

# QCPP APPROVED REFRESHER TRAINING



## Current Approvals

This list describes activities which have been approved and are currently within their approval period.

It is designed to assist pharmacies and QCPP assessors determine what training is eligible to contribute towards the annual three-hour refresher training requirement

**This list does not indicate that a course is currently available or that it is offered at all the locations listed, please contact the training providers listed below to find out if a course is still available.**

CODE	TRAINING	APPROVED DURATION	APPROVAL PERIOD	FORMAT	TRAINING PROVIDER, CONTACT DETAILS and NOTES
<b>Apotex / APOHealth / Arrotex</b>				Online	<b>APOTEX</b> <a href="http://www1.apotex.com/au/healthcare-professionals">http://www1.apotex.com/au/healthcare-professionals</a> 1800 276 839
RT2016018	Let's Talk Hay fever and Allergy	30 minutes	12 Jan 21 – 12 Jan 23		
RT2016019	Let's Talk Pain - OTC training module	30 minutes	13 Jan 17 – 12 Jan 23		
RT2016020	Digestive health OTC training module	30 minutes	13 Jan 17 – 12 Jan 23		
RT2016021	Let's Talk Viral and fungal infections - OTC training module	30 minutes	13 Jan 17 – 12 Jan 23		<a href="https://site.pharmacyclub.com.au/">https://site.pharmacyclub.com.au/</a>
RT2017002	Let's Talk Cough, cold and flu - OTC training module	30 minutes	16 Jan 17 – 15 Jan 23		
RT2020005	Pregnancy and Health	30 minutes	10 May 20 – 10 May 22		
<b>Guild Learning and Development</b>					<b>The Pharmacy Guild of Australia</b> Learninganddevelopment@guild.org.au
RT2019004	Dementia: A guide for pharmacy assistants	45 minutes	11 May 21 – 12 Sept 23	Online	
RT2019005	The role of pharmacy assistants in patient medication safety	1 hour	27 Mar 19 – 11 May 23		
RT2019006	Improving the customer experience	45 minutes	27 Mar 19 – 24 Apr 24		
RT2019017	Managing head lice	45 minutes	16 Sept 19 – 24 Apr 22		
Rt2019019	An introduction to the NDSS	1 hour	08 Oct 19 – 08 Oct 22		
RT2019021	Management of intestinal worms	45 minutes	25 Nov 19 – 22 May 24		
RT2020001	The summer update: Sun Protection	45 minutes	20 Jan 20 – 08 Oct 22		
RT2020002	The Summer update: Bites and Stings	45 minutes	20 Jan 20 – 24 Apr 22		
RT2017006	Irrigate to medicate	45 minutes	08 Mar 20 – 16 Mar 22		

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CODE	TRAINING	APPROVED DURATION	APPROVAL PERIOD	FORMAT	TRAINING PROVIDER, CONTACT DETAILS and NOTES
RT2016014	Pharmacy Health Solutions: Eye care	45 minutes	14 Oct 16 – 11 May 22		
RT2020013	Pharmacy Health Solutions: Acne	60 minutes	20 Nov 20 – 20 Nov 22		
RT2021002	15 tips for a healthy mouth	45 minutes	16 Feb 21 – 16 Feb 23		
RT2021010	Early intervention to prevent common cold symptoms	30 minutes	23 Jun 21 – 23 Jun 23		
RT2022004	Social determinants of health in Medication Assisted Treatment of Opioid Dependence (MATOD)	60 minutes	1 Jun 22 – 31 May 24		
	<b>iTherapeutics</b>			Online	<b>iTherapeutics Pty Ltd</b> 03 9855 2655 <a href="http://www.itherapeutics.com.au">www.itherapeutics.com.au</a>
RT2017003	Frequent heartburn and treatment options	30 minutes	27 Feb 21 – 26 Feb 23		
RT2021006	Fighting antibiotic resistance	30 minutes	12 May 21 - 12 May 23		
RT2021007	Understanding the treatment of heartburn and indigestion	30 minutes	12 May 21 - 12 May 23		
RT2021004	Oral health and anti-cavity care	30 minutes	17 May 21 – 17 May 23		
RT2021008	Managing pain by reducing inflammation	30 minutes	01 Jul 21 – 30 Jun 23		
	<b>JJet Online Training</b>			Online	<b>Johnson &amp; Johnson</b> <a href="http://www.JJet.com.au">www.JJet.com.au</a>
RT2012005	Sudafed (R)	30 minutes	31 Jan 12 – 14 Aug 23		
RT2012030	Codral (R)	30 minutes	08 Dec 11 – 01 Jan 23		
RT2012031	Zyrtec (R)	30 minutes	05 Dec 14 – 18 Jul 23		
RT2012032	Imodium (R)	30 minutes	05 Dec 12 – 29 Apr 24		
RT2012029	Benadryl (R)	30 minutes	29 Jan 13 – 01 Jul 23		
RT2018018	Combantrin (R)	30 minutes	21 Feb 12 – 01 Jul 23		
RT2020006	Rhinocort (R)	30 minutes	07 May 20 – 29 Apr 24		
RT2020012	Nicorette (R)	30 minutes	10 Sep 20 – 10 Sep 22		
RT2021014	Tylenol (R)	30 minutes	26 Jul 21 – 25 Jul 23		

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	<b>Nosy Club</b>			Online	<b>Nosy Club</b> Sanofi Consumer Healthcare <a href="https://nosyclub.com.au">https://nosyclub.com.au</a> <a href="mailto:nosyclub@ciloyalty.com">nosyclub@ciloyalty.com</a> 1800 049 952
RT2017018	Buscopan <sup>(R)</sup>	30 minutes	01 Sept 17 – 01 Jan 23		
RT2019001	Managing migraine and headache pain	30 minutes	01 Feb 19 – 01 Feb 23		
RT2019003	Proctosedyl <sup>(R)</sup> and Haemorrhoid Management	30 minutes	01 Mar 21 – 28 Feb 23		
RT2020007	Understanding and Managing Coughs with Bisolvon (R)	1 hour	04 Jun 20 – 04 Jun 22		
RT2020008	Chesty Coughs	30 minutes	04 Jun 20 – 04 Jun 22		
RT2020009	Helping All Year Round & Seasonal Allergy Sufferers	30 minutes	17 Aug 20 – 17 Aug 22		
RT2021005	Bisolvon(R) Dry Cough Management	30 minutes	12 May 21 – 12 May 23		
RT2021012	Allergic rhinitis in children	30 minutes	02 Jul 21 – 02 Jul 23		
	<b>The Pharmaceutical Society of Australia</b>			Distance	<b>Pharmaceutical Society of Australia</b> Counter Connections inPHARMation (September 2017) inPHARMation (May 2018) inPHARMation (June 2018)
RT2016010H	Hay Fever	1 hour	01 Sep 17 – 11 May 24		
RT2016010R	Fungal Infection	1 hour	01 May 18 – 11 May 24		
RT2016010S	Asthma	1 hour	01 Jun 18 – 11 May 24		
RT2016010L	Arthritis	1 hour	01 Apr 18 – 11 May 24	Online	Self Care online training modules <a href="mailto:selfcare@psa.org.au">selfcare@psa.org.au</a>
RT2016010P	Cough	1 hour	01 May 18 – 11 May 24		
RT2016010N	Pain	1 hour	11 May 18 – 11 May 24		
RT2018009C	Colds and flu	1 hour	01 Aug 18 – 01 Aug 22		
RT2018009D	Vomiting and Diarrhoea	1 hour	01 Aug 18 – 01 Aug 22		
RT2018009E	Heartburn and Indigestion	1 hour	01 Oct 18 – 30 Sep 22		
RT2018009G	Children's Pain and Fever	1 hour	1 Mar 18 – 28 Feb 23		
RT2018009H	Eczema and Dermatitis	1 hour	01 Jan 19 – 01 Jan 23		
RT2019002A	Sleep disturbance	1 hour	1 May 19 – 30 Apr 23		
RT2019009	Functional gastrointestinal disorders in infants	1 hour	13 Jun 19 – 13 June 23		

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CODE	TRAINING	APPROVED DURATION	APPROVAL PERIOD	FORMAT	TRAINING PROVIDER, CONTACT DETAILS and NOTES
RT2019011A	Threadworms	1 hour	01 Oct 19 – 01 Oct 23		
RT2019011B	Sinusitis	1 hour	02 Dec 19 – 01 Dec 23		
	<b>Pharmacy Club</b>			Online	<b>Pharmacy Club (iLearning Group)</b> <a href="https://site.pharmacyclub.com.au/">https://site.pharmacyclub.com.au/</a>
RT2017015	Treating Allergic Rhinitis with Nasonex(R) Allergy	30 minutes	01 Sep 17 – 12 Jun 23		
RT2016013	Maltofer(R) iron deficiency learning module	1 hour	01 Oct 18 – 30 Sep 22		
RT2021001	Treating pain & fever with the Children's Panadol® Range	1 hour	5 Mar 21 – 5 Mar 23		
RT2021011	Managing pain with the Voltaren range	45 minutes	1 Jul 21 – 30 Jun 23		
RT2022002	Treating coughs with the Durotuss range	30 minutes	1 Jun 22 – 31 May 24		
	<b>TerryWhite Chemmart</b>			Online	<b>TerryWhite Chemmart</b>
RT2020003	S2/S3 Refresher Training	1 hour	24 Feb 20 – 24 Feb 22		
RT2020004	Cold and Flu	1 hour	17 Mar 20 – 17 Mar 22		
RT2020010	Pain	30 minutes	15 Jul 20 – 15 Jul 22		
	<b>Sigma Healthcare</b>			Online	<b>Sigma Healthcare</b>
RT2020011	Providing Solutions for Customers with Eczema	45 minutes	29 Jul 20 – 29 Jul 22		
RT2021003	Cold sores	35 minutes	01 Apr 21 – 30 Mar 23		
RT2021016	Sore Throat	30 minutes	27 Sep 21 – 26 Sep 23		

## Previous Approvals

Updated: 6 June 2022

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This list describes activities which have been approved, but their approval period has expired.

Completion of these courses during the approval period can be used to count towards a pharmacy assistant's three-hour annual refresher training requirements. As the accreditation cycle is two years, activities will remain on this list for two years after the end of the approval period.

	TRAINING	APPROVED DURATION	APPROVAL PERIOD	FORMAT	TRAINING PROVIDER, CONTACT DETAILS and NOTES
RT2015004	Getting Comfortable with your Customers and Recommending Complete Health Solutions	3 hours	03/03/15 – 02/03/17	Face to Face/ Workbook	<b>The Pharmacy Guild of Australia (Queensland Branch)</b>
RT2019013	Embarrassing Bodies – Over the Counter	3 hours	07/10/19 – 07/10/21	Face to Face	<a href="mailto:admin.training@qldguild.org.au">admin.training@qldguild.org.au</a>
RT2013012	Overachieving with over-the-counter advice	3 hours	20/06/13 – 30/06/17	Face to Face	
RT2015007	Headfirst! Common Ailments of the eyes, ears, nose and mouth	3 hours	01/10/15 – 30/09/17		
	<b>Pharmacy Assistant QCPP Refresher Series</b>			Face to Face	<b>Guild Learning and Development</b>
RT2012024	Assist customers seeking analgesic and anti-inflammatory products	2 hours	01/12/12 – 10/12/17		<a href="mailto:learninganddevelopment@guild.org.au">learninganddevelopment@guild.org.au</a> To check availability of face-to-face/online training near you, contact your local Guild Training Branch
RT2017010	Paracetamol and ibuprofen combination analgesics	45 minutes	01/06/17 – 31/05/19		
RT2017022	Reviewing the gastrointestinal tolerability of ibuprofen	30 minutes	01/06/17 – 19/06/19		
RT2017017	Managing fever in infants and toddlers	30 minutes	13/09/17 – 31/10/19		
RT2017011	Allergic rhinitis	45 minutes	13/11/17 – 14/11/19		
RT2012028	Assist Customers to relieve gastro-intestinal conditions	2 hours	01/12/12 – 23/10/20		
RT2012023	Assist customers seeking to relieve common allergic symptom reactions	2 hours	01/12/12 – 10/12/20		
RT2012025	Assist Customers seeking to relieve cough and cold symptoms	2 hours	01/12/12 – 21/12/20		
RT201202	Assist Customers seeking baby and infant care medicine	2 hours	01/12/12 – 21/12/20		
RT2013005	Pharmacy Medicine/Pharmacist Only Medicine (S2/S3) Refresher	1.5 hours	01/04/13 – 13/05/21		
RT2012013	Cold sores	1 hour	19/04/12 – 05/05/18	Online	
RT2012012	Eczema	1 hour	19/04/12 – 30/05/18		

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	TRAINING	APPROVED DURATION	APPROVAL PERIOD	FORMAT	TRAINING PROVIDER, CONTACT DETAILS and NOTES
RT2013009	Treating hay fever and allergies in the pharmacy	1.5 hours	23/05/13 – 30/06/18		
RT2016005	Heartburn for Pharmacy Assistants	30 minutes	01/07/16 – 30/06/18		
RT2017022	Reviewing the gastrointestinal tolerability of ibuprofen	45 minutes	13/11/17 – 14/11/19		
RT2018002	The burning issue: managing breakthrough symptoms of gastro-oesophageal reflux	1 hour	02/02/18 – 01/02/20		
RT2018010	Osteoporosis in community pharmacy: the role of the pharmacy assistant	1 hour	14/06/18 – 30/06/20		
RT2018011	Medicines to relieve pain	30 minutes	25/07/18 – 24/07/20		
	<b>Scheduling change series</b>				
RT2017023	An overview of pain for pharmacy assistants	45 minutes	06/11/17 – 07/11/19	Online	
RT2017024	Pain management for pharmacy assistants	45 minutes	06/11/17 – 06/11/19		
RT2017004	Mission Management Workshop – 2017	3 hours	14/02/17 – 13/02/19	Face to Face	<b>Guild Learning and Development on behalf of Pharmacy Choice</b>
	<b>Scheduling change series</b>				
RT2017020	Managing the transition to Prescription Only Medicines	30 minutes	13/11/17 – 20/10/18	Online	<b>Guild Learning and Development and The Pharmaceutical Society of Australia</b>
RT2014001	<b>Embarrassing Bodies</b>	2 hours	16/10/14 – 15/10/16	Face to Face	<b>The Pharmacy Guild of Australia (Tas, Qld, NSW and ACT Branches)</b>
RT2015003	<b>Respiratory Health ‘C Your in O2 Action!’</b>	3 hours	20/02/15 – 30/06/17	Face to Face	<b>The Pharmacy Guild of Australia (NSW)</b> <a href="mailto:training@nsw.guild.org.au">training@nsw.guild.org.au</a>

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	TRAINING	APPROVED DURATION	APPROVAL PERIOD	FORMAT	TRAINING PROVIDER, CONTACT DETAILS and NOTES
RT2016003	<b>Mission Management Workshop – 2016</b>	3 hours	24/03/16 – 23/03/18	Face to Face	<b>Guild Pharmacy Academy on behalf of Pharmacy Choice</b>
RT2012012	<b>Pharmacy Assistant QCPP Refresher Series: Eczema</b>	1 hour	17/04/12 – 30/05/18	Face to Face	<b>Guild Learning and Development</b>
	<b>Counter Connection (PSA Self Care)</b>			Distance/ Online	<b>Pharmaceutical Society of Australia</b> <a href="mailto:selfcare@psa.org.au">selfcare@psa.org.au</a>
RT2012017O	Low dose aspirin	1 hour	01/11/14 – 31/10/16		inPHARMation (November 2014)
RT2012017Q	Weight Management	1 hour	01/02/15 – 31/01/17		inPHARMation (February 2015)
RT2012017R	Codeine Containing Analgesics	1 hour	01/03/15 – 28/02/17		inPHARMation (March 2015)
RT2012017S	Sleeping Problems	1 hour	01/04/15 – 31/03/17		inPHARMation (April 2015)
RT2012017T	Treating Coughs and Colds	1 hour	01/05/15 – 30/04/17		inPHARMation (May 2015)
RT2015006A	Atopic Eczema and Xerosis	1 hour	01/06/15 – 31/05/17		inPHARMation (June 2015)
RT2015006B	Hay Fever	1 hour	01/09/15 – 31/08/17		inPHARMation (September 2015)
RT2015006C	Foot Care	1 hour	01/10/15 – 31/09/17		inPHARMation (October 2015)
RT2015006D	Gastro Oesophageal Reflux Disease	1 hour	01/02/16 – 31/01/18		inPHARMation (February 2016)
RT2015006E	Fungal Skin Care	1 hour	01/04/16 – 31/03/18		inPHARMation (April 2016)
RT2015006G	Pain	1 hour	01/05/16 – 30/04/18		inPHARMation (May 2016)
RT2016010A	Asthma	1 hour	01/09/16 – 31/08/18		inPHARMation (September 2016)
RT2016010B	Arthritis	1 hour	24/10/16 – 30/09/18		inPHARMation (October 2016)
RT2016010C	Eye Care	1 hour	01/11/16 – 31/10/18		InPHARMation (November 2016)
RT2016010D	Pain	1 hour	01/03/17 – 28/02/19		inPHARMation (March 2017)
RT2016010E	Sleep	1 hour	01/05/17 – 30/04/19		inPHARMation (May 2017)
RT2016010F	Constipation	1 hour	01/06/17 – 31/05/19		inPHARMation (June 2017)
RT2016010G	Eczema	1 hour	01/07/17 – 30/06/19		inPHARMation (July 2017)
RT2016010J	Hay Fever	1 hour	01/03/18 – 29/02/20		inPHARMation (February 2018)
RT2016010k	Threadworm	1 hour	01/02/18 – 30/01/20		inPHARMation (April 2018)

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	TRAINING	APPROVED DURATION	APPROVAL PERIOD	FORMAT	TRAINING PROVIDER, CONTACT DETAILS and NOTES
RT2016010M	Children pain and fever	1 hour	01/04/18 – 31/03/20		inPHARMation (May 2018)
RT2016010Q	Vomiting and diarrhoea	1 hour	01/05/18 – 30/04/20		
	<b>Dillon Whitelaw &amp; Associates Pty Ltd (modules now hosted by PSA)</b>			Online	<b>Dillon Whitelaw &amp; Associates Pty Ltd</b> <a href="http://www.dillon.com.au">www.dillon.com.au</a> (03) 8373 4886
RT2018003	Fungal and skin infection	1 hour	23/02/18 – 20/02/20		
RT2018004	Eye Care	1 hour	11/04/18 – 10/04/20		
RT2018005	Ear Care	30 minutes	18/04/18 – 17/04/20		
RT2017014	Gastrointestinal conditions – constipation and diarrhoea	30 minutes	04/08/19 – 21/01/22		
	<b>Pharmacy Club</b>			Online	<b>Pharmacy Club (iLearning Group)</b> <a href="http://www.pharmacyclub.com.au">www.pharmacyclub.com.au</a>
RT2015011	Treating Allergic Rhinitis with Nasonex, Claratyne and Alerius	30 minutes	16/10/15 – 16/10/17		
RT2013018	Zantac Learning Module	30 minutes	12/11/13 – 11/11/17		
RT2013016	Gastro-Stop Learning Module	30 minutes	20/09/13 – 31/12/17		
RT2018008	Fungal Nail Infections with Rejuvenail	30 minutes	01/06/18 – 31/05/20		
RT2016018	Hay fever and allergy OTC training module	30 minutes	05/12/16 – 11/01/21		
RT2019016	Treating iron deficiency with Ferro-grad	30 minutes	20/12/19 - 20/12/21		
RT2019020	Treating frequent heartburn and acid reflux with Zanzole® 24 hr	30 minutes	13/01/20 – 13/01/22		
	<b>TerryWhite Chemmart</b>				
RT2015008	Terry White Chemists S2/S3 Refresher Training	1 hour	26/05/15 – 25/07/17	Online	<b>Terry White Management</b>
RT2018001	S2/S3 Refresher Training	1 hour	02/02/18 – 01/02/20		
RT2018016	Allergy and Sinus	1 Hour	06/11/18 – 05/11/20		
	<b>Nosy Club</b>			Online	<b>Nosy Club</b> Sanofi Consumer Healthcare
RT2016002	Migraine Management	30 minutes	26/02/16 – 31/01/18		
RT2016011	Managing Back Pain	30 minutes	15/09/16 – 31/01/18		
RT2016004	Proctosedyl and haemorrhoid management	30 minutes	06/05/16 – 05/05/18		
RT2016009	Managing allergic rhinitis/hay fever	30 minutes	01/08/16 – 31/07/18		



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	TRAINING	APPROVED DURATION	APPROVAL PERIOD	FORMAT	TRAINING PROVIDER, CONTACT DETAILS and NOTES
RT2016017	Managing motion sickness	30 minutes	10/11/16 - 09/11/18		
RT2017005	Pain management	30 minutes	17/02/17 – 16/02/19		
RT2017009	Understanding & managing coughs	30 minutes	08/05/17 – 07/05/19		
RT2017012	Cold Sore Management	30 minutes	01/07/17 – 01/07/19		
RT2017013	Vitamin D	30 minutes	31/07/17 – 31/07/19		
RT2017019	Conjunctivitis	30 minutes	11/10/17 – 11/10/19		
RT2016015	Paxyl sunburn relief spray and sunburn care	30 minutes	17/10/16 – 31/10/20		
RT2017025	Helping customers find pain solutions	30 minutes	24/04/18 – 23/07/20		
RT2018006	Treating chesty cough	30 minutes	01/08/18 – 31/08/20		
RT2018007	Treating dry cough in adults	30 minutes	01/10/18 – 30/09/20		
RT2018012	Allergies in Kids	30 minutes	01/02/19 – 31/01/21		
RT201815	Joint and body pain	30 minutes	01/10/18 - 30/09/20		
RT2019012	Rhinitis and Nasal Sprays	30 minutes	01/07/19 – 01/07/21		
RT2019015	Managing Allergic Rhinitis / Hay fever	30 minutes	11/09/19 – 11/09/21		
RT2017019	Conjunctivitis	30 minutes	05/11/19 – 05/11/21		
RT2017026	How to treat back pain	30 minutes	01/06/18 – 01/02/22		
	<b>iTherapeutics</b>			Online	<b>iTherapeutics Pty Ltd</b>
RT2016007	Understanding and treating colds & flu	30 minutes	09/06/16 – 08/06/18		03 9855 2655
RT2016016	Pevaryl training	30 minutes	21/10/16 – 20/10/18		<a href="http://www.itherapeutics.com.au">www.itherapeutics.com.au</a>
RT2017001	Advil and pain relief	30 minutes	16/01/17 – 17/01/19		
RT2012009	Cough Refresher Training Program (Duro-Tuss)	30 minutes	22/04/17 – 21/04/19		
RT2017016	Voltaren	30 minutes	02/10/17 – 02/10/19		
RT2018014	Constipation management	30 minutes	01/10/18 – 30/09/20		
RT2018017	Chemists' Own: Tour trusted brand in pharmacy	30 minutes	16/11/18 – 15/11/20		
RT2017007	Robitussin and cough relief	30 minutes	27/03/19 – 26/03/21		
RT2017021	Maxigesic®	30 minutes	30/10/17 – 31/01/21		

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RT2019007	Effective pain management for knee/hip osteoarthritis	30 minutes	09/08/19 – 09/08/21		
RT2017008	Dimetapp: Respiratory care for the whole family	30 minutes	02/04/13 – 05/06/21		
RT2019008	Paracetamol and ibuprofen: a strong combination	30 minutes	09/08/19 – 09/08/21		
RT2019014	Managing Fever and Pain in Infants and Toddlers	30 minutes	28/08/19 – 28/08/21		
	<b>RB</b>			Face to Face	<b>RB (formerly Reckitt Benckiser)</b> 02 9126 5100 [CHE Proximity]
RT2016006	Know Your Nurofen: Separating Myth from Fact (Nurofen Pharmacy Assistants Training Event 2017)	1.5 hours	07/06/16 – 06/07/18		
RT2016008	Strong Relief from pain with Nuromol	1.5 hours	13/07/16 – 18/07/18		
RT2016006A	Rethinking Ibuprofen and GI Tolerability	30 minutes	19/07/16 – 18/07/18	Online	
RT2016012	Nuromol®; Upgrade to gold	15 minutes	27/09/16 – 26/09/18		
	<b>Sigma Healthcare</b>				
RT2019013	Pain Management	45 minutes	04/07/19 – 04/07/21	Face to Face	<b>Sigma Healthcare</b>
	<b>Apotex/APOHealth</b>				
RT2019010	Ferroavance iron sustained release training module	20 minutes	28/08/19 – 28/08/21	Online	<b>APOTEX</b>