Assessment Requirements for SIRCPPA002 Assist customers with eye and ear care products

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Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- recognise and respond appropriately to three product or symptom-based requests for eye and ear care products that require referral
- suggest suitable eye or ear care medicines or products for six customers presenting with different needs that individually or cumulatively include the need for:
    - ear protection products
    - contact lens products
    - products in different forms
- provide directions for product use and other information on lifestyle and self-care practices for each of the above customers
- recommend as appropriate to customer needs, across the product suite, a mix of:
    - unscheduled medicines and products
    - Pharmacy Medicines (S2)
- respond to the needs of each of the following customer types:
    - adults of both genders
    - the elderly
    - children.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- common conditions and symptoms for which eye and ear care medicines and products are used
- common lifestyle risk factors that can contribute to eye or ear conditions and methods of self-care
- key terminology, jargon and common abbreviations for:
    - eye and ear health conditions
    - medicines and products used to relieve symptoms
- overview of pharmacy range of eye and ear care products, both Pharmacy Medicines (S2) and unscheduled medicines and products:
    - location

- which products in the range are Pharmacist Only Medicines (S3)
- different types of commonly requested products, their uses, potential side effects and interactions that may contraindicate their use:
  - complementary medicines
  - ear protection products
  - contact lens products
  - products in these various forms:
    - drops
    - liquids
    - ointments and creams
    - washes and sprays
- features and uses of aids and equipment used with eye and ear care medicines and products
- recognised and credible sources and format of product, lifestyle and self-care information:
  - manufacturer product support materials:
    - Consumer Medicines Information (CMI)
    - product leaflets, brochures, booklets
    - internet sites
  - health-care fact sheets
  - medicines databases
  - pharmacy manuals
  - reputable health education internet sites
  - government and not-for profit organisations
- organisational procedures for supplying eye and ear care medicines and products.

Assessment Conditions

Skills must be demonstrated in a pharmacy with designated front of pharmacy and dispensary areas. This can be:

- an industry workplace
- a simulated industry environment.

Assessment must ensure use of:

- information technology hardware and software
- online information systems
- pharmacy display and storage locations, shelf facings and signage for unscheduled products and Pharmacy Medicines (S2)
- a diverse commercial range of eye and ear care unscheduled products and Pharmacy Medicines (S2) in different forms
- customer brochures and leaflets on lifestyle and self-care practices
- organisational procedures for supplying eye and ear care medicines and products

- customers with whom the individual can interact; these can be:
  - customers in an industry workplace who are served by the individual during the assessment process; or
  - individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Assessors must satisfy the Standards for Registered Training Organisation's requirements for assessors, and:

- have worked in the pharmacy sector for at least two years.

Links

Companion Volume implementation guides are found in VETNet -
https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ca051b1b-5101-4ec2-ac1c-49699303188d