

Review of Community Pharmacy Qualifications

Consultation Strategy

PROJECT SNAPSHOT

Item	Description	
Project Sponsor	Aaron Hines, Executive Director Products and Projects	
Project Manager	Katrina Higham, General Manager Product Design and Development	
Project Lead	Glenn Evans, Product and Project Development Lead	
Project Type	COMPLEX 18 months	April 2025 - December 2026
Timeline	Pre-stage 1 – Establishment of Project	April 2025
	Stage 1 – Initial Development	June 2025 - December 2025
	Stage 2 – Public and Government Consultation	December 2025 – May 2026
	Stage 3 – Incorporation of Feedback	July 2026 –December 2026
	Stage 4 – Senior Officials Check	December 2026 – January 2027
	Stage 5 – Submission to the Assurance Body	January – February 2027
	Stage 6 – Assurance Body consideration	February – March 2027
	Stage 7 – Skills Ministers Endorsement	March 2027
	Stage 8 – Publication of training products	March 2027

PROJECT BACKGROUND

Service and Creative Skills Australia (SaCSA) has identified through stakeholder engagement with industry representatives from the Community Pharmacy sector that the following qualifications are not meeting the knowledge and skills expectations or standards required by industry for those completing the qualifications. SaCSA has received approval from the Department of Employment and Workplace Relations (DEWR) to undertake a full review and update the following qualifications (the qualifications):

- SIR30116 Certificate III in Community Pharmacy
- SIR40116 Certificate IV in Community Pharmacy and
- SIR40216 Certificate IV in Community Pharmacy Dispensary

SCOPE

In Scope

This Activity Project has the following objectives:

- To review the three qualifications in parallel to identify opportunities to provide a streamlined approach to the qualifications by consolidating knowledge, skills and application.
- To identify and reduce the duplication of units and consolidating similar competencies that will help create clearer, more efficient and more flexible learning pathways.
- To support more learners to progress from enrolment, completion and into the workforce.

Out of Scope

During this Activity Project, SaCSA will not be reviewing the following qualifications as part of this Activity Project:

- SIR10116 Certificate I in Retail Services
- SIR20116 Certificate II in Community Pharmacy
- SIR20216 Certificate II in Retail Services
- SIR30216 Certificate III in Retail
- SIR30316 Certificate III in Business-to-Business Sales
- SIR40316 Certificate IV in Retail Management
- SIR50116 Diploma of Retail Leadership
- SIR50217 Diploma of Visual Merchandising
- SIR50317 Diploma of Retail Merchandise Management
- SIR60221 Advanced Diploma of Visual Merchandising

The SIR20216 Certificate II in Retail Services, SIR30216 Certificate III in Retail, SIR30316 Certificate III in Business-to-Business Sales, SIR40316 Certificate IV in Retail Management and SIR50116 Diploma of Retail Leadership are currently under review in the Review of Retail Qualifications Continuum Activity Project.

STAKEHOLDER CONSULTATION STRATEGY

This Stakeholder Consultation Strategy is designed to ensure that targeted and meaningful engagement informs SaCSAs training product development processes, in order to meet industry need for current and relevant training products.

Stakeholders, including industry experts, Registered Training Organisations (RTOs), Strategic Workforce Advisory Groups (SWAGs), and Technical Committees, will be consulted to identify opportunities for reform, review and refine outputs, and validate training product outcomes.

By engaging early and meaningfully, SaCSA will ensure the revised qualifications are current, fit-for-purpose, and reflective of real-world job roles and practices.

Engagement activities will be accurately recorded, and records of discussion retained to ensure transparency and accountability.

This is not an exhaustive list of consultation points undertaken throughout this Activity Project, however, will provide an overview of intended consultation activities. Strategy Evaluation and Review SaCSA's engagement strategy is fluid and responsive to the needs of our stakeholders. SaCSA will periodically review and evaluate engagement to ensure that consultation is open, inclusive and facilitates feedback from all key users of the training products.

PURPOSE AND OUTCOMES OF CONSULTATION

The purpose of the consultation strategy is to conduct targeted engagement as outlined in the Training Package Organising Framework (TPOF), in order to identify duplication of knowledge and skills and improve alignment with current and future industry best practices, ensuring the integrity of repetition necessary to develop competency of skills. As well as identifying the opportunity to consolidate qualifications for learners to undertake a set of cores, before choosing to progress into a specialised area.

INFORM AND ENGAGE STAKEHOLDERS

Identify Key Stakeholder Groups

Key stakeholder groups have been identified to ensure broad, representative input across all stages of the development process. Each group brings unique expertise and perspectives that contribute to the relevance, quality, and applicability of the training product. A detailed list of key stakeholder types is provided in

[Appendix A: Stakeholder Group summary](#)

[Appendix B - Key Stakeholder Organisations by type and location](#)

Distribution of Key Stakeholders

The table below outlines the distribution of key stakeholder groups by location to support targeted and regionally informed engagement.

Stakeholder	AUS	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
SWAG	x	x			x	x	x	x	
Technical Committee	x		x		x			x	x
Industry stakeholders	x	x	x	x	x	x	x	x	x
RTOs	x	x	x	x	x	x	x	x	x

In addition to the stakeholder groups already mentioned, a public consultation process will be undertaken to ensure that broad occupations and perspectives across the Community Pharmacy sector are represented.

Activity Project Launch

Activity Project Page

SaCSA published the [Review of Community Pharmacy | SaCSA](#) web page on 14 July 2025. This page will serve as a central hub for updates, ensuring industry professionals have access to the latest information and opportunities to engage in the consultation process.

SaCSA Newsletter

The SaCSA newsletter will keep stakeholders informed with regular updates on project progress and upcoming consultation opportunities. It will also be utilised to encourage participation in surveys and online feedback opportunities.

Activity Project EDM

SaCSA will use targeted Electronic Direct Mail (EDM) campaigns to deliver tailored information to stakeholder groups. These campaigns will ensure that the right audiences receive relevant updates, consultation invitations, and opportunities to provide input.

A tailored EDM was sent to each of the 11 Registered Training Organisations impacted by this Activity Project, via the publicly available details on training.gov.au, to advise of the commencement of this review and invite them to engage in consultation.

Initial Feedback Survey

SaCSA's Initial Feedback Survey aims to identify issues and opportunities within the current training products, gather stakeholder feedback on the potential solutions and to identify and validate industry practices and workforce needs.

Key areas of feedback that will be sought include but are not limited to:

- Identifying redundant or overlapping units of competency
- Evaluating whether current training aligns with industry standards and skills demands
- Improvement of flexibility and relevance in training delivery
- Emerging trends and skills gaps in the Community Pharmacy sector.

SaCSA launched the Initial Feedback survey on 12 May 2025 and made accessible via the Activity Project web page [Review of Community Pharmacy | SaCSA](#)) Industry members were invited to participate, and responses were collected over a period of 8 weeks.

Markup.IO

SaCSA will utilise Markup.IO to gather comprehensive feedback on the nuances of SaCSA's draft training products during the Public and Government Consultation phase. MarkUp.io will allow stakeholders to provide input and feedback across several key areas, including, but not limited to:

- Suitability of language used within the training products,
- Validation of knowledge and skills included within the draft training products,
- Any foreseen implementation issues, and
- Any persisting knowledge and skills gaps.

The draft training products will be launched on Markup.IO at the commencement of **Stage 2: Public and Government Consultation** and will collate responses for a minimum of four weeks.

Project Consultation Roadshow

In April -May 2026, SaCSA will facilitate a series of face-to-face workshops to gather feedback on the draft training products.

The workshops will involve technical discussions and collaborative review of the draft training products to ensure they are fit-for-purpose for stakeholders across the industry and VET sector.

SaCSA will also host a series of virtual workshops in February-April 2026 for those stakeholders who are unable to attend in person.

Regular Updates

As each stage of this Activity Project is progressed, SaCSA will utilise various methods such as direct emails, the SaCSA newsletter and the project website to communicate insights and updates.

Additional Training Package Assurance Guidance

Following additional guidance received from the Training Package Assurance Body (TPA) regarding the application of the Elements and Performance Criteria (EPC) and Application of Skills and Knowledge (ASK) templates, SaCSA undertook a further review of the template selection for the draft Community Pharmacy training products.

The Community Pharmacy units of competency had already been developed using Template A (EPC). Each unit was reviewed against the additional TPA guidance to confirm that Template A remained appropriate and that the units aligned with the relevant template requirements.

A final review of the Community Pharmacy qualifications will occur in November 2026 to confirm that the qualifications and associated units of competency are appropriately aligned and ready for submission to the Senior Responsible Officers (SROs) in December 2026.

The additional review required in response to the TPA guidance has resulted in an extension to the Community Pharmacy project timeline to allow sufficient time to finalise the qualifications, confirm alignment between the qualifications and units of competency, and complete the required validation and review processes ahead of submission to the SROs.

ESTABLISH A TECHNICAL COMMITTEE

SaCSA opened applications for this Activity Projects Technical Committee on 17 July 2025.

Technical Committee member applications were screened and reviewed against the criteria of sector experience, VET sector experience, and the needs of this Activity Project. Interviews were conducted as part of the selection process to ensure appropriate representation and expertise, in alignment with the Technical Committee [Terms of Reference](#).

The Technical Committee was stood up in October 2025, to provide expert advice and support to this Activity Project, in line with the Technical Committee Terms of Reference.

Technical Committee Membership

Name	Stakeholder Type	Location	Organisation
Alison Hope	RTO /Educational expert	National	Australasian College of Pharmacy
Alice Parnell	RTO /Educational expert / Peak body	National	Pharmaceutical Society of Australia
James Vial	RTO /Educational expert	QLD	Australian Vocational Academy
Riaz Ahmed	RTO /Educational expert /Peak Body	National	Pharmaceutical Society of Australia
Catie Kenyon	RTO /Educational expert	NSW	Tafe NSW
Sheetal Kallada	Employee/Subject matter expert	VIC	Chemist Warehouse
Amber Annesley	RTO - Educational expert	WA	Gateway Academy
Amandeep Dhaliwal	Employee/Subject matter expert	VIC	Chemist Warehouse
Amelia Harris	Employee/ Subject matter expert	NSW	Great lakes Pharmacy
Danni Tukuniu	Employee/ Subject matter expert	NSW	Cincotta Chemist
Sheetal Kallada	Employee/Subject matter expert	VIC	Chemist Warehouse
Cate Whalan	Employer / Subject matter expert	QLD	Cate's Pharmacy
Jessica Seeto	Subject matter expert /Peak body	National	Pharmacy Guild of Australia
Kerri Barwick	Subject matter expert /Regulator	National	Australasian Pharmacy Council

No occupational licensing, certification or specific legislative requirements apply to SIR30116 Certificate III in Community Pharmacy, SIR40116 Certificate IV in Community Pharmacy and SIR40216 Certificate IV in Community Pharmacy (Dispensary). As such, unions will be engaged throughout the consultation process and invited as guest attendees of the Technical Committee meetings.

Technical Committee Meetings

The Technical Committee will meet at least three times throughout the Activity Project.

Item	Date	Type	Meeting	Purpose
1	October 2025	Virtual	Initial meeting	Set up and expectations of Technical Committee. Review of initial feedback and recommendations to develop draft training product.
2	November 2025	Virtual	Progress review	Deep review of the draft training product(s) and companion volume implementation guides Dispute resolution, if required.
3	March 2026	Virtual	Progress review	Discussion of feedback on training product. Dispute resolution if required
4	June 2026	In person	Review of draft training product	Review of public consultation feedback. Deep review of the draft training product and companion volume implementation guide.
5	November 2026	Virtual	Final meeting for Technical Committee	Final review of draft training product and companion volume implementation guide.

Note: Meeting dates are subject to change and are representative of the project at the time of publication.

Technical Committee sign-off

The Activity Project Technical Committee will review the final draft training product. This product will then be submitted to the Senior Responsible Officers and the Quality Assurance Body.

PROVIDING PROJECT FEEDBACK

In line with the TPOF, SaCSA will be facilitating broad, public consultation and feedback of the draft training products, in addition to targeted engagement for this Activity Project.

Broad, public consultation will be facilitated for a minimum of four weeks, after which the feedback will be verified by additional engagement (if required) and incorporated into the draft training products.

How to provide feedback

There are mechanisms that Stakeholders can use to provide feedback around this Activity Project:

Workshops	SaCSA will host interactive workshops to provide project updates, foster discussion, and engage with industry perspectives. Each session will offer a platform for stakeholders to share insights, ask questions, and play an active role in shaping the development of training products. Workshops will be hosted virtually, via Microsoft Teams, and at a variety of different times and days to ensure maximum attendance opportunities.
Social media	SaCSA will use social media platforms, including LinkedIn and the SaCSA Webpage, to announce key project developments, share insights, and keep stakeholders informed. These platforms will also identify opportunities for stakeholders to participate in feedback sessions and public reviews.
Online Feedback Surveys	SaCSA will provide online surveys to collate in depth stakeholders feedback, structured to gather industry perspectives and valuable insights from a broad range of stakeholders, including those in regional and remote areas, in addition to nuanced feedback from training providers wishing to focus on specific training product changes, assessment structures, and competency requirements.
Roundtables	SaCSA will host face-to-face roundtables to provide stakeholders with direct opportunities to engage in meaningful discussions about training product developments. Sessions will create a space for open discussions on training product refinements and industry needs, strengthen industry ownership of training outcomes through direct stakeholder input and collaborate on refining training products to ensure they meet workforce needs.

What happens to the feedback

Feedback received throughout the Activity Project is recorded in the Consultation Log. This log will be updated after the Broad Consultation period and will be published on the Activity Project webpage.

All feedback will be considered and either incorporated into the draft training products or deemed as unfit for incorporation. In this instance, information and justification for this decision will be reflected in the Consultation Log.

Conflicting feedback

If feedback received for this Activity Project is conflicting and a broad consensus on the draft training product cannot be achieved, SaCSA will collaborate with the Technical Committee and SWAG (and other specialists/subject matter experts, as required) to reach an agreeable solution.

If required, an additional review and consultation phase will be opened to address the consensus.

If all methods to address the conflicting feedback have been undertaken and a resolution still cannot be reached, SaCSA will undertake the formal dispute resolution process, as outlined in the Training Package Product Development and Endorsement Process Policy.

APPENDIX A - STAKEHOLDER GROUP SUMMARY

Stakeholder	Function
Strategic Workforce Advisory Groups (SWAGs)	Consultation will occur during the project and to seek support of the outcomes from the review and consultation. The SWAG will be consulted of the proposed changes to the qualification and in turn, training.gov.au in line with the TPOF.
Technical Committee	SaCSA will draw on the technical expertise of the Committee Members in this Activity Project to obtain advice on findings and suggestions of development of training product: • Duplication of knowledge and skills to create a better alignment with industry practices, whilst keeping the integrity of repetition necessary to develop competency of skills. • Develop uniform qualifications by removing duplication of units and creating specialisation streams that enable a better learner experience • Create a more streamlined approach to foundational practical skills to ensure individuals are job ready.
Industry stakeholders	Consultation with industry stakeholders will be undertaken throughout the project to identify and validate knowledge and skill gaps among new entrants to the workforce, as well as individuals who have recently completed their qualifications. In addition, industry stakeholders will contribute valuable insights regarding current benchmarks, best practices, and the broader industry context, which will inform the development of the training products.
Registered Training Organisations (RTOs)	Training providers (RTOs) with impacted training products on their Scope of Registration will be consulted throughout the project to provide input on units of competency, the structure of the qualifications and the impact on learners. Once feedback is collated, SaCSA will engage with SWAGs to seek advice and ensure updates align with the Training Package Organising Framework.

APPENDIX B - KEY STAKEHOLDER ORGANISATIONS BY TYPE AND LOCATION

Organisation	Location	Stakeholder Type
Blooms the Chemist	NSW, QLD, VIC, SA, WA	Employer
Priceline Pharmacy	National	Employer
Terry White Chemmart	National	Employer
Alive Pharmacy Group	QLD (FNQ)	Employer
ChemPro	QLD, NSW	Employer
Ramsay Health	NSW, QLD, VIC, SA, WA	Employer
Chemist Warehouse (Sigma Healthcare)	National	Employer
My Chemist	VIC, QLD	Employer
Birks Chemists	SA	Employer
National Pharmacies	SA, VIC, NSW	Employer
Direct Chemist Outlet (DCO)	VIC, NSW, QLD, SA	Employer
Good Price Pharmacy Warehouse	QLD, NSW, VIC, SA, WA, TAS	Employer
Chemist King Discount Pharmacies	SA	Employer
Northpharm (operating under Territory Pharmacy brand)	NT	Employer
Taspharm Management	TAS	Employer
Pharmacy777 Group	WA	Employer
Pharmaceutical Society of Australia	National	Peak Body /associations
The Pharmacy Guild of Australia	National	Peak Body /associations
Royal Australian College of General Practitioners	National	Peak Body /associations
Australian Pharmacy Council	National	Peak Body /associations
Society of Hospital Pharmacists of Australia	National	Peak Body /associations
Rural Pharmacists of Australia	National	Peak Body /associations
Advanced Pharmacy Australia	National	Peak Body /associations
The Pharmacy Board of Australia	National	Peak Body /associations
Australian Friendly Societies Pharmacies Association Ltd	National	Peak Body /associations
Independent Pharmacies Australia	National	Peak Body /associations
Professional Pharmacists Australia	National	Unions

Retail and Fast-Food Workers Union	National	Unions
Shop, Distributive and Allied Employee's Association	National	Unions
ACT Health	ACT	Commonwealth, state and territory governments
NSW Health	NSW	Commonwealth, state and territory governments
NT Health	NT	Commonwealth, state and territory governments
Queensland Health	QLD	Commonwealth, state and territory governments
SA Health	SA	Commonwealth, state and territory governments
Department of Health	TAS	Commonwealth, state and territory governments
Department of Health	WA	Commonwealth, state and territory governments
Department of Health	VIC	Commonwealth, state and territory governments
MEGT	ACT, NSW, QLD, VIC, WA	Australian Apprenticeship Support Network (AASN)
Top End Group Training	NT	Apprenticeship Connect Australia Providers
Apprenticeship Support Australia	NSW, QLD, SA, TAS, VIC, WA	Apprenticeship Connect Australia Providers
Maxima	ACT, NSW, NT, QLD, SA, WA	Group Training Organisations
Group Training Employment	SA	Group Training Organisations
East Coast Apprenticeships	QLD	Group Training Organisations
IntoWork	National	Group Training Organisations
Human Ability	National	Jobs and Skills Councils
Pharmaceutical Society of Australia Limited	National	Registered Training Organisation
TAFE NSW	National	Registered Training Organisation
Australasian College of Pharmacy	National	Registered Training Organisation
First Impressions Resources Pty Ltd	National	Registered Training Organisation
ALPINE TRAINING PTY LTD	National	Registered Training Organisation
Gateway Training Academy Pty Ltd	National	Registered Training Organisation
TIME Education and Training Pty Ltd	National	Registered Training Organisation

Just Careers Training Pty Ltd	National	Registered Training Organisation
Chisholm Institute	National	Registered Training Organisation
The Australian Institute of Professional Counsellors Pty Ltd	National	Registered Training Organisation
Department of Employment and Workplace Relations	National	Commonwealth, state and territory governments
Department of Health and Aged Care	National	Commonwealth, state and territory governments
ASQA	National	Licensing and regulatory bodies
Training Accreditation Council	WA	Licensing and regulatory bodies
Victorian Registration and Qualifications Authority	VIC	Licensing and regulatory bodies
Skills Canberra	ACT	Commonwealth, state and territory governments
Department of Education	NSW	Commonwealth, state and territory governments
Department of Education and Training	NT	Commonwealth, state and territory governments
Department of Trade, Employment and Training	QLD	Commonwealth, state and territory governments
Skills SA	SA	Commonwealth, state and territory governments
Skills Tasmania Department of State Growth	TAS	Commonwealth, state and territory governments
Victorian Skills Authority	VIC	Commonwealth, state and territory governments
Department of Training and Workforce Development	WA	Commonwealth, state and territory governments