



**Australian Government**

**Assessment Requirements for SIRCPPA009  
Assist customers with allergy relief  
products**

**Release: 1**

## Assessment Requirements for SIRCPPA009 Assist customers with allergy relief 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 allergy relief products that require referral
- suggest suitable allergy relief products for six customers presenting with different needs that individually or cumulatively include the need for:
  - corticosteroids
  - decongestants
  - eye drops
  - inhalants
  - antihistamines
  - 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 client 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 allergic conditions and symptoms for which allergy relief medicines and products are used
- common lifestyle risk factors that can contribute to allergies and methods of self-care
- key terminology, jargon and common abbreviations for:
  - allergy-related health conditions
  - medicines and products used to relieve symptoms

- overview of pharmacy range of allergy relief products; 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, their use, their side effects and interactions that may contraindicate their use:
  - corticosteroids
  - decongestants
  - eye drops
  - inhalants
  - antihistamines – sedating and non-sedating
  - products in different forms:
    - capsules and tablets
    - sprays
    - drops
    - liquids, creams and lotions
- common side effects of using allergy relief medicines and products
- features and uses of aids and equipment used with allergy relief medicines and products to include product applicators
- 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 allergy relief 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 allergy relief unscheduled products and Pharmacy Medicines (S2):
  - corticosteroids
  - decongestants
  - eye drops
  - inhalants
  - antihistamines
  - products in different forms
- customer brochures and leaflets providing information on:
  - directions for product use
  - lifestyle and self-care practices
- organisational procedures for the supply of allergy relief 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>