



Australian Government

Department of Education, Employment and Workplace Relations

SIRCHCS412 Provide Australian Needle and Syringe Program services

Release: 1

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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 provide service to customers of the Australian Needle and Syringe Program (NSP) offered by some pharmacies.

Application of the Unit

This unit applies to community pharmacy employees working as pharmacy assistants or dispensary assistants. It limits them to the provision of free ready-made equipment kits and receiving used sharps. All requests for therapeutic advice must be referred to a pharmacist.

Persons providing NSP services are 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.
1. Identify customer need.	1.1. Follow pharmacy <i>protocols and procedures</i> to determine customer requirements. 1.2. Follow pharmacy procedures to respect and protect <i>customer</i> privacy. 1.3. Identify and act on situations or requests requiring referral to a pharmacist.
2. Provide NSP equipment supply, disposal and information services.	2.1. Supply <i>ready-made equipment packs</i> to customers. 2.2. Collect <i>NSP statistics</i> if required. 2.3. Accept sealed sharps disposal containers of used injecting equipment and lodge in pharmacy yellow sharps bin. 2.4. Respond to customer requests for information on <i>relevant support agencies</i> .

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 NSP services
 - refer to a pharmacist or other pharmacy staff where relevant
 - use language and concepts appropriate to cultural differences
 - use and interpret non-verbal communication
- accept and dispose of used equipment to minimise environmental damage
- literacy skills to:
 - apply NSP operational guidelines
 - follow pharmacy protocols and procedures
 - record NSP statistical information
- planning and organising skills to meet customer service requirements
- teamwork skills to operate as part of a pharmacy team and provide relevant information to a pharmacist or other pharmacy staff as required

Required knowledge

- pharmacy protocols and procedures relating to NSP policies regarding:
 - accepting and disposing of used sharps containers
 - collecting information from customers
 - collecting and supplying information to an agent acting on behalf of a customer
 - identifying and acting on situations and responses requiring referral to a pharmacist
 - protecting customer privacy and anonymity
 - providing ready-made equipment
- NSP operational guidelines
- sources of information on self-referral alcohol and drug support agencies

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 procedures to supply ready-made equipment packs and collect used sharps containers
- follow pharmacy procedures to protect customer privacy
- refer to relevant sources of information regarding support agencies to inform customers when requested
- recognise and act on all situations or requests requiring referral to a pharmacist
- plan and carry out work to meet efficient customer service workflow requirements.

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
- NSP operational guidelines
- a range of real or simulated customers with NSP requirements
- ready-made equipment kits, including sharps containers
- a large pharmacy sharps disposal container
- relevant documentation, such as:
 - NSP statistical forms
 - list of relevant local and online support services and agencies.

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:
 - assessing customer requirements
 - providing ready-made equipment packs
 - accepting and disposing of used sharps containers containing used injecting equipment
 - collecting statistical data if required
 - providing information regarding relevant support services on request
- 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.

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
 - if they have seen a doctor
- 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 requirements may include:

- ready-made equipment packs
- disposal of used injecting equipment.

Customer may include:

- people acting as agents for a customer
- the elderly and infirm
- people who are:
 - illicit and injecting drug users
 - alcohol affected
 - emotionally unstable
 - mentally unstable
 - physically unwell.

Ready-made equipment packs may include packs containing:

- a specified number of syringes
- swabs
- filters
- a sharps container.

NSP statistics may include:

- information voluntarily provided by the customer, including:
 - gender
 - postcode
 - age
 - drug
- number of needles and syringes supplied.

Support agencies may

- community drug and alcohol information services

include:

- HIV and hepatitis support groups
- outreach programs
- men and women's peer programs.

Unit Sector(s)

Community Pharmacy

Competency field

Health Care Support