



Australian Government

Assessment Requirements for SIRCCCS001 Interact with pharmacy customers

Release: 1

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Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- communicate effectively, using questioning and active listening to provide routine service to customers of diverse ages, physical wellbeing and cultural background
- manage six customer interactions using the following communication methods:
 - face-to-face
 - telephone
- resolve two different routine customer problems.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- importance of the customer within community pharmacies
- principles of quality customer service and positive communication
- value of customer feedback in improving service delivery
- communication techniques:
 - open and closed questioning
 - active listening
 - verbal and non-verbal cues
 - voice tonality
 - body language
 - methods for conveying information clearly and concisely
- professional service standards expected by community pharmacies; expected attitudes, attributes and ethics to work with customers:
 - discretion
 - patience
 - respect
 - sensitivity
 - tact
 - tolerance
- community pharmacy industry and organisational:

- types of internal and external customers and their varying needs
- routine customer requests and needs and how to respond:
- triggers for referral to pharmacist or more senior pharmacy colleagues
- designated response times for acknowledging customers and their enquiry
- personal presentation standards
- customer service policies and procedures including those for handling routine customer service problems
- typical routine customer problems that occur within community pharmacies and how to respond:
 - incorrect pricing of products and services
 - delays in providing products or services
 - misunderstanding of customer requests
 - providing incorrect products or services
 - requests for refunds or exchanges.

Assessment Conditions

Skills must be demonstrated in a community pharmacy customer service environment. This can be:

- an industry workplace
- a simulated industry environment.

Assessment must ensure use of:

- telephones
- community pharmacy industry policies and procedures:
 - customer service
 - resolving routine customer service problems
- customers with whom the individual can interact; these can be:
- paying customers in an industry workplace who are served by the individual during the assessment process; or
- individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Assessors must satisfy the Standards for Registered Training Organisation's requirements for assessors, and:

- have worked in the pharmacy sector for at least two years.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ca051b1b-5101-4ec2-ac1c-49699303188d>

