



Australian Government

Department of Education, Employment and Workplace Relations

SIRPPKS014A Provide information, products and services on diabetes

Revision Number: 1

SIRPPKS014A Provide information, products and services on diabetes

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit covers skills and knowledge required to develop a basic understanding of diabetes conditions and provide information to customers on products, services and customer self-care practices to support customers to manage diabetes.

Application of the Unit

Application of the unit

This unit supports front-of-store sales work roles and is carried out under direction of a pharmacist.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units

SIRPPKS001A Support the sale of pharmacy and pharmacist-only medicines.

Employability Skills Information

Employability skills The required outcomes described in this unit contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Develop knowledge of diabetes and related products.	1.1 Recognise signs and symptoms of <i>diabetes types and related conditions</i> . 1.2 Identify contributing factors and groups at risk of diabetes. 1.3 Identify and locate the pharmacy range of <i>diabetes-related products</i> . 1.4 Identify and access <i>sources of information, specialist services and practitioners</i> .
2 Identify customer needs.	2.1 Identify customer needs, symptoms, duration and severity. 2.2 Determine customer's current use of <i>other medications</i> and other medical conditions. 2.3 Identify and act upon situations requiring referral to pharmacist.

ELEMENT	PERFORMANCE CRITERIA
3 Provide information on diabetes-related products and support services.	<p>3.1 Provide customers with information on lifestyle, self-care practices and specialist services to support diabetes management.</p> <p>3.2 Recommend diabetes-related products appropriate to customer symptoms and needs.</p> <p>3.3 Provide the customer with information and directions for product use.</p> <p>3.4 Explain and demonstrate use, care and maintenance of aids, test kits and equipment as appropriate to customer needs.</p> <p>3.5 Identify and act upon opportunities to suggest companion products relevant to desired health care outcomes.</p>

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- interpersonal communication skills to:
 - communicate with the customer, including obtaining and providing information and confirming understanding, through clear and direct communication
 - ask questions to identify and confirm requirements
 - use language and concepts appropriate to cultural differences
 - use and interpret non-verbal communication
- apply literacy skills to read and interpret product and self-care information
- respect and maintain privacy and confidentiality of customer information
- demonstrate procedures for identifying symptoms and identifying and selling diabetes products
- locate specialist information and services to support the management of diabetes conditions
- maintain currency of knowledge about diabetes and related products
- demonstrate procedures for using relevant aids, self-testing kits and equipment that may assist customers
- access and use information systems as required by the role
- plan and organise work to meet customer service requirements.

The following knowledge must be assessed as part of this unit:

- pharmacy policies, protocols and procedures relating to the sale of diabetes medicines, aids, kits and equipment
- common symptoms of diabetes and related conditions
- common factors that can contribute to diabetes conditions and related lifestyle and self-care information
- related health conditions that can result from diabetes
- basic awareness of how insulin works in the body
- common side effects of taking diabetes medicine
- diabetes aids and equipment
- use, care and storage requirements for aids and equipment
- product and health condition terminology
- sources of information, advice and specialist services related to diabetes
- role boundaries and responsibilities, and circumstances under which referral to a pharmacist or other pharmacy staff is required
- communication skills to collect and provide information to customers, including use of

REQUIRED SKILLS AND KNOWLEDGE

- structured and open-ended questions and interpretation of non-verbal cues
- procedures to follow for collecting and supplying information to an agent acting on behalf of a customer.
- Communication methods and systems to operate as part of a team and provide relevant information to a pharmacist and other pharmacy staff as required.

Evidence Guide

EVIDENCE GUIDE

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

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

Evidence of the following is essential:

- applies pharmacy protocols and procedures when selling diabetes-related medicines, aids and equipment, including:
 - collecting the required information from customers
 - identifying situations or requests requiring referral to a pharmacist and refer appropriately
 - identifying and supplying the relevant medicines, information, aids and equipment to meet customer needs
 - demonstrating use of aids and equipment
- applies knowledge of the common symptoms and basic causes of diabetes conditions and associated risk factors
- applies knowledge of medicine, aids and equipment appropriate to treat and manage diabetes conditions
- applies knowledge of lifestyle, self-care practices and support services
- identifies and refers to specialist sources of information, advice and expertise to assist the customer and maintain currency of knowledge
- respects and protects customer privacy when communicating with customers
- demonstrates ability to put the customer at ease and use questioning techniques appropriate to discussing highly

EVIDENCE GUIDE

sensitive issues

- provides information to customers in ways appropriate to customer needs and demonstrates appropriate techniques to confirm understanding
- recognises the situations requiring referral to a pharmacist or other pharmacy staff according to pharmacy policy
- plans and carries out work to meet customer service workflow requirements.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of the sale of diabetes-related medicines and products, over sufficient time to demonstrate handling of a range of contingencies
- performance is observed by the assessor or a technical expert working in partnership with the assessor.
- access to a real or simulated pharmacy environment
- access to relevant pharmacy protocols and procedures
- access to relevant documentation, such as:
 - diabetes product and service information
 - self-care and lifestyle advice
- access to a range of customers with different requirements (real or simulated)
- access to a range of diabetes products.

Methods 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 diabetes-related medicines, aids and equipment to a range of customers
- written or verbal questioning to assess knowledge and understanding
- role plays to confirm communication skills to meet diverse customer requirements.

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

EVIDENCE GUIDE

Assessing employability skills Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically in the context of the job role and with other relevant units that make up the skill set or qualification.

Range Statement

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 in the performance criteria is detailed below.

Diabetes types and related conditions may include:

- Type 1 diabetes or insulin-dependent diabetes
- Type 2 diabetes or non-insulin-dependent diabetes
- hypoglycaemia.

RANGE STATEMENT

Sale of *diabetes medications aids and equipment* must comply with:

- federal and state or territory legislation
- industry codes of practice, standards and guidelines
- community pharmacy policies, protocols and procedures relating to the sale of diabetes-related medicines and products, aids and equipment.

Diabetes-related products, aids, test kits and equipment may include:

- insulin, syringes, pens, lancets
- other diabetic medication
- blood glucose monitoring machines, reagent strips
- glucose urine testing kits.

Medicines and products may include:

- complementary medicines
- non-scheduled products
- pharmacy medication.

Sources of information, specialist services and practitioners may include:

- health care information
- pharmacy or supplier product leaflets, brochures and manuals
- manufacturer information
- industry and professional publications
- medicines databases
- doctors
- pharmacist
- support organisations
- other health care specialists
- relevant websites.

Other medications may include:

- prescription medicines
- pharmacy and pharmacist-only medicines
- herbal and vitamin supplements.

Recommendations refer to:

- only those medicines not requiring referral to a pharmacist for therapeutic advice. This may include S2 medicines and general (non-scheduled) items
- aids, test kits and equipment.

Unit Sector(s)

Sector Community Pharmacy

Competency field

Competency field Community Pharmacy Product