



Australian Government

Department of Education, Employment and Workplace Relations

HLTHER603C Operate a western herbal medicine dispensary

Release: 1

HLTHER603C Operate a western herbal medicine dispensary

Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit of competency describes the skills and knowledge required to manufacture and dispense herbal treatments and remedies according to western herbal medicine framework

Application of the Unit

Application

This unit applies to work in western herbal medicine

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Employability Skills

This unit contains Employability Skills

Elements and Performance Criteria Pre-Content

Elements define the essential outcomes of a unit of competency.

The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in italics are elaborated in the Range Statement.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

- | | |
|---|---|
| 1. Identify medicinal plants in their natural and dry state | 1.1 Recognise all highly poisonous plants in their natural state
1.2 Recognise major medicinal plants in their natural state
1.3 Recognise properly dried plants organoleptically
1.4 Describe the main botanical features of the major medicinal plants |
| 2. Use appropriate guidelines for plant collecting | 2.1 Collect plants from appropriate locations
2.2 Collect suitable parts of plants for medicinal use
2.3 Collect plants at correct time (part of the year, day etc) |
| 3. <i>Manufacture herbal medicines</i> according to pharmacy guidelines | 3.1 Preserve fresh medicinal plants
3.2 Correctly dry and store medicinal plants
3.3 Extract plant material using different menstruum
3.4 Manufacture various types of herbal medicines |

ELEMENT**PERFORMANCE CRITERIA**

- | | |
|---|---|
| 4. Operate and monitor the dispensing process | 4.1 Ensure materials, equipment and work environment are available to meet processing and dispensing requirements |
| | 4.2 Dispense raw materials according to manufacturing instructions |
| | 4.3 Monitor out-of-specification product, production process and equipment performance to ensure quality standards are met |
| | 4.4 Collect, treat, dispose or recycle waste generated by both the process and cleaning procedures according to organisation procedures |
| | 4.5 Respond appropriately to feedback and complaints |
| 5. Complete documentation | 5.1 Record <i>workplace information</i> in the appropriate format |
| | 5.2 Label herbal medicines correctly |

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Essential knowledge:

The candidate must be able to demonstrate essential knowledge required to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

This includes knowledge of:

- Chemical and physical incompatibilities
- Clinical indications of medicines relevant to specific circumstances eg infectious diseases, first aid and injuries
- Common causes of variation and corrective action required

REQUIRED SKILLS AND KNOWLEDGE

- Dispensing procedures
- Drug abuse - signs, consequences, treatment; community resources available, in particular those with emphasis on drug-related problems
- Drug use in pregnancy, specific diseases and disorders of each system of the body
- Equipment and instrumentation components, purpose and operation
- External therapy products - both medicinal and domestic eg baths, bath oils, creams, dyes, fomentations, incenses, aromatherapy products, compresses, ointments, perfumes, pomanders, potpourri, poultices, sachets, salves
- Groups of medicines and how to distinguish between them according to actions, active constituents, body systems and plant families
- Handling requirements for dangerous goods
- How the dispensing process affects the end product
- Hygiene standards
- Identification and application of good manufacturing practice and standard operating procedures
- Internal preparations - culinary plants, common herbal teas, medicinal preparations eg biochemic and bioenergetic remedies, cold extracts, cordials, decoctions, essences, herbal, honeys, homeopathic remedies, infusions, methaglyns, nutritional supplements, oxymels, powders, spagyric technique, succus, syrups, tinctures
- Legislative requirements in dispensing herbal products
- Major herbal medicines with respect to their use for general symptoms, psychological and physiological indications
- Medical terminology
- Minor herbal medicines in respect to their most important indications
- Non-herbal ingredients used in the preparation of herbal medicines
- OHS hazards and controls
- Pharmacodynamics of herbal medicines and pharmaceutical drugs - drug administration, absorption, distribution, metabolism and excretion

continued ...

Essential knowledge (contd):

- Pharmacodynamics of herbal medicines and pharmaceutical drugs and the theory of drug action; factors modifying drug effect and dosage; drug toxicity and toxicology
- Pharmacology of herbal medicines and pharmaceutical drugs, their classifications, usage and side effects
- Prescription of medicines - legal restrictions, therapeutic goods administration, health and safety, labelling requirements, scheduled herbs, principles of manufacturing remedies, testing of natural therapy products
- Process specifications, procedures and operating parameters
- Purpose and basic principles of the dispensing process
- Purpose and requirements of raw materials segregation
- Quality characteristics to be achieved

REQUIRED SKILLS AND KNOWLEDGE

- Recording requirements and procedure
- Significance and methods of monitoring control points within the dispensing process
- Types and characteristics of manufacturing raw materials
- Waste handling requirements and procedures

Essential skills:

It is critical that the candidate demonstrate the ability to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

This includes the ability to:

- Access workplace information to identify requirements for the dispensing process
- Calculate assay/potency adjustment
- Carry out routine maintenance
- Collect herbs for manufacture
- Confirm equipment status and condition
- Correctly identify plants in natural and preserved states
- Correctly preserve and dry plant materials
- Demonstrated ability to sort, collect, treat, recycle or dispose of waste, including taking into account opportunities to address waste minimisation, environmental responsibility and sustainable practice issues
- Describe major features of plants
- Ensure supply of necessary materials and services to the dispensing process
- Identify and describe actions for a minimum of 130 herbs
- Implement manufacturing and dispensing process
- Maintain work area to meet housekeeping standards
- Measure and segregate materials
- Monitor the dispensing process and equipment operation to identify out-of-specification results or non-compliance. This may include:
 - equipment faults
 - labelling
 - materials faults
 - measuring devices
 - service faults
 - stock flow/quantity

And may include the ability to:

- clean and sanitise equipment
- take samples and conduct tests
- Pack and label dispensed materials

REQUIRED SKILLS AND KNOWLEDGE

- Prepare herbal medicines for clients in pharmaceutical forms (capsules, emulsions, creams, ointments, suppositories etc)
- Record workplace information
- Skilfully extract herbs
- Take corrective action in response to out-of-specification results or non-compliance
- Verify clearance and cleanliness

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 this competency unit:

- The individual being assessed must provide evidence of specified essential knowledge as well as skills
- Observation of performance in the workplace or a simulated workplace (defined as a supervised clinic) is essential for assessment of this unit
- Consistency of performance should be demonstrated over a range of workplace situations
- Assessment may contain both theoretical and practical components and examples covering a range of clinical situations
- Evidence is required of both knowledge and skills application
- Assessment of sole practitioners must include a range of clinical situations and different client groups covering at minimum, age, culture and gender
- Assessment of sole practitioners must consider their unique workplace context, including:
 - interaction with others in the broader professional community as part of the sole practitioner's workplace
 - scope of practice as detailed in the qualification and component competency units
 - holistic/integrated assessment including:

EVIDENCE GUIDE

- working within the practice framework
- performing a health assessment
- assessing the client
- planning treatment
- providing treatment

Context of and specific resources for assessment:

- Assessment should replicate workplace conditions as far as possible
- Simulations may be used to represent workplace conditions as closely as possible
- Where, for reasons of safety, access to equipment, resources and space, assessment takes place away from the workplace, simulations should be used to represent workplace conditions as closely as possible
- Resources essential for assessment include:
 - an appropriately stocked and equipped clinic or simulated clinic environment
 - manufacturing and dispensing resources
 - relevant texts or medical manuals
 - relevant paper-based/video assessment instruments
 - appropriate assessment environment
 - skilled assessors

Method of assessment

- Observation in the work place or practical demonstration
- Written assignments/projects
- Case study and scenario as a basis for discussion of issues and strategies to contribute to best practice
- Questioning
- Role play simulation
- Explanations of technique

EVIDENCE GUIDE

- Access and equity considerations:*
- All workers in the health industry should be aware of access and equity issues in relation to their own area of work
 - All workers should develop their ability to work in a culturally diverse environment
 - In recognition of particular health issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on health of Aboriginal and Torres Strait Islander people
 - Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on health of Aboriginal and/or Torres Strait Islander clients and communities

Related units:

This unit should be assessed in conjunction with the following related unit:

- HLTIN301C Comply with infection control policies and procedures

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. Add any 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.

RANGE STATEMENT

Different menstruum may include:

- Water
- Vinegar
- Wine
- Alcohol
- Ether
- Glycerol
- Oil

Various types of herbal medicines may include:

- Creams
- Capsules
- Emulsions
- Ointments
- Suppositories
- Tinctures
- Extracts

Equipment may include:

- Measuring instruments
- Percolator, press and blender
- Containers
- Scoops
- Labeller

Manufacturing instructions may include:

- Organisation procedures
- Licensing requirements
- Legislative requirements and industrial arrangements
- Herbal medicine manufacturing instructions
- Hygiene and sanitation standards
- Safety procedures

Workplace information may include:

- Details of manufacturing and processing undertaken
- Stock documentation
- Details of person(s) conducting manufacturing
- Dispensing information for prescriptions

Unit Sector(s)

Not Applicable