



**Australian Government**

# **Assessment Requirements for SIRCPA003 Assist customers with first aid products**

**Release: 1**

# Assessment Requirements for SIRCPPA003 Assist customers with first aid products

## 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 first aid products that require referral
- suggest suitable first aid products for six customers presenting with different needs that individually or cumulatively include the need for:
  - skin healing and care products
  - dressings, strapping, bandages or supports
  - surgical implements
  - products in different forms
- 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 injuries and wounds encountered by pharmacy personnel:
  - minor acute wounds
  - breaks
  - bruising
  - sprains
- skin structure, at a basic level of understanding; healing process and advantages of moist healing

- common lifestyle risk factors that can contribute to sustaining injuries and wounds and methods of self-care
- key terminology, jargon and common abbreviations for:
  - minor injuries and wounds
  - first aid products used to relieve symptoms
- overview of pharmacy product range for first aid; Pharmacy Medicines and unscheduled medicines and products:
  - location
  - which products in the range are Pharmacist Only Medicines
  - first aid kits
- different types of commonly-requested products, their use, their side effects and interactions that may contraindicate their use:
  - **antiseptic, skin healing and care products**
    - aids and equipment used with first aid products
    - dressings, strapping, bandages and supports
    - surgical implements
    - products in these various forms:
      - adhesive and non adhesive pads and patches
      - creams and ointments
      - liquids, sprays and gels
      - pastes.
  - 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 first aid products.
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## 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 range of first aid unscheduled products, and Pharmacy Medicines (S2):
  - antiseptic, skin healing and care products
  - aids and equipment used with first aid and wound care medicines or products
  - dressings, strapping, bandages and supports
  - surgical implements
  - products in different forms
- customer brochures and leaflets providing information on:
  - directions for product use
  - lifestyle and self-care practices
- organisational procedures for supplying first aid products
- 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>