

IPU Training Unit – Spring 2023 Courses



IPU Recognition for Prior Learning – Medicines Counter Assistant Course

(Self-Directed On-line Distance Learning – 8 Weeks)

The IPU Recognition for Prior Learning – Medicines Counter Assistant Course has been designed

specifically for Medicines Counter Assistants to update and revise their knowledge. The course is self-directed distance learning completed over eight weeks. This means the candidate can study and revise their knowledge, skill and competence in appraising patient needs within a pharmacy setting and recommending the appropriate course of action.

Enrolment Requirements

Enrolment is open to medicines counter assistants who have been certified on the IPU Medicines Counter Assistant Course or the IPU Pharmacy Interact Assistant Course before 2021

Cost

- The cost of the course is **€209** for candidates working for IPU Members; **€399** for candidates working for Non-IPU Members.



New Course Added to Spring 2023 - IPU Wellbeing in the Pharmacy Course

(2 Day, Tutor-Directed Online Workshop)

The IPU Wellbeing in the Pharmacy course has been designed to assist pharmacists and pharmacy staff boost their level of wellbeing, and that of their teams. Retail Pharmacy is a fertile ground for burnout. Commonly quoted concerns include a heavily regulated environment, excessive documentation, demanding customers and patients, long hours, prolonged periods of concentration, and staffing shortages. Pharmacists spend their days looking after the health and wellbeing of others, but ironically it is often at the expense of their own!

Day 1 – **Wednesday 26 April**

Day 2 – **Wednesday 3 May**



IPU Skin Solutions at the Counter Course

(1 Day, Tutor-Directed Online Workshop)

This course gives an overview of the most common skin complaints presented in the pharmacy, skincare ingredients, how they work and who they would benefit. As the first port of call for skincare queries pharmacy staff are well placed to advise and recommend practical and solution-based skincare routines to enhance the lives of their customers. An effective skincare consultation at the counter can be an invaluable service for any pharmacy to offer. Not only will a knowledgeable and skilled team member enhance the customers experience in choosing the skincare product that is right for them, but they will also deliver the business greater **sales** and **profitability**.

It provides the learner with the knowledge and confidence to provide a skin consultation at the pharmacy counter, advise the customer on how to achieve healthy skin and match the customers' needs with the products stocked in the pharmacy.

- Start date: **Thursday 27 April**



IPU Supervisory Development Course

(2 Days, one month apart - Tutor-Directed Online Workshops)

This course is an introduction to Leadership and Management and is aimed at learners who are in a supervisory or management role or aspire to be in the future. This interactive workshop is delivered over two days, one month apart.

Day 1 Workshop aims to equip learners to become effective in their role by providing them with a fuller understanding of their role as well as practical skills in communication and the coaching of individual team members to meet performance objectives.

Day 2 Workshop aims to equip learners with the necessary skills and attitude to develop and foster effective team working as well as efficient productivity planning and team motivation skills.

- **Day 1:** Wednesday 24 May
- **Day 2:** Wednesday 21 June

eLearning Courses below are available to purchase 24/7 and are placed on the Learning Management System on the IPU Training Unit Moodle Platform



IPU Introduction to Employment Law and Employee Rights

(eLearning Course)

This course will specifically focus on the need for pharmacies to ensure compliance with employee legislation. Employment law has become increasingly complex over the past number of years. There are rich sources of information that inform employees of their various responsibilities, but also of their employment rights. With increasing inspections by relevant bodies, it is critical that employers and managers have a basic knowledge in all aspects of recruitment, selection, employment, and the management of employees.

IPU Continuing Professional (CPD) Courses for Pharmacy Technicians and the Pharmacy Team

(eLearning Courses)

These CPD courses have been designed to engage the learner using interactive on-screen content, quizzes, video presentations and a final assessment where the learner can print their own Certificate of Completion.

eLearning courses available:

- Asthma Treatment Update
- Chronic Pulmonary Disease (COPD)
- Gastrointestinal Conditions (1)
- Gastrointestinal Conditions (2)

- Heart Health (1)
- Heart Health (2)
- Mental Health (1) Depression
- Mental Health (2) Basic understanding of Schizophrenia
- Support and Care for Cancer Patients
- Diabetes Management and Monitoring



IPU Irish Pharmacy Retail Sales Course

(eLearning Course)

This course provides the pharmacy sales assistant with the knowledge and understanding of the various techniques used for up-selling and cross-selling within retail pharmacy. The course has been designed for the experienced pharmacy sales assistant who wants to refresh their skills to improve and/or increase pharmacy sales. It is also appropriate for the new pharmacy sales assistant to develop their sales ability and gain essential knowledge and skill to engage with customers to maximise pharmacy sales.

The content covers the following topics:

- Opening a sale
- Establishing a customer's needs and wants
- Presenting and matching product and services
- Handling a customer objection
- Closing a sale

Other courses



Medicine in Care Homes

(Training Pack)

The Medicines in Care Homes training pack has been designed to assist pharmacists in providing training on the management of medication to care staff working in residential care settings.



IPU NPA Medicine Counter Assistant (formerly Interact) Course – *(Blended Learning)*

This course is geared for all staff working on the pharmacy medicines counter, including full time, part-time and Saturday Staff. The course is delivered by blended learning and will increase medicine counter assistants' product knowledge and begin to develop the skills needed to work in pharmacy.

Click [here](#) to access Information Sheets on all available training courses.

Instructions on how to 'Enrol and Pay' online are included on course Information Sheet.

If you have any questions, you can phone Janice or Susan in the Training Unit on 01 493 6401 / 01 406 1555 direct dial, or email training@ipu.ie.