



**Australian Government**

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

# **SIRPPKS013A Provide information, products and services on complementary medicine**

**Revision Number: 1**

## **SIRPPKS013A Provide information, products and services on complementary medicine**

### **Modification History**

Not applicable.

### **Unit Descriptor**

**Unit descriptor** This unit covers skills and knowledge required to develop a basic understanding of complementary medicine and provide information to customers on products, services and customer self-care practices to support customers to purchase appropriate complementary medicine and related products.

### **Application of the Unit**

**Application of the unit** This unit supports front-of-store sales work roles and is carried out under direction of a pharmacist.

### **Licensing/Regulatory Information**

Not applicable.

### **Pre-Requisites**

**Prerequisite units** SIRPPKS001A Support the sale of pharmacy and pharmacist-only medicines.

## Employability Skills Information

**Employability skills** The required outcomes described in this unit contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

## Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

## Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Develop knowledge of complementary medicines and products and their application.	<p>1.1 Identify pharmacy range of <b><i>complementary medicines and products</i></b>.</p> <p>1.2 Identify <b><i>health conditions</i></b> that may benefit from use of complementary medicines and products.</p> <p>1.3 Identify and access <b><i>sources of information, specialist services and practitioners</i></b>.</p> <p>1.4 Identify <b><i>methods of using complementary medicines</i></b> according to relevant information sources.</p>
2 Identify customer needs.	<p>2.1 Identify customer needs, symptoms, duration and severity.</p> <p>2.2 Determine customer's current use of <b><i>other medications</i></b> and other medical conditions.</p> <p>2.3 Identify and act upon situations requiring referral to pharmacist.</p>

<b>ELEMENT</b>	<b>PERFORMANCE CRITERIA</b>
3 Provide information on complementary medicine-related products and support services.	<p>3.1 Provide customers with information on lifestyle, self-care practices and specialist services to support complementary medicine management.</p> <p>3.2 <b>Recommend</b> complementary medicines and products appropriate to customer symptoms and needs.</p> <p>3.3 Provide the customer with information and directions for product use.</p> <p>3.4 Explain and demonstrate use, care and maintenance of aids, test kits and equipment as appropriate to customer needs.</p> <p>3.5 Identify and act upon opportunities to suggest companion products relevant to desired health care outcomes.</p>

## Required Skills and Knowledge

### REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- interpersonal communication skills to:
  - communicate with the customer, including obtaining and providing information and confirming understanding, through clear and direct communication
  - ask questions to identify and confirm requirements
  - use language and concepts appropriate to cultural differences
  - use and interpret non-verbal communication
- apply literacy skills to read and interpret medication and self-care information
- respect and maintain privacy and confidentiality of customer information
- demonstrate procedures for identifying symptoms and identifying and selling complementary medicines and products
- locate specialist information and services to support complementary medicine
- maintain currency of knowledge about complementary medicines and products
- demonstrate procedures for using relevant aids, self-testing kits and equipment that may assist customers
- access and use information systems as required by the role
- plan and organise work to meet customer service requirements.

The following knowledge must be assessed as part of this unit:

- pharmacy policies, protocols and procedures relating to the sale of complementary medicines, aids, kits and equipment
- common symptoms of conditions that may benefit from the use of complementary medicine
- lifestyle, self-care and support service information
- range of complementary medicines and basic understanding of methods of use and application and modes of action
- common side effects of taking complementary medicines, including awareness of common interactions with other medicines
- product and health condition terminology
- complementary medicine aids and equipment
- principles of evidence-based assessment as they apply to assessing the efficacy of complementary medicines and awareness of credible sources of information on product range
- use, care and storage requirements for aids and equipment
- sources of information, advice and specialist services related to complementary medicine

## REQUIRED SKILLS AND KNOWLEDGE

- role boundaries and responsibilities, and circumstances under which referral to a pharmacist or other pharmacy staff is required
- communication skills to collect and provide information to customers, including use of structured and open-ended questions and interpretation of non-verbal cues
- procedures to follow for collecting and supplying information to an agent acting on behalf of a customer
- communication methods and systems to operate as part of a team and provide relevant information to a pharmacist and other pharmacy staff as required.

## Evidence Guide

### EVIDENCE GUIDE

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

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

Evidence of the following is essential:

- applies pharmacy protocols and procedures when selling complementary medicines, aids and equipment, including:
  - collecting the required information from customers
  - identifying situations or requests requiring referral to a pharmacist and refer appropriately
  - identifying and supplying the relevant medicines, information, aids and equipment to meet customer needs
  - demonstrating use of complementary medicines, aids and equipment
- applies knowledge of the common symptoms that may benefit from the use of complementary medicines
- applies knowledge of complementary medicines, aids and equipment appropriate to treat or manage conditions
- applies knowledge of lifestyle, self-care practices and support services
- identifies and refers to specialist sources of information, advice and expertise to assist the customer and maintain currency of knowledge
- respects and protects customer privacy when

## EVIDENCE GUIDE

- communicating with customers
- provides information to customers in ways appropriate to customer needs and demonstrates appropriate techniques to confirm understanding
- recognises the situations requiring referral to a pharmacist or other pharmacy staff according to pharmacy policy
- plans and carries out work to meet customer service workflow requirements.

### Context of and specific resources for assessment

Assessment must ensure:

- demonstration of the sale of complementary medicines and products, over sufficient time to demonstrate handling of a range of contingencies
- performance is observed by the assessor or a technical expert working in partnership with the assessor.
- access to a real or simulated pharmacy environment
- access to relevant pharmacy protocols and procedures
- access to relevant documentation, such as:
  - complementary medicine and product and service information
  - self-care and lifestyle advice
- access to a range of customers with different requirements (real or simulated)
- access to a range of complementary medicine products.

### Methods 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 selling complementary medicines, aids and equipment to a range of customers
- written or verbal questioning to assess knowledge and understanding
- role plays to confirm communication skills to meet diverse customer requirements.

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

## EVIDENCE GUIDE

**Assessing employability skills** Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically in the context of the job role and with other relevant units that make up the skill set or qualification.

## Range Statement

### 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 in the performance criteria is detailed below.

- Complementary medicines and products:***
- may include:
    - vitamins
    - minerals
    - herbs
    - essential oils
    - probiotics
    - miscellaneous supplements.
  - must comply with:
    - federal and state or territory legislation
    - industry codes of practice, standards and guidelines
    - community pharmacy policies, protocols and procedures relating to the sale of complementary medicines and products, aids and equipment.

- Health conditions*** that may benefit from use of complementary medicines and products may include:
- cardio-vascular conditions
  - depression
  - pregnancy and breast feeding.



## RANGE STATEMENT

*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
- pharmacist
- support organisations
- other health care specialists
- relevant websites.

*Methods of using complementary medicines* may include:

- ingesting, e.g. vitamin tablets
- topical preparation, e.g. vitamin E cream
- inhalation (oil burners, vaporisers).

*Other medications* may include:

- prescription medicines
- pharmacy and pharmacist-only medicines.

*Recommendations* refer to:

- only those medicines not requiring referral to a pharmacist for therapeutic advice. This may include S2 medicines and general (non-scheduled) items
- aids, test kits and equipment.

## Unit Sector(s)

**Sector** Community Pharmacy

## Competency field

**Competency field** Community Pharmacy Product