



**Australian Government**

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

# **SIRPPKS018A Provide information, products and services on smoking cessation**

**Revision Number: 1**

## **SIRPPKS018A Provide information, products and services on smoking cessation**

### **Modification History**

Not applicable.

### **Unit Descriptor**

#### **Unit descriptor**

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

### **Application of the Unit**

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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 smoking cessation.	<p>1.1 Identify the physiological effects of smoking and signs and symptoms of related health conditions.</p> <p>1.2 Identify groups at risk of smoking-related illness.</p> <p>1.3 Identify effects likely to be encountered by patients during smoking cessation.</p> <p>1.4 Identify signs and symptoms of the health effects of smoking.</p> <p>1.5 Identify and access <b><i>sources of information, specialist services and practitioners.</i></b></p>
2 Develop knowledge of smoking cessation-related products.	<p>2.1 Identify and locate the pharmacy range of <b><i>smoking cessation medications.</i></b></p> <p>2.2 Identify and locate the pharmacy range of <b><i>smoking cessation-related aids.</i></b></p>

<b>ELEMENT</b>	<b>PERFORMANCE CRITERIA</b>
3 Identify customer needs.	<p>3.1 Identify customer needs, symptoms, duration and severity.</p> <p>3.2 Determine customer's current use of <i>other medications</i> and other medical conditions.</p> <p>3.3 Identify and act upon situations requiring referral to pharmacist.</p>
4 Provide information on smoking cessation-related products and support services.	<p>4.1 Provide customers with information on lifestyle, self-care practices and specialist services to support smoking cessation.</p> <p>4.2 <b>Recommend</b> smoking cessation-related medication and products appropriate to customer symptoms and needs.</p> <p>4.3 Provide the customer with information and directions for product use.</p> <p>4.4 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 medication and self-care information
- respect and maintain privacy and confidentiality of customer information
- demonstrate procedures for identifying symptoms and identifying and selling smoking cessation-related medicines and products
- locate specialist information and services to support smoking cessation
- maintain currency of knowledge about smoking cessation and related medicines and products
- demonstrate use of smoking cessation products
- 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 smoking cessation medicines, aids, kits and equipment
- common symptoms of smoking and smoking-related illness
- short and long-term known health effects of active and passive smoking
- common behavioural triggers that can contribute to smoking and related lifestyle and self-care information
- range of smoking cessation medicines and products and basic understanding of modes of action for products that can be sold without the involvement of a pharmacist
- common side effects of taking smoking cessation medicines and using smoking cessation aids and related management strategies
- product and health condition terminology
- sources of information, advice and specialist services related to smoking cessation
- principles of evidence-based assessment as they apply to assessing the efficacy of medicines used to support smoking cessation and awareness of credible sources of information on product range
- interaction of nicotine with other medications

## REQUIRED SKILLS AND KNOWLEDGE

- 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 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 smoking cessation-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 smoking cessation products
- applies knowledge of nicotine dependence, triggers that contribute to smoking and barriers to quitting smoking
- applies knowledge of smoking and related health conditions and side effects resulting from use of smoking cessation products
- applies knowledge of medicine, aids and equipment appropriate to treat or manage smoking-related illnesses and related conditions
- applies knowledge of lifestyle, self-care practices and support services
- identifies and refers to specialist sources of

## EVIDENCE GUIDE

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 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.

## EVIDENCE GUIDE

### Context of and specific resources for assessment

Assessment must ensure:

- demonstration of the sale of smoking cessation-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:
  - smoking cessation 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 smoking cessation 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 smoking cessation-related medicines and aids 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.

***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
- doctors
- pharmacist
- support organisations
- other health care specialists
- relevant websites.

## RANGE STATEMENT

Sale of *smoking cessation 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 smoking cessation-related medicines and products, aids and equipment.

*Smoking cessation-related products and aids* may include:

- nicotine replacement therapy, including patches, gums and inhalers
- audio and video resources.

*Medicines and products* may include:

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

*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