



Australian Government

Assessment Requirements for SIRCPPA007

Assist customers with pregnancy and maternal health products and services

Release: 1

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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:

- access and interpret information about pregnancy and maternal health conditions and specialist support services from two different sources
- respond to product and symptom-based requests for pregnancy and maternal health products from six customers presenting with different needs
- provide directions for product use and other information on lifestyle and self-care practices for each of the above customers
- provide information on:
 - breast expressing kits
 - maternity pads
 - morning sickness treatments
 - nipple care products
 - nursing accessories
 - pregnancy testing kits
 - stretch mark and related skincare products
- 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:
 - pregnant women
 - breastfeeding women
 - women who have recently given birth.

Knowledge Evidence

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

- common minor maternal health conditions and symptoms
- common symptoms of pregnancy
- physical and physiological changes that occur during and following pregnancy, at a basic level of understanding

- common lifestyle factors that can contribute to maternal health conditions and methods of self-care
- key terminology, jargon and common abbreviations for:
 - pregnancy and maternal health conditions
 - medicines and products used to assist
- overview of pharmacy pregnancy and maternal health product range:
 - location
 - different types
 - application
- different types of pregnancy and maternal health products, their use, their side effects and interactions that may contraindicate their use:
 - breast expressing kits
 - maternity pads
 - morning sickness treatments
 - nipple care products
 - nursing accessories
 - pregnancy testing kits
 - stretch mark and related skincare products
- aids and equipment used for pregnancy and maternal health:
 - features and uses
 - care and maintenance
- 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
 - industry and professional publications
 - medicines databases
 - pharmacy manuals
 - reputable health education internet sites
 - government and not-for profit organisations
- organisational procedures for supplying pregnancy and maternal health 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 pregnancy and maternal health products
- a diverse, commercial range of Pharmacy Medicines (S2) and unscheduled products for pregnancy and maternal health:
 - breast expressing kits
 - maternity pads
 - morning sickness treatments
 - nipple care products
 - nursing accessories, such as pillows
 - pregnancy testing kits
 - stretch mark and related skincare products
- customer brochures and leaflets providing information on:
 - directions for product use
 - care and maintenance of aids and equipment
 - lifestyle and self-care practices
 - specialist services that support pregnancy and maternal health
- organisational procedures for supplying pregnancy and maternal health 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>