



Australian Government

Department of Education, Employment and Workplace Relations

SIRCPPK202 Assist customers seeking eye and ear products

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	This is a revised unit, based on but not equivalent to SIRPPKS006A Identify, locate and sell eye, ear and oral care products. Technical modification of all areas of the unit. Change to scope and outcomes of the unit. Unit no longer includes oral care.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to provide information to customers on products, services and customer self-care practices relating to eye and ear care, and supply products relevant to their needs.

Application of the Unit

This unit applies to community pharmacy employees working as pharmacy assistants. Pharmacy assistants work directly with customers, providing information on and supplying Pharmacy Medicines and unscheduled medicines or products for eye and ear applications. 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 relating to the promotion and supply 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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|---|---|
| <ol style="list-style-type: none"> 1. Collect information regarding customer eye or ear care needs. | <ol style="list-style-type: none"> 1.1. Approach and question <i>customer</i> to establish who will be using the product. 1.2. Confirm relevant symptoms, their duration and their severity. 1.3. Determine customer satisfaction with <i>eye or ear care products</i> that have been tried to relieve symptoms. 1.4. Identify any other health conditions and medicines the customer is taking. 1.5. Follow pharmacy <i>protocols and procedures</i> to respect and protect customer privacy. |
| <ol style="list-style-type: none"> 2. Identify and respond to customer needs and requirements. | <ol style="list-style-type: none"> 2.1. Assess customer information and determine response. 2.2. Act on <i>triggers for referral to a pharmacist</i>. 2.3. Select and suggest Pharmacy Medicines or unscheduled medicines and products where suited to customer eye or ear symptoms and requirements. 2.4. Follow pharmacy procedures relating to conditions of supply of eye and ear medicines and products. |
| <ol style="list-style-type: none"> 3. Provide relevant product, self-care and lifestyle information. | <ol style="list-style-type: none"> 3.1. Explain manufacturer's product information and confirm customer understanding of <i>directions for product use</i>. 3.2. Suggest <i>companion products</i> relevant to desired health outcomes. 3.3. Offer lifestyle and self-care advice where relevant to desired health-care outcomes. 3.4. Access and provide relevant <i>sources of self-care information</i> to customers. |
| <ol style="list-style-type: none"> 4. Maintain and build own knowledge of eye and ear care medicines and products. | <ol style="list-style-type: none"> 4.1. Locate the pharmacy range of eye and ear care medicines and products. 4.2. Check regularly for new additions or changes to the range. |

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
 - suggest and supply eye and ear care products
 - refer customers to a pharmacist or other pharmacy staff
 - use language and concepts appropriate to cultural differences
 - use and interpret non-verbal communication
- learning skills to maintain currency of knowledge on the pharmacy range of Pharmacy Medicines and unscheduled eye and ear care products
- literacy skills to:
 - interpret medicine, product and self-care information
 - follow pharmacy protocols and procedures
- numeracy skills to calculate dosage or quantity requirements
- planning and organising skills to meet customer service timelines
- problem-solving skills to assess and respond to customer information
- teamwork skills to operate as part of a pharmacy team, providing relevant information to and seeking advice from a pharmacist and other pharmacy staff as required
- technical skills to assess eye and ear requirements
- technology skills to:
 - access and use information systems required by the role
 - demonstrate procedures for using relevant aids and equipment that may assist customers requiring eye or ear care products

Required knowledge

- aids and equipment that may be of assistance to customers requiring eye or ear care medicines or products
- common risk factors that can contribute to eye or ear conditions and related lifestyle and self-care information
- common side effects of using eye or ear care medicines
- common symptoms and conditions for which eye and ear products may be of assistance
- 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 eye or ear care medicines and 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 the relevant medicines, information, aids and equipment to meet customer needs
- respecting and protecting customer privacy
- pharmacy range and locations of Pharmacy Medicines, Pharmacist Only Medicines and unscheduled medicines and products used to treat eye and ear conditions

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:

- collect information from and inform customers in ways appropriate to their needs
- follow pharmacy protocols and procedures for identifying and acting on triggers for referral to a pharmacist
- apply knowledge of symptoms or indicators of common eye and ear conditions and the pharmacy product range to suggest and supply suitable medicines and products to customers
- demonstrate appropriate techniques to confirm customer understanding of directions for product use
- apply pharmacy protocols and procedures relating to conditions of supply for eye and ear care medicines, products, aids and equipment.

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 requirements
- a range of Pharmacy Medicines, unscheduled medicines and products used to treat and support customers with eye or ear conditions
- pharmacy protocols and procedures
- relevant documentation, such as:
 - medicine and product information
 - self-care and lifestyle advice.

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:
 - applying pharmacy protocols and procedures
 - seeking information to establish customer requirements
 - recommending and supplying medicines and products to treat or manage eye and ear conditions, 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, for example:

- SIRXSLS201 Sell products and services.

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.

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.

Eye or ear care products may include:

- ear protection products
- contact lens products
- products in various forms, including:
 - liquids
 - drops
 - washes and sprays
 - ointments and creams
- complementary medicines
- unscheduled medicines
- Pharmacy Medicines.

Protocols and procedures may include:

- interacting with the customer to establish:
 - who the product or service is for
 - symptoms
 - duration of symptoms
 - other existing health conditions
- 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.

Response may include:

- referral to:
 - a more experienced team member

Triggers for referral to a pharmacist may include:

- a pharmacist
- recommending medicines or products.
- customer who is:
 - a child under 2
 - an aged person
 - pregnant or breastfeeding
 - taking other medicines
- customer who has:
 - had the complaint for some time
 - 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 selected, even if the product has been requested by name
- request for Pharmacist Only Medicine.

Directions for product use may include:

- how to use the medicine or product correctly
- how often to use the medicine or product
- correct dose and maximum dose not to be exceeded
- most common and important adverse effects
- other lifestyle or management tips for the condition
- to contact the pharmacy if the medicine or product doesn't help or symptoms persist.

Companion products may include:

- vitamins and supplements
- aids and equipment.

Sources of self-care information may include:

- customer self-care cards
- health-care fact sheets
- pharmacy or supplier product leaflets, brochures and manuals
- product support material, such as:
 - booklets
 - reputable internet resources.

Unit Sector(s)

Community Pharmacy

Competency field

Pharmacy Product Knowledge