



Australian Government

**Assessment Requirements for SIRCPA011
Assist customers with baby and infant 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 baby and infant products that require referral
- suggest suitable baby and infant products for six customers presenting with different needs that individually or cumulatively include the need for:
 - durable products
 - formula, feeding products and steriliser kits
 - nappies and related products
 - rash and other skin treatments
 - teething products
 - products in different forms
- provide directions for product use and other information on lifestyle and self-care 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 a variety of baby and infant ages from 0 to 2 years.

Knowledge Evidence

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

- common conditions and symptoms for which baby and infant care medicines and products are used
- common lifestyle risk factors that can contribute to baby and infant conditions and methods of care
- key terminology, jargon and common abbreviations for:
 - baby and infant health conditions
 - medicines and products used to relieve symptoms
 - formula and feeding products
- benefits of breastfeeding

- contents of the Marketing in Australia of Infant Formula (MAIF) Agreement and its guidelines for providing advice on the use of infant formula
- content of Infant Feeding Guidelines for Health Workers
- overview of pharmacy range of baby and infant care products; Pharmacy Medicines (S2) and unscheduled medicines and products:
 - location
 - application
- which products in the range are Pharmacist Only Medicines (S3)
- features and benefits of baby and infant care products, aids and equipment, when they are used and common side effects:
 - durable products
 - formula
 - feeding products and steriliser kits
 - nappies and related products
 - rash and other skin treatments
 - teething products
 - products in different forms
 - liquids, sprays and drops
 - ointments, creams, oils and lotions
 - powders
- recognised and credible sources and format of product, lifestyle and care information:
 - manufacturer product support materials:
 - Consumer Medicines Information (CMI)
 - product leaflets, brochures, booklets
 - internet sites
 - health-care fact sheets
 - industry and professional publications
 - medicines databases
 - pharmacy manuals
 - reputable health education internet sites
 - government and not-for profit organisations
- sources of information on these types of support services:
 - baby clubs, including in-pharmacy baby care clubs
 - breastfeeding groups
 - infant health-care services
- organisational procedures for supplying baby and infant 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 baby and infant care unscheduled products and Pharmacy Medicines (S2):
 - durable products
 - formula, feeding products and steriliser kits
 - nappies and related products
 - rash and other skin treatments
 - teething products
 - products in different forms
- customer brochures and leaflets providing information on:
 - directions for product use
 - lifestyle and care practices
 - baby care services
- Marketing in Australia of Infant Formula (MAIF) Agreement
- organisational procedures for supplying baby and infant 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>