



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **SIRCHCS304 Advise on smoking cessation**

**Release: 1**

## SIRCHCS304 Advise on smoking cessation

### Modification History

The version details of this endorsed unit are in the table below. The latest information is at the top.

Release	Comments
First Release	This is a revised unit, based on and equivalent to SIRPPKS018A Provide information, products and services on smoking cessation. New functional area. No change to the overall scope or outcomes of the unit.

### Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to advise customers on products, services and self-care practices that will assist them in managing smoking cessation.

### Application of the Unit

This unit applies to community pharmacy employees working as pharmacy assistants or dispensary assistants. Pharmacy assistants work directly with customers and may suggest Pharmacy Medicines or unscheduled medicines and products to aid smoking cessation. In situations where customers require referral to a pharmacist for therapeutic advice, or where the supply of Pharmacist Only Medicines or products is required, the pharmacy assistant gathers information, refers the customer on, and then supports the pharmacist by finalising the supply of medicines and products.

### Licensing/Regulatory Information

All relevant federal, state or territory legislation, Pharmacy Board of Australia Guidelines, and established practice and quality assurance standards are to be met relating to the promotion and sale of Pharmacy Medicines (S2) and Pharmacist Only Medicines (S3).

### Pre-Requisites

SIRCHCS201 Support the supply of Pharmacy Medicines and Pharmacist Only Medicines

## **Employability Skills Information**

This unit contains employability skills.

## Elements and Performance Criteria Pre-Content

### Elements and Performance Criteria

#### ELEMENT

#### PERFORMANCE CRITERIA

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

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|---|---|
| <p>1. Develop knowledge of smoking cessation.</p>   | <p>1.1. Identify effects likely to be encountered by customers during smoking cessation.</p> <p>1.2. Identify and access <i>sources of information, specialist services and practitioners</i>.</p> <p>1.3. Identify and locate the pharmacy range of <i>smoking cessation medication and aids</i>.</p>  |
| <p>2. Identify customer smoking cessation needs.</p>  | <p>2.1. Follow <i>pharmacy protocols and procedures</i> to identify the <i>customer</i> and their needs and symptoms, including duration and severity.</p> <p>2.2. Determine extent of nicotine dependence, and what medicines and products have been tried to assist smoking cessation.</p> <p>2.3. Follow pharmacy protocols to identify <i>triggers for referral to a pharmacist</i>.</p> <p>2.4. Follow pharmacy procedures to respect and protect customer privacy.</p>  |
| <p>3. Provide information on products and support services relating to smoking cessation.</p> | <p>3.1. Finalise supply of <i>scheduled medicines</i> and products to customers, or after pharmacist provision of therapeutic advice where required.</p> <p>3.2. Provide customers with information on lifestyle, self-care practices and specialist services to support smoking cessation.</p> <p>3.3. Recommend nicotine replacement products that can be sold without the involvement of a pharmacist.</p> <p>3.4. Provide customer with information and directions for product use.</p> <p>3.5. Identify and act on opportunities to suggest companion products relevant to desired health-care outcomes.</p> |

### Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

## Required skills

- communication skills to:
  - interact with the customer to:
    - ask questions to identify and confirm requirements
    - provide information
    - confirm understanding
    - explain pharmacy smoking cessation support services
    - recommend and supply medicines, information, aids and equipment to assist with smoking cessation
    - provide advice on lifestyle, self-care practices, specialist services and practitioners
  - refer to a pharmacist or other pharmacy staff where relevant
  - use language and concepts appropriate to cultural differences
  - use and interpret non-verbal communication
- learning skills to maintain currency of knowledge about smoking cessation medicines and aids that can be sold with and without the involvement of a pharmacist
- literacy skills to:
  - follow pharmacy procedures
  - interpret product and self-care information
  - use specialist information and services to support conditions relating to smoking cessation
- teamwork skills to operate as part of a pharmacy team, providing relevant information and seeking advice from a pharmacist and other pharmacy staff as required
- technical skills to demonstrate use of smoking cessation products
- technology skills to access and use online information relating to smoking cessation

## Required knowledge

- common behavioural triggers that can contribute to smoking and barriers to quitting smoking
- components of smoking cessation kits available in the pharmacy
- interaction of nicotine with other medications
- personal role boundaries and responsibilities, and circumstances under which referral to a pharmacist or other pharmacy staff is required
- pharmacy protocols and procedures relating to the supply of smoking cessation medicines, aids, kits and equipment, including:
  - collecting required information from customers
  - collecting and supplying information to an agent acting on behalf of a customer
  - identifying and acting on triggers for referral to a pharmacist
  - identifying and supplying the relevant medicines, information, aids and equipment to meet customer needs
  - respecting and protecting customer privacy
- physiological effects of smoking and common symptoms of smoking and smoking-related

illness

- characteristics of nicotine dependence and triggers that contribute to smoking
- pharmacy range of smoking cessation medicines and products and basic understanding of modes of action, including:
  - nicotine replacement products that can be sold without the involvement of a pharmacist
  - Prescription Only Medicines available under the Pharmaceutical Benefits Scheme (PBS)
- principles of evidence-based assessment as they apply to assessing the efficacy of medicines used to support smoking cessation
- awareness of credible sources of information on product range
- product and health condition terminology
- side effects resulting from use of smoking cessation products
- known short and long-term health effects of active and passive smoking
- sources of information, advice and specialist services relating to smoking cessation

## Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

### Overview of assessment

#### Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the ability to:

- follow pharmacy procedures when selling medicines, aids and equipment relating to smoking cessation
- apply knowledge of nicotine dependence, triggers that contribute to smoking, barriers to quitting smoking, and side effects resulting from use of smoking cessation products when making recommendations to customers
- identify and refer to relevant sources of information to assist the customer and maintain currency of personal knowledge
- provide information to customers in ways appropriate to customer needs and demonstrating appropriate techniques to confirm understanding
- recognise and act on situations or requests requiring referral to a pharmacist.

#### Context of and specific resources for assessment

Assessment must ensure that competency is:

- observed by the assessor or the technical expert working in partnership with the assessor as described in the assessment guidelines
- demonstrated across a range of customers over sufficient time to include handling of a range of contingencies
- demonstrated in a real or simulated pharmacy environment, which may include customer interruptions and involvement in other related activities normally expected in the pharmacy.

Assessment must ensure access to:

- a range of real or simulated customers with different smoking cessation related requirements
- a range of smoking cessation products and aids
- relevant pharmacy protocols and procedures
- relevant documentation, such as:
  - self-care and lifestyle advice
  - smoking cessation product and service information.

#### Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are

appropriate for this unit:

- observation of the candidate in the workplace:
  - seeking information to establish customer requirements
  - recommending and selling smoking cessation related medicines, aids and equipment to a range of customers
  - identifying and acting on triggers for referral to a pharmacist
- written or oral questions appropriate to the language and literacy level of the learner to test relevant underpinning knowledge
- role plays to confirm communication skills to meet diverse customer requirements
- review of portfolios of evidence and third-party workplace reports of on-the-job performance.

**Guidance information for assessment**

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.



## Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

***Sources of information, specialist services and practitioners*** may include:

- doctors
- National Tobacco Strategy
- pharmacist
- pharmacy or supplier product leaflets, brochures and manuals
- manufacturer information
- other health-care specialists
- relevant websites, such as Quit
- support organisations.

***Smoking cessation medication and aids*** may include:

- nicotine replacement products that can be sold without the involvement of a pharmacist, such as:
  - patches
  - gums
  - lozenges
  - tablets
  - inhalers
- prescription medicines available under the PBS
- audio and video resources.

***Pharmacy protocols and procedures*** may include:

- interacting with the customer to establish:
  - who the product is for
  - symptoms
  - duration of symptoms
  - other existing health conditions
  - other medications being used by the customer
- assessing:
  - customer responses to questions
  - own confidence that the product or service requested by the customer or envisaged by the pharmacy assistant is right for the customer's symptoms.

***Customer*** may include people:

- from a range of social, cultural and ethnic backgrounds and with varying mental and physical abilities
- visiting the pharmacy, contacting the pharmacy by phone, or in their own home
- with special needs, such as:
  - the elderly

***Triggers for referral to a pharmacist*** must include:

- infants
- who are:
  - drug or alcohol affected
  - emotionally unstable
  - mentally unstable
  - physically unwell.
- customer who is:
  - a child under 2
  - an aged person
  - pregnant or breastfeeding
  - taking other medicines
- customer who has:
  - other health conditions, such as asthma, diabetes and high blood pressure
  - used the product before but is not satisfied with its efficacy
  - customer appears to be:
    - sick
    - angry
    - confused
    - dissatisfied
    - uncertain
    - under the influence of drugs or alcohol
- pharmacy assistant is unsure and needs confirmation of the medicine or product selected, even if the product has been requested by name
- request for Pharmacist Only Medicine.
- Pharmacy Medicines (S2)
- Pharmacist Only Medicines(S3)
- Prescription Only Medicines (S4).

***Scheduled medicines*** may include:

## **Unit Sector(s)**

Community Pharmacy

## **Competency field**

Health Care Support