



Australian Government

**Assessment Requirements for SIRCPPA013
Assist customers with smoking cessation
products**

Release: 1

Assessment Requirements for SIRCPPA013 Assist customers with smoking cessation 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:

- access and interpret information about nicotine dependence, smoking cessation and specialist support services from two different sources
- recognise and respond to three different nicotine or smoking cessation-related situations that require referral to a pharmacist
- suggest suitable smoking cessation products for three different customers
- provide directions for product use and other information on lifestyle, self-care practices and specialist support services for the above three customers.

Knowledge Evidence

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

- common symptoms of smoking-related illness
- short and long-term health effects of active and passive smoking
- characteristics of nicotine dependence and physiological effects, at a basic level of understanding
- common behavioural triggers that contribute to smoking
- common barriers to quitting smoking
- key terminology, jargon and common abbreviations relevant to smoking cessation, for:
 - smoking-related health conditions
 - nicotine replacement products
- the potential relationship between smoking cessation and weight management, and the basic features of a healthy diet within the boundaries of the Australian Dietary Guidelines
- different types of smoking cessation products, their use, their side effects and interactions that may contraindicate their use:
 - different forms - gums, patches, lozenges, inhalers, sprays
 - modes of action, at a basic level of understanding
 - application
- aids and equipment used for smoking cessation:
 - features and uses
 - care and maintenance

- components of smoking cessation kits
- 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
 - industry and professional publications
 - medicines databases
 - pharmacy manuals
 - reputable health education internet sites
 - government and not-for profit organisations:
 - Quit
 - National Tobacco Strategy
- role boundaries and responsibilities of pharmacy assistants, and circumstances which require and trigger referral to a pharmacist
- organisational procedures for supplying nicotine replacement products and smoking cessation aids:
 - questions that must be asked to collect information about customer needs
 - collecting and supplying information to an agent acting on behalf of a customer
 - identifying and acting on triggers for referral to a pharmacist
- maintaining privacy and confidentiality of customer information.

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 nicotine replacement products
- a diverse, commercial range of nicotine replacement products
- customer brochures and leaflets providing information on:
 - directions for product use
 - care and maintenance of aids and equipment
 - lifestyle and self-care practices
 - specialist services that support smoking cessation

-
- organisational procedures for supplying nicotine replacement products and smoking cessation aids
 - 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>