



**Australian Government**

# **SIRCPA017 Assist customers with complementary medicines**

**Release: 1**

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## **Modification History**

Not applicable.

## **Application**

This unit describes the performance outcomes, skills and knowledge required to gather information about customer needs, and provide suggestions and information on Pharmacy Medicines (S2) and unscheduled complementary medicines for a range of common minor health conditions. It requires the ability to identify and act on triggers for referral to a pharmacist for therapeutic advice or supply of Pharmacist Only Medicines (S3).

This unit applies to pharmacy assistants working in community pharmacies. They work with some independence, under general supervision and guidance from others, but ultimately under the supervising pharmacist.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

## **Pre-requisite Unit**

SIRCIND002 Support the supply of Pharmacy Medicines and Pharmacist Only Medicines  
SIRCPA001 Assist customers with vitamins, minerals and supplements

## **Competency Field**

Pharmacy Product Advice

## **Unit Sector**

Community Pharmacy

## **Elements and Performance Criteria**

### **ELEMENTS**

Elements describe the essential outcomes.

1. Collect information about customer needs.

### **PERFORMANCE CRITERIA**

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Approach and question customer according to pharmacy protocol.
- 1.2. Use questions and actively listen to determine who will be using the product and relevant symptoms, duration and severity of the condition.
- 1.3. Determine customer satisfaction with products

- previously used.
- 1.4. Identify any other health conditions and prescribed medications.
  - 1.5. Follow pharmacy procedures to respect and protect customer privacy.
2. Assess customer information and determine need for referral.
    - 2.1. Recognise and act on information that requires referral to the pharmacist.
    - 2.2. Recognise and act on information that indicates the potential for better customer outcomes with Pharmacist Only Medicines (S3).
    - 2.3. Provide clear summary of customer information to pharmacist when referral is required.
    - 2.4. Monitor pharmacist consultation and finalise interaction with customer according to pharmacy procedures.
  3. Provide product, self-care and lifestyle information.
    - 3.1. Select and suggest complementary medicines and products appropriate to customer needs, within scope of own knowledge.
    - 3.2. Check contraindications on manufacturer's information and refer to pharmacist where potential interactions with other medicines are indicated.
    - 3.3. Interpret and clearly explain manufacturer product information and confirm customer understanding of directions for product use.
    - 3.4. Identify and use opportunities to suggest companion products relevant to desired health outcomes.
    - 3.5. Offer current and accurate information from recognised sources on related lifestyle and self-care practices.
  4. Maintain and develop knowledge of diet related conditions, products and services.
    - 4.1. Identify and use opportunities to maintain and develop product and health condition knowledge using recognised sources of information.
    - 4.2. Check regularly for new additions or changes to range.
    - 4.3. Use product information to update knowledge of product application and directions for use.

## Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

- Numeracy skills to:
- calculate dosage and quantity requirements.
- Technology skills to:
- use online information systems to search for information.

## **Unit Mapping Information**

No equivalent unit.

## **Links**

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ca051b1b-5101-4ec2-ac1c-49699303188d>