



Australian Government

Department of Education, Employment and Workplace Relations

SIRCPPK204 Assist customers seeking oral care 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 new unit based on content on oral care previously included in SIRPPKS006A Identify, locate and sell eye, ear and oral care products.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to assess customer needs, select and supply oral care products, and advise on self-care practices 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 medicine products for oral care. 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

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

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.
1. Collect information regarding customer oral care needs.	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>oral 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.
2. Identify and respond to customer needs and requirements.	2.1.Assess customer information and determine response. 2.2.Act on <i>triggers for referral to a pharmacist or a more experienced staff member</i> . 2.3.Select and suggest unscheduled medicines and products where suited to customer's oral symptoms and requirements.
3. Provide relevant product and oral care and lifestyle information.	3.1.Explain manufacturer's product information and confirm customer understanding of <i>directions for product use</i> . 3.2.Offer lifestyle and self-care advice where relevant to desired health-care outcomes. 3.3.Access and provide relevant <i>sources of self-care information</i> to customers.
4. Maintain and build own knowledge of oral care products.	4.1.Locate the pharmacy range of oral 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
 - provide advice on lifestyle, self-care practices, specialist services and practitioners
 - suggest and supply oral care products
 - refer customers to a pharmacist or other pharmacy staff member
 - 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 unscheduled oral care products
- literacy skills to:
 - interpret 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 and providing relevant information and seeking advice from a pharmacist and other pharmacy staff as required
- technology skills to:
 - access and use information systems required by the role
 - use aids and equipment that may assist customers requiring oral care products

Required knowledge

- aids and equipment that may be of assistance to customers requiring oral care medicines
- common oral conditions for which pharmacy medicines and 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 oral care 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 relevant oral care information, products, 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 used for oral care 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 or other pharmacy staff member
- apply knowledge of symptoms or indicators of common oral conditions and the pharmacy product range to suggest and supply suitable products to customers
- demonstrate appropriate techniques to confirm customer understanding of directions for product use.

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 oral care requirements
- a range of unscheduled medicines and products used to treat and support customers with oral conditions
- pharmacy protocols and procedures
- relevant documentation, such as:
 - 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 oral 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.

Oral care products may include:

- denture preparations and accessories
- oral health products, such as:
 - anaesthetic products
 - dental hygiene products
 - electric toothbrushes
 - mouthwashes
- products in various forms, including:
 - liquids
 - drops
 - washes and sprays
 - gels and paints
 - ointments and creams
- unscheduled 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
 - a pharmacist
- recommending medicine 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 (S3).

Directions for product use may include:

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

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