



**Australian Government**

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

# **SIRCHCS305 Advise on continence management**

**Release: 1**

## SIRCHCS305 Advise on continence management

### 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	New unit

### Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to advise customers on products and services, hygiene, lifestyle and skincare practices relating to continence management.

### 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 for continence management. 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.

A person undertaking this role is required to work under the supervision of a pharmacist.

### 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.

### Pre-Requisites

Not applicable.

### 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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|--|---|
| 1. Develop knowledge of continence management.                         | 1.1. Identify contributing factors and groups at risk of incontinence.<br>1.2. Identify and access <i>sources of information, specialist services and practitioners</i> .<br>1.3. Identify and locate the pharmacy range of <i>continence management products</i> .   |
| 2. Identify customer needs.  | 2.1. Apply <i>pharmacy protocols and procedures</i> to identify the <i>customer</i> and customer needs and symptoms, including their duration and severity.<br>2.2. Determine what medicines and products have been tried to assist continence management and their efficacy.<br>2.3. Identify and act on <i>triggers for referral to a pharmacist</i> .<br>2.4. Follow pharmacy procedures to respect and protect customer privacy.  |
| 3. Provide information on continence management products and services. | 3.1. Provide customers with information on lifestyle, <i>care and hygiene practices</i> , and specialist services relating to continence management.<br>3.2. Recommend continence products appropriate to identified symptoms and needs, and provide customers with information on features, suitability and directions for product use.<br>3.3. Advise customers on correct and environmentally sound disposal methods for used disposable pads or pants and other waste.<br>3.4. Explain and demonstrate where relevant the use, care and maintenance of re-usable incontinence products, aids and equipment, as appropriate to customer needs.<br>3.5. Identify and act on opportunities to suggest companion products relevant to desired health-care outcomes. |

## Required Skills and Knowledge

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

### Required skills

- communication skills to:
  - apply techniques for questioning and discussing issues of a highly sensitive nature
  - interact with customers to:
    - ask questions to identify and confirm requirements
    - provide information
    - confirm understanding
    - explain continence management products
    - recommend and supply products to assist in continence management
    - 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 continence management products
- literacy skills to:
  - interpret product and self-care information
  - use specialist information and services to support the management of continence conditions
  - follow pharmacy procedures
- planning and organising skills to organise own work to meet customer service requirements
- technology skills to access information and services relating to continence management
- teamwork skills to work as part of a pharmacy team and refer to a pharmacist or other staff member where relevant

### Required knowledge

- lifestyle factors affecting continence
- 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 continence products, 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 products to meet customer needs
  - respecting and protecting customer privacy
- pharmacy range continence products and their application
- product and health condition terminology

- sources of information, advice and specialist services relating to continence management, including:
  - Australian government Bladder and Bowel website
  - Continence Foundation of Australia
  - Continence Assistance Payments Scheme (CAPS)

## 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:

- apply pharmacy protocols and procedures when recommending and supplying continence management products
- plan and carry out work to meet efficient customer service workflow requirements
- recommend and supply continence products to customers
- provide information on product use, and carer or patient skincare and hygiene, in ways appropriate to customer needs; and demonstrate appropriate techniques to confirm customer understanding
- recognise and act on situations or requests requiring referral to a pharmacist
- refer to relevant sources of information, to assist customers and maintain currency of knowledge on continence management.

#### 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:

- pharmacy protocols and procedures
- relevant documentation, such as:
  - continence medicines, products and service information
  - information on lifestyle, care and hygiene practices for continence management
- a range of real or simulated customers with different continence management requirements
- a range of continence products.

**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 supplying continence products 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:

- health-care information
- pharmacy or supplier product leaflets, brochures and manuals
- manufacturer information
- industry and professional publications
- medicines databases
- doctors
- pharmacists
- other health-care specialists
- relevant websites, such as:
  - Australian government Bladder and Bowel website
  - Continence Foundation of Australia
  - CAPS.

***Continence management products*** may include:

- disposable products, such as:
  - all in one
  - belted undergarments
  - disposable bed pads
  - male pads, guards and shields
- male and female:
  - large and small pads
  - stretch pants
  - ‘pull me up’ style pants
- washable incontinence briefs for:
  - children
  - men
  - women
- bed and chair protective pads
- skincare products, including:
  - cleansers
  - creams
  - dressings.

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

- interacting with customer to establish:
  - who the product is for
  - their condition



- duration of symptoms
- what limitations the customer is experiencing
- if the customer has seen a doctor in the last 12 months
- other existing health conditions
- other medicines that the customer is currently using
- 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
  - infants
- who are:
  - drug or alcohol affected
  - emotionally unstable
  - mentally unstable
  - physically unwell.

*Triggers for referral to a pharmacist* may include:

- customer who is:
  - a child under 2
  - an aged person
  - pregnant or breastfeeding
  - taking other medicines
- customer has:
  - had the complaint for some time
  - other health conditions
  - 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 selected, even if the product has been

*Care and hygiene practices*  
may include:

- requested by name
- request for Pharmacist Only Medicine.
- washing hands after caring for self or patient
- wearing disposable surgical gloves
- regularly changing incontinence pads or pants
- attention to skin cleansing and hygiene practices
- regularly using appropriate skincare products
- safe disposal of waste to minimise negative environmental impacts.

## **Unit Sector(s)**

Community Pharmacy

## **Competency field**

Health Care Support