



Australian Government

Assessment Requirements for SIRCPPA001

Assist customers with vitamins, minerals and supplements

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:

- recognise and respond appropriately to three product or symptom-based requests for vitamin, mineral and supplement products that require referral
- suggest suitable vitamin, mineral and supplements products for 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
- 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:
 - adults of both genders
 - the elderly
 - children.

Knowledge Evidence

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

- basic aspects of these common causes of vitamin and mineral deficiency:
 - accidents and illness
 - excessive alcohol consumption
 - excessive use of laxatives
 - food allergies resulting in the omission of important food groups
 - inadequate or fad diets
 - lack of sunlight
 - overuse of convenience foods
 - poor food storage
 - pregnancy and lactation
 - regular athletic performance
 - regular consumption of overcooked food

- key terminology, jargon and common abbreviations for the:
 - diet-related health conditions
 - commonly requested vitamins, minerals and supplements
- overview of pharmacy product range of vitamins, minerals and supplements; Pharmacy Medicines (S2) and unscheduled medicines and products:
 - location
 - which products in the range are Pharmacist Only Medicines (S3)
- different types of commonly requested products and their use, their side effects and interactions that may contraindicate their use:
 - vitamins:
 - A (Retinol-Carotene)
 - B-complex group
 - B9 (Folic Acid)
 - C (Ascorbic Acid)
 - D (Calciferol-Viosterol-Ergosterol)
 - E (Tocopherol)
 - K (Menadione)
 - minerals:
 - calcium
 - chromium
 - iodine
 - iron
 - magnesium
 - potassium
 - phosphorous
 - selenium
 - sodium
 - zinc
 - supplements:
 - fish oil
 - glucosamine
- 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
 - medicines databases
 - pharmacy manuals
 - reputable health education internet sites
 - government and not-for profit organisations

- organisational procedures for supplying vitamins, minerals and supplements
- sources of specialist advice on nutrition for referral purposes.

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 unscheduled products and Pharmacy Medicines (S2)
- a diverse commercial product range of vitamins, minerals and supplements as listed in the Knowledge Evidence
- customer brochures and leaflets on lifestyle and self-care practices
- organisational procedures for supplying vitamins, minerals and supplements
- 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>