

## T2C Action 2.1 Staff Training: Pharmacy Medicines and Pharmacist Only Medicines



### Who does this requirement apply to?

Action 2.1 applies to all pharmacy assistants who are directly involved in the supply or support of *Pharmacy Medicines* and/or *Pharmacist Only Medicines*.

**Exception:** Where all these products are out of reach of customers, only staff who work in the area where *Pharmacy Medicines* and/or *Pharmacist Only Medicines* are supplied require the training.

**Out of reach of customers:** The pharmacy complies with T2C Action 6.3. This includes all Queensland and Western Australian pharmacies, where it is a legal requirement.

### Examples of how Action 2.1 applies

Does Action 2.1 apply to this staff member?

#### Pharmacies where *Pharmacy Medicines* are within reach of customers

|   |     |
|---|-----|
| <b>Sam</b> is a pharmacy assistant who works on weekends in a small pharmacy. She helps with all customer enquiries and processes sales.  | Yes |
| <b>Mark</b> is a first year pharmacy student who works in the dispensary on weekends.   | Yes |
| <b>Sally</b> works in the cosmetics department of a large pharmacy, and her main role is to sell cosmetics. Sometimes Sally helps process general sales at the checkout when it gets busy.  | Yes |
| <b>Karen</b> is a weight loss consultant who conducts weight loss consultations and promotes meal replacement products. She never processes sales at a checkout and she never assists in requests for non-prescription medicines. | No  |

#### Pharmacies where all scheduled medicines are out of reach of customers

|  |     |
|--|-----|
| <b>Sarah</b> is a pharmacy assistant who works in the professional services area. She supplies <i>Pharmacy Medicines</i> as a core part of her role. | Yes |
| <b>James</b> works at the checkout in the pharmacy processing sales. He never works in the professional services area.                               | No  |
| <b>Brad</b> packs shelves in the general merchandise area of the pharmacy. During busy periods he helps serve in the professional services area      | Yes |

#### All pharmacies

|  |  |
|--|--|
| <b>Dane</b> is a pharmacy assistant who packs dose administration aids in a packing area in the pharmacy as his sole role. He never serves customers.                                    | No   |
| <b>Chris</b> is an accountant who works for the pharmacy part-time. She does not serve customers   | No   |
| <b>Amanda</b> is employed only as a delivery driver part-time. She delivers medicines (including <i>Pharmacy Medicines</i> ) and other pharmacy goods to customers at home each morning. | No<br>Provided the pharmacy complies with P11F |
| <b>Alex</b> conducts deliveries for the pharmacy in the afternoon. At other times, she is employed as a pharmacy assistant and works in a range of different areas in the pharmacy.      | Yes  |

If you have further queries as to how this requirements applies, contact your QCPP State Team or email [interpretations@qcpp.com](mailto:interpretations@qcpp.com)