

Service Skills Australia is currently undertaking a project to update the Retail Services Training Package, to ensure that the industry skill standards keep pace with changes and priorities for the community pharmacy industry.

When updating training packages we consult with industry and other stakeholders to revise and update the units of competency, qualifications and assessment guidelines that make up the training package.

About the Retail Services Training Package

The Retail Services Training Package is the set of nationally endorsed standards and qualifications for recognising and assessing people's skills in the retail, wholesale and community pharmacy industries. It sets consistent national benchmarks for the skills and knowledge that employees need to be competent in the workplace.

The skills described in this training package form the basis for most nationally-recognised retail, wholesale and community pharmacy training in Australia, including courses offered by TAFE and private training organisations and traineeships.

The Community Pharmacy Training Package was first endorsed in 2002 and was last updated in 2007. The following are the current community pharmacy industry standards that are included in the Retail Services Training Package:

- 3 qualifications – across Certificates II, III and IV
- 27 units of competency which describe community pharmacy specific skills and knowledge



Commencing Continuous Improvement

We have commenced the continuous improvement on the community pharmacy industry skill standards in March 2010 with a scoping paper.

The purpose of the scoping paper is to identify the changing landscape in the community pharmacy industry and the impact of this on the skills required for jobs within the industry. We will also be meeting with industry stakeholders to further discuss these issues.

Your comments can be included on the feedback form and returned to Karen Banks via email, post or fax.

Feedback closes on **Friday 9 April 2010**.

Stay informed

Regular updates will be available on the Community Pharmacy Continuous Improvement project page at www.serviceskills.com.au

and through our monthly e-newsletter. Subscribe at www.serviceskills.com.au.

How to get involved

**March – April
2010**

Scoping Paper feedback

We have developed a scoping paper to identify the changing landscape of the community pharmacy industry. Feedback can be provided on the feedback form available on the Service Skills Australia website.

**June – August
2010**

Consultation - online and workshops

The draft training package will be available for consultation from June 2010 through to August 2010. During this time, all draft components will be available for feedback from stakeholders. It will be available for viewing on our online Feedback Register, or available on CD-ROM upon request.

We will hold consultation workshops to detail the changes and gather feedback on the drafts. These workshops will be promoted in our newsletter, on our website, and through state and territory industry advisory bodies.

**September –
October 2010**

Validation

The revised draft training package will be available for stakeholder validation during September and October 2010 and will incorporate feedback from previous consultation. It will be available for viewing on our online Feedback Register, or available on CD-ROM upon request.

December 2010

Drafts online

The draft training package and associated documentation will be available on the Service Skills Australia website throughout this period as we finalise the draft components for formal endorsement by the National Quality Council.