



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **SIRCHCS306 Advise on complementary medicines**

**Release: 1**

## SIRCHCS306 Advise on complementary medicines

### Modification History

The version details of this endorsed unit are in the table below. The latest information is at the top.

Release	Comments
First Release	<p>This is a revised unit, based on and equivalent to SIRPPKS013A Provide information, products and services on complementary medicine.</p> <p>New functional area. Unit descriptor expanded to define regulatory environment. Application statement expanded to define scope and boundaries of the pharmacy assistant role. Content strengthened to better define range of medicines. No change to overall scope or outcomes the unit.</p>

### Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to provide information to customers on products, services and customer self-care practices using complementary medicines, and supply relevant products.

### Application of the Unit

This unit applies to community pharmacy employees working as pharmacy assistants or dispensary assistants. Pharmacy assistants work directly with customers providing information on complementary medicines. In situations where customers require referral to a pharmacist for therapeutic advice, or where the supply of Prescription Only Medicines or products is required, the pharmacy assistant gathers information, refers the customer on, and then supports the pharmacist by finalising the supply of medicines and products.

A person undertaking this role is required to work under the supervision of a pharmacist.

### Licensing/Regulatory Information

All relevant federal, state or territory legislation, Pharmacy Board of Australia Guidelines, and established practice and quality assurance standards are to be met relating to the promotion and sale of Pharmacy Medicines (S2) and Pharmacist Only Medicines (S3).

## **Pre-Requisites**

SIRCHCS201 Support the supply of Pharmacy Medicines and  
Pharmacist Only Medicines

## **Employability Skills Information**

Not applicable.

## **Elements and Performance Criteria Pre-Content**

Not applicable.

## Elements and Performance Criteria

### ELEMENT

### PERFORMANCE CRITERIA

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

1. Maintain and build own knowledge of complementary medicines.

1.1. Check regularly for new additions or changes to the pharmacy range of complementary medicines.  
1.2. Ensure that supplier claims and published advertising or research are supported by ***evidence-based assessment*** outcomes.

2. Identify customer needs.

2.1. Follow pharmacy protocols and procedures to identify the ***customer***, customer needs or symptoms, their duration and severity.  
2.2. Determine what ***complementary medicines and products*** have been tried and customer satisfaction with their efficacy.  
2.3. Follow pharmacy protocols to identify ***triggers for referral to a pharmacist***.  
2.4. Follow pharmacy procedures to respect and protect customer privacy.

3. Provide information on complementary medicine products and services.

3.1. Access credible ***sources of information*** to provide advice to customers on complementary medicines.  
3.2. Check contraindications on manufacturer's information and refer to a pharmacist where potential interactions with other medicines are indicated.  
3.3. Recommend complementary medicines and products appropriate to customer symptoms and needs.  
3.4. Provide the customer with information and ***directions for product use***.  
3.5. Identify and act on opportunities to suggest companion products relevant to desired health-care outcomes.

## Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

### Required skills

- communication skills to:
  - interact with the customer to:
    - ask questions to identify and confirm requirements
    - obtain and provide information
    - confirm understanding
    - explain pharmacy complementary medicine services
    - provide advice on lifestyle, self-care practices, specialist services and practitioners
    - suggest and supply complementary medicines and products
  - refer customers to a pharmacist or another staff member
  - use language and concepts appropriate to cultural differences
  - use and interpret non-verbal communication
- learning skills to source information to develop and maintain currency of knowledge
- literacy skills to:
  - interpret and apply complementary medicine product and self-care information when advising customers
  - use specialist information and services to support the use of complementary medicines and products
  - follow pharmacy procedures
- planning and organising skills to meet efficient pharmacy customer service timelines
- teamwork skills to:
  - operate as part of a team
  - provide relevant information and seek information from a pharmacist and other pharmacy staff as required
- technology skills to access and use information systems required by the role

### Required knowledge

- common conditions that may benefit from the use of complementary medicines
- commonly requested complementary medicines, their key ingredients, application and modes of action
- common side effects of taking complementary medicines, including potential interactions with other medicines
- personal role boundaries and responsibilities, and circumstances under which referral to a pharmacist or other pharmacy staff is required
- pharmacy protocols and procedures relating to the supply of complementary medicines and products, including:
  - collecting required information from customers
  - collecting and supplying information to an agent acting on behalf of a customer

- identifying and acting on triggers for referral to a pharmacist
- identifying and supplying complementary medicines, information, aids and equipment to meet customer needs
- respecting and protecting customer privacy
- pharmacy range of complementary medicines and products
- principles of evidence-based assessment as they apply to assessing the efficacy of complementary medicines and awareness of credible sources of information on product range
- relevant product and health condition terminology

## Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

### Overview of assessment

#### Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the ability to:

- apply knowledge of complementary medicines and products that are appropriate to treat or manage a range of common conditions
- apply pharmacy protocols and procedures when supplying complementary medicines and products
- follow pharmacy procedures for identifying and acting on triggers for referral to a pharmacist
- provide information to customers in ways appropriate to customer needs and demonstrate techniques to confirm understanding
- recommend and supply complementary medicines.

#### Context of and specific resources for assessment

Assessment must ensure that competency is:

- observed by the assessor or the technical expert working in partnership with the assessor as described in the assessment guidelines
- demonstrated across a range of customers over sufficient time to include handling of a range of contingencies
- demonstrated in a real or simulated pharmacy environment, which may include customer interruptions and involvement in other related activities normally expected in the pharmacy.

Assessment must ensure access to:

- pharmacy protocols and procedures
- a range of complementary medicines
- pharmacy and companion products
- relevant documentation, such as:
  - information on complementary medicines, companion products health care, and product use
  - CMI
- a range of real or simulated customers with different requirements.

#### Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are

appropriate for this unit:

- observation of the candidate in the workplace:
  - selling complementary medicines, aids and equipment to a range of customers
  - acting on situations or requests that indicate the need to refer customers to a pharmacist or a more senior colleague
- written or oral questions appropriate to the language and literacy level of the learner to test relevant underpinning knowledge
- role plays to confirm communication skills to meet diverse customer requirements
- review of portfolios of evidence and third-party workplace reports of on-the-job performance.

**Guidance information for assessment**

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

## Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

***Evidence-based assessment*** may include:

- objective technical methods
- clinical testing
- sensory analysis by trained panels or by consumers
- consumer or market research
- published and peer reviewed outcomes.

***Customer*** may include people:

- from a range of social, cultural and ethnic backgrounds and with varying mental and physical abilities
- visiting the pharmacy, contacting the pharmacy by phone, or in their own home
- with special needs, such as:
  - the elderly
  - infants
- who are:
  - drug or alcohol affected
  - emotionally unstable
  - mentally unstable
  - physically unwell.

***Complementary medicines and products*** may include:

- Dong Quai
- essential oils and vaporisers
- Echinacea
- Ginger
- Ginkgo Biloba
- Ginseng-Panax and Siberian
- glucosamine
- Guarana
- probiotics
- Saw Palmetto
- St John's Wort
- Valerian.

***Triggers for referral to a pharmacist*** must include:

- customer who is:
  - a child under 2
  - an aged person
  - pregnant or breastfeeding
  - taking other medicines

- customer who has:
  - had the complaint for some time
  - other health conditions, such as asthma, diabetes and high blood pressure
  - used the product before but is not satisfied with its efficacy
- customer appears to be:
  - sick
  - angry
  - confused
  - dissatisfied
  - uncertain
  - under the influence of drugs or alcohol

## **Unit Sector(s)**

Not applicable.

## **Competency field**

Health Care Support