



**Australian Government**

# **Assessment Requirements for SIRCPPA017**

## **Assist customers with complementary medicines**

**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:

- access and interpret information about complementary medicines from two different credible sources
- respond to product and symptom based requests for complementary medicines from six customers presenting with different minor health condition needs
- provide directions for product use and other information on lifestyle and self-care practices for each of the above customers
- 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 minor health conditions and symptoms that may benefit from the use of complementary medicines at a basic level of understanding, for each of the following body systems:
  - cardiovascular
  - gastrointestinal
  - musculoskeletal
  - nervous
  - reproductive
  - respiratory
- key terminology, jargon and common abbreviations relevant to complementary medicines, for:
  - common minor health conditions
  - medicines and products used to assist
- overview of pharmacy complementary medicine and product range:
  - location
  - which products in the range are Pharmacy Medicines (S2)

- types of complementary medicines and how they are named and formulated:
  - herbal
  - essential oils
  - homeopathics
- different types of commonly-requested complementary medicine products for minor health conditions, their use, their side effects and interactions that may contraindicate their use:
  - products in different forms - tablets, gels, drops, sprays, creams, oils
  - key ingredients
  - modes of action, at a basic level of understanding
  - application
- 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.

## 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 complementary medicines and products
- a diverse, commercial range of complementary medicines and products
- customer brochures and leaflets providing information on:
  - directions for product use
  - lifestyle and self-care practices
- organisational procedures for supplying complementary 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>