



Australian Government

**Assessment Requirements for SIRCPPA008
Assist customers with products for
gastro-intestinal conditions**

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 gastro-intestinal products that require referral
- suggest suitable gastro-intestinal medicines or products for six customers presenting with different needs that individually or cumulatively include the need for:
 - anthelmintic (worming) products
 - anti-diarrhoea medicine
 - anti-spasmodic medication
 - enemas
 - fibre supplements
 - haemorrhoidal products
 - laxatives
 - 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:

- these common gastro-intestinal conditions, at a basic level of understanding, and products that assist in relief of symptoms:
 - coeliac disease
 - food intolerances

- gastroenteritis
- irritable bowel syndrome
- common lifestyle risk factors that can contribute to gastro-intestinal conditions and methods of self-care
- key terminology, jargon and common abbreviations for:
 - gastro-intestinal health conditions
 - medicines and products used to relieve symptoms
- overview of pharmacy product range for gastro-intestinal conditions; Pharmacy Medicines (S2) and unscheduled medicines and products:
 - location
 - which products in the range are Pharmacist Only Medicines (S3)
- the actions of antacids, alginates and H2 antagonists and their suitability for different customer needs
- different types of commonly requested products, their use, their side effects and interactions that may contraindicate their use:
 - anthelmintic (worming) products
 - anti-diarrhoea medicine
 - anti-spasmodic medication
 - enemas
 - fibre supplements
 - haemorrhoidal products
 - laxatives
 - products in different forms:
 - granules
 - liquid
 - mixtures
 - ointments and creams
 - powders
 - suppositories
 - tablets, capsules and caplets
- features and uses of aids and equipment used with medicines and products for gastro-intestinal conditions
- recognised and credible sources of information on gastro-intestinal conditions, health management and specialist support services:
 - federal, state or territory government health education internet sites
 - not for profit health councils
 - industry and professional publications
 - product manufacturer health education materials
- 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 medicines and products for gastro-intestinal conditions.

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 products for gastro-intestinal conditions including unscheduled products and Pharmacy Medicines (S2):
 - aids and equipment used with products and medicines for gastro-intestinal conditions
 - anthelmintic (worming) products
 - anti-diarrhoea medicine
 - anti-spasmodic medication
 - complementary medicines
 - enemas
 - fibre supplements
 - haemorrhoidal products
 - laxatives

products in various forms

- customer brochures and leaflets providing information on:
 - directions for product use
 - lifestyle and self-care practices
- organisational procedures for supplying medicines and products for gastro-intestinal conditions
- 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>