



Australian Government

Assessment Requirements for SIRCPPA004 Assist customers with oral care products

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 oral care products that require referral
- suggest suitable oral care products for six customers presenting with different needs that individually or cumulatively include the need for:
 - denture preparations and accessories
 - oral health and hygiene products:
 - products in different forms
- provide directions for product use and other information on lifestyle and self-care practices for 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:

- common conditions and symptoms for which oral care medicines and products are used
- common lifestyle risk factors that can contribute to oral conditions and methods of self-care
- key terminology, jargon and common abbreviations for:
 - oral health conditions
 - medicines and products used to relieve symptoms
- overview of pharmacy range of oral care products, Pharmacy Medicines (S2) and unscheduled medicines and products:
 - location

- different types
- application for different conditions
- which products in the range are Pharmacist Only Medicines (S3)
- common side effects of using oral care medicines and products
- features and uses of aids and equipment used with oral care medicines and products
- 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 oral care medicines and products.

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 oral care unscheduled products and Pharmacy Medicines in different forms
- customer brochures and leaflets providing information on:
 - directions for product use
 - lifestyle and self-care practices
- organisational procedures for supplying oral care medicines and 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>