



Australian Government

Department of Education, Employment and Workplace Relations

SIRCPPK312 Assist customers seeking sexual health medicines and products

Release: 1

SIRCPPK312 Assist customers seeking sexual health medicines and products

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	This unit is updated and equivalent to SIRPPKS019A Provide information, products and services on women's and men's health.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to assess customer needs, advise on, select and supply sexual health medicines and products from the pharmacy range.

Application of the Unit

This unit applies to community pharmacy employees working as pharmacy assistants. Pharmacy assistants work directly with customers, providing information on and supplying sexual health Pharmacy Medicines and unscheduled medicine products. In situations where customers require referral to a pharmacist for therapeutic advice, or where the supply of Pharmacist 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 supply 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

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

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.

- | | |
|--|---|
| <p>1. Collect information on customer sexual health needs.</p> | <p>1.1. Approach and question <i>customer</i> to establish who will be using the product.</p> <p>1.2. Confirm relevant symptoms, their duration and their severity.</p> <p>1.3. Determine customer satisfaction with <i>sexual health medicines and products</i> that have been tried.</p> <p>1.4. Identify any other health conditions and medicines the customer is taking.</p> <p>1.5. Follow pharmacy <i>protocols and procedures</i> to respect and protect customer privacy.</p> |
| <p>2. Identify and respond to customer needs and requirements.</p> | <p>2.1. Assess customer information and determine <i>response</i>.</p> <p>2.2. Act on <i>triggers for referral to a pharmacist</i>.</p> <p>2.3. Select and suggest a Pharmacy Medicine or unscheduled medicine or product suited to customer sexual health symptoms and needs.</p> <p>2.4. Follow pharmacy procedures relating to conditions of supply for sexual health products.</p> |
| <p>3. Provide relevant product, self-care and lifestyle information.</p> | <p>3.1. Explain manufacturer's product information and confirm customer understanding of <i>directions for product use</i>.</p> <p>3.2. Suggest companion products relevant to desired health outcomes.</p> <p>3.3. Provide customers with information on lifestyle, self-care practices and specialist services related to sexual health.</p> <p>3.4. Access and provide relevant <i>sources of self-care information</i> to customers</p> |
| <p>4. Maintain and build own knowledge of sexual health products.</p> | <p>4.1. Locate the pharmacy range of sexual health products.</p> <p>4.2. Check regularly for new additions or changes to the range.</p> |

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
 - provide information
 - confirm understanding
 - suggest and supply sexual health medicines and products
 - refer customers to a pharmacist or other pharmacy staff
 - use language and concepts appropriate to cultural differences
 - use and interpret non-verbal communication
- learning skills to maintain currency of knowledge about sexual health medicines and products
- literacy skills to:
 - follow pharmacy procedures
 - interpret product and self-care information
- planning and organising skills to meet customer service requirements
- problem-solving skills to assess and respond to customer information
- teamwork skills to operate as part of a team and provide relevant information to a pharmacist and other pharmacy staff as required
- technology skills to access and use information systems required by the role

Required knowledge

- aids and equipment that may be of assistance to customers with sexual health conditions
- common risk factors that can contribute to sexual health related infections
- men's and women's conditions, including:
 - erectile dysfunction
 - reproductive problems, menstrual and menopause conditions
 - sexual hygiene
 - sexually transmissible infections
 - thrush
- personal role boundaries, responsibilities and circumstance under which referral to a pharmacist or other pharmacy staff is required
- pharmacy procedures regarding the supply of sexual health 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 medicines, products, information, aids and equipment to

meet customer needs

- respecting and protecting customer privacy
- relevant product and health condition terminology
- pharmacy range and locations of sexual health Pharmacy Medicines, Pharmacist Only Medicines and unscheduled medicines
- sources of information, advice and specialist services relating to men's and women's health
- symptoms of common conditions that may be contagious and appropriate infection-control strategies
- transference of infection relating to men's and women's health conditions and appropriate infection-control strategies

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:

- collect information from and inform customers, in ways appropriate to their needs
- demonstrate appropriate techniques to confirm customer understanding of directions for product use
- follow pharmacy protocols and procedures for identifying and acting on triggers for referral to a pharmacist
- apply knowledge of men's and women's sexual health conditions when supplying related medicines, aids and equipment
- follow pharmacy protocols and procedures relating to conditions of supply when selling sexual health medicines and products.

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 workplace environment which may include customer interruptions and involvement in other related activities normally expected in the pharmacy.

Assessment must ensure access to:

- a range of real or simulated customers with different requirements
- a range of sexual health medicines, products, aids and equipment
- pharmacy protocols and procedures
- relevant documentation, such as:
 - men's and women's health-care product information
 - self-care and lifestyle advice.

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:
 - applying pharmacy protocols and procedures
 - seeking information to establish customer requirements
 - recommending and selling sexual health 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, for example:

- SIRXSLS201 Sell products and services.

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.

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
- who are:
 - drug or alcohol affected
 - emotionally unstable
 - mentally unstable
 - physically unwell.

Sexual health medicines and products may include:

- condoms
- lubricants
- spermicides
- diaphragms
- self-test kits, such as:
 - home testing pregnancy or ovulation kits
 - breast testing kits
- anti-fungal medication
- thrush treatments
- pelvic floor aids and equipment
- complementary medicines
- unscheduled medicines
- pharmacy medication.

Protocols and procedures may include:

- interacting with the customer to establish:
 - who the product or service is for
 - symptoms
 - duration of symptoms
 - other existing health conditions
- assessing:
 - customer responses to questions
 - own confidence that the product or service requested by the customer or envisaged by the pharmacy assistant is right for the customer's symptoms.

Response may include:

- referral to:

Triggers for referral to a pharmacist may include:

- a more experienced team member
- a pharmacist
- recommending medicine or products.
- customer who is:
 - 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
- pharmacy assistant is unsure and needs confirmation of the medicine selected, even if the product has been requested by name
- request for Pharmacist Only Medicine.

Directions for product use may include:

- explaining and demonstrating use, care and maintenance of:
 - aids
 - test kits and equipment
- how to apply or use medicines
- most common and important adverse effects
- lifestyle or management tips for the condition
- to contact the pharmacy if the product or medicine does not help or the symptoms persist.

Sources of self-care information may include:

- customer self-care cards
- health-care fact sheets
- pharmacy or supplier product leaflets, brochures and manuals
- product support material
- reputable internet resources.

Unit Sector(s)

Community Pharmacy

Competency field

Pharmacy Product Knowledge