

# IPU Training Unit – Spring 2023 Courses



## IPU Step-Up to Supervising Pharmacist

*(1 Day – Tutor-Directed Online Workshop)*

This course has been designed to help prepare Pharmacists for the transition to Supervising Pharmacist. It also gives a grounding in their legal and professional responsibilities to the regulator and those under the HSE contract. It will equip pharmacists with the knowledge required to carry out the role and assist them in building strong relationships with their Superintendents and Owners. Classes of fellow pharmacists will provide a forum to discuss and work through concerns that you may have about moving into the role. Recommended for pharmacists with 1-2 years post-reg experience, those returning to the profession or those who

have recently joined the register from another country.

- **Start Date:** Saturday 28 January



## IPU Medicines Counter Assistant Course (MCA)

### **- 8 Half Days (Tutor-Directed Online Workshops)**

This course has been completely revamped, updated, and endorsed by Award for Training & Higher Education (ATHE). These Tutor Directed Online Workshops will run for 8 half days, over eight weeks for pharmacy staff who work on the pharmacy medicines counter. The course is interactive in nature and will provide pharmacy staff with the skills and knowledge to deal effectively and sensitively with customers in the pharmacy. Emphasis is placed on questioning skills, product knowledge and appropriate referral. Case studies are used to illustrate and emphasise key points in each topic.

- Monday 30 January
  - Mornings - FULL
  - Afternoons - FULL
- Tuesday 31 January
  - Mornings (10am to 2pm) 20 Places



## IPU Delegation Management Course

*(1 Day – Tutor-Directed Online Workshop)*

This 1 day, tutor-directed online workshop course is aimed at candidates who are in a supervisory or management role or aspire to be in the future. Good delegation skills support supervisors and managers, make the most productive use of their own time, improves team members' knowledge, skills, and job satisfaction. Good delegation practice also avoids managerial overload, stress and ultimately burn out!

- **Start Date:** Thursday 9 February



## IPU Showcasing your Pharmacy Online –

**NEW**

*(1 Day – Tutor-Directed Online Workshop)*

This course provides the learner with the knowledge of how to bring your pharmacy brand online. Whether you wish to become an online retailer or simply promote your pharmacy business on social platforms, this course will provide you with the skills to reach your existing customers and to engage with potential new customers in an online setting. The course we will cover the basics of online marketing, social media and building a brand online and demonstrate the service and products you stock to an online audience.

- **Start Date:** Thursday 16 February



### **IPU Patient Medication Counselling 101**

*(1 Day – Tutor-Directed Online Workshop)*

The IPU Patient Medication Counselling 101 course has been designed to encourage pharmacists to revisit and strengthen their own counselling skills. Effective medication counselling helps the patient understand their illness, their medications and improves compliance. This course will deal with the various types of medication counselling, help you to evaluate your current counselling style and provide techniques to ensure effective interactions. The course will also provide an introduction in how to utilise technology to improve the counselling service you provide to your patients.

**Start Date:** Sunday 5 March



### **IPU Bootcamp in Pharmacy Finance**

The IPU Bootcamp in Pharmacy Finance course has been designed to allow pharmacists

compliment their clinical skills with the knowledge and skills to understand the financial aspects of pharmacy business. It will equip pharmacists with an understanding of general and dispensary finance and help them to understand how they and their dispensary teams directly affect cash flow and profitability each month

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



### **IPU Supervisory Development Course**

The IPU Supervisory Development 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 **tutor-directed online workshop** is delivered over two days, one month apart.

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

### **Basics in Health and Nutrition**



#### The IPU Basics in Health and Nutrition Course

provides information on health and nutrition, as well as an overview on how nutritional supplements can assist health and wellbeing. The course aims to equip participants with the knowledge, skills and competence to appropriately engage with patients and customers and give advice on the required vitamins, minerals and supplements solutions. This highly interactive one-day tutor-directed online workshop is specifically for pharmacy technicians and pharmacy staff.

*(1 Day – Tutor-Directed Online Workshops)*

**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](mailto:training@ipu.ie).