reassessed (reassessment fees will apply. Please contact us for requirements).

RECOGNITION OF PRIOR LEARNING (RPL)

If you feel that you already have the skills and knowledge covered in this course through prior learning, work experiences or general life skills then you may apply for RPL (Recognition of Prior Learning).

This is a process whereby you present evidence of your competency to your assessor who will then assess your evidence against the requirements of the course. Should the evidence meet the requirements of one or more units (even the whole qualification) then you may be awarded the

unit(s) and not require any training or assessment. Where the evidence presented does not meet the requirements then you may apply to attempt an assessment only process to provide the required evidence or simply return to completing the required training followed by assessment. Contact us for further information about RPL assessments.

FEE INFORMATION

Fee information for this course, including payment plans available can be found on our website or from our office.

CREDIT TRANSFER (CT)

Just Careers Training recognises all Statements of Attainment and Qualification issued by other RTO's in Australia. If you have completed some units of this program previously through another training program (the same course) then you may be able to gain credits for this (Credit Transfer) and this may also shorten the requirements and the duration for achieving this qualification.

LANGUAGE, LITERACY, NUMERACY & DIGITAL REQUIREMENTS

The course is delivered in English, to be able to successfully complete the training programs participants must be able to read and write English to a sufficient standard to work with the supplied texts. Participants may also be requested to undertake a Language Literacy, Numeracy and Digital assessment.

PARTICIPANT SUPPORT & REASONABLE ADJUSTMENTS

Your trainer will provide you with classroom, telephone and email support.

Classroom Support:

Support Sessions are scheduled with the training plans. Additional sessions can be organised with the trainer.

Email support is available on support@justtraining.com.au and this form of support is unlimited and telephone support is also available by appointment. There is a limit to telephone support of up to 2 hours for each module. (30 mins max per session).

Additional phone support may be purchased. Visits to our training office or one on one training in the workplace or another suitable site may also be arranged (subject to trainer availability and for a fee).

JUST CAREERS TRAINING offers support to all Participants with their learning needs; we can tailor or adjust the training and assessment program to assist people with learning issues and to more limited degree personal issues. Any enquiries should be addressed to the staff of Just Careers Training. Should you need support or assistance beyond our skills we will refer you to a suitable organisation to assist you further.

EXTENSION FEES

You may be entitled to one free extension of up to 1 month; this request must be made in writing before the end of your 12 months. Additional extensions (or if your extension is not approved by the trainer) may be purchased at a fee of \$200 for a 2 month extension (minimum fee is \$150).

REFUNDS, WITHDRAWALS AND CANCELLATIONS

- The enrolment fee is non refundable and non transferable (to another person) once you have enrolled into our programs and you have been issued with an Enrolment Acceptance Notice (EAN) or a Confirmation email.
- Should Just Careers Training Pty Ltd not be able to deliver the intended program for any unforeseen circumstances, then options will be made available to the student including a refund or a reschedule.

WITHDRAWAL PROCESS

If you decide to withdraw from your course, then our Enrolment Officer will need to interview you to ascertain the reason and if there is any way that we can assist you in continuing your learning journey. This may include extensions of time and other available support mechanisms.

If you still want to withdraw then you will need to submit an email to our Enrolment Officer with all your details, the details of your course and your trainer and the date of withdrawal.

We will respond to your request in writing and include any outstanding fees that may apply.

ACCESS AND EQUITY AT JUST CAREERS TRAINING

We are committed to ensuring that we offer training opportunities to all people on an equal and fair basis. All participants have equal access to our training programs irrespective of their gender, culture, linguistic background, race, socio-economic background; disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities. All participants who meet our entry requirements will be accepted into any of our training programs.

PRIVACY AND CONFIDENTIALITY

Just Careers abides strictly by all state and federal requirements relating to your privacy and confidentiality including the NVR Standards and the Privacy Act 1988. Your information will only be passed to relevant persons as required by law or Department of Education guidelines.

CERTIFICATES

Once you have met the requirements of the qualification then you will receive your certificate within 14 days. You may order a reprint of your certificate once you have made this request using the required form from the office and paid the administration and processing fee of \$50. Please note that Certificates will not be issued unless payment has been finalised or arranged (as part of a Payment Plan).

COMPLAINTS AND APPEALS

Just Careers Training has a fair and transparent complaints and appeals policy. All complaints will be dealt with in a timely manner and avenues for appeals extend to third party arbitration. Your Participant Handbook contains more information.

TERMS & CONDITIONS

Please refer to the Application / Enrolment Form and our website for this course for detailed information about the terms and conditions that apply to this course.

MORE INFORMATION

Refer to your Student Handbook or contact our Customer Service staff.



Just Careers Training Pty Ltd
PO Box 3098
Bankstown Square NSW 2200



Bankstown site:

Suite 2/69 The Mall
Bankstown NSW 2200



Newcastle Site:

15 Aruma Place
Cardiff NSW 2285



1300 558 241



info@justtraining.com.au



www.justtraining.com.au