



Australian Government

SIRCPPA002 Assist customers with eye and ear care products

Release: 1

SIRCPPA002 Assist customers with eye and ear care products

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to gather information about customer needs, and provide suggestions and information on Pharmacy Medicines (S2) and unscheduled products for eye and ear care. It requires the ability to identify and act on triggers for referral to a pharmacist for therapeutic advice and supply of Pharmacist Only Medicines (S3).

This unit applies to pharmacy assistants working in community pharmacies. They work with some independence, under general supervision and guidance from others, but ultimately under the supervising pharmacist.

This unit incorporates the requirement for pharmacy assistants to comply with federal, state and territory law and Pharmacy Board of Australia Guidelines for supplying scheduled Pharmacy Medicines (S2) and Pharmacist Only Medicines (S3). At the time of publication, they are not, however, required to hold an occupational licence or to be certified as competent in this unit to supply scheduled medicines.

Pre-requisite Unit

SIRCIND002 Support the supply of Pharmacy Medicines and Pharmacist Only Medicines

Competency Field

Pharmacy Product Advice

Unit Sector

Community Pharmacy

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1. Collect information about customer eye and ear care needs.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Approach and question customer according to pharmacy protocol.
- 1.2. Use questions and actively listen to determine who will be using the product and relevant symptoms, duration and

- severity of the condition.
- 1.3. Determine customer satisfaction with products previously used.
 - 1.4. Identify any other health conditions and prescribed medications.
 - 1.5. Follow pharmacy procedures to respect and protect customer privacy.
2. Assess customer information and determine need for referral.
 - 2.1. Recognise and act on information that requires referral to the pharmacist.
 - 2.2. Recognise and act on information that indicates the potential for better customer outcomes with Pharmacist Only Medicines (S3).
 - 2.3. Provide clear summary of customer information to pharmacist when referral is required.
 - 2.4. Monitor pharmacist consultation and finalise interaction with customer according to pharmacy procedures.
 3. Provide product, self-care and lifestyle information.
 - 3.1. Select and suggest Pharmacy Medicines (S2) or unscheduled medicines and products suited to customer needs within scope of own knowledge.
 - 3.2. Identify and use opportunities to suggest additional products relevant to customer needs.
 - 3.3. Interpret and clearly explain manufacturer product information and confirm customer understanding of directions for product use.
 - 3.4. Offer current and accurate information on related lifestyle and self-care practices.
 4. Maintain and develop knowledge of eye and ear care products.
 - 4.1. Identify and use opportunities to maintain and develop product and health condition knowledge using recognised sources of information.
 - 4.2. Check regularly for new additions or changes to range.
 - 4.3. Use product information to update knowledge of product application and directions for use.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

- Numeracy skills to:
- calculate dosage and quantity requirements.
- Technology skills to:
- use online information systems to search for information.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ca051b1b-5101-4ec2-ac1c-49699303188d>

Assessment Requirements for SIRCPA002 Assist customers with eye and ear care products

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- recognise and respond appropriately to three product or symptom-based requests for eye and ear care products that require referral
- suggest suitable eye or ear care medicines or products for six customers presenting with different needs that individually or cumulatively include the need for:
 - ear protection products
 - contact lens products
 - products in different forms
- provide directions for product use and other information on lifestyle and self-care practices for each of the above customers
- recommend as appropriate to customer needs, across the product suite, a mix of:
 - unscheduled medicines and products
 - Pharmacy Medicines (S2)
- respond to the needs of each of the following customer types:
 - adults of both genders
 - the elderly
 - children.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- common conditions and symptoms for which eye and ear care medicines and products are used
- common lifestyle risk factors that can contribute to eye or ear conditions and methods of self-care
- key terminology, jargon and common abbreviations for:
 - eye and ear health conditions
 - medicines and products used to relieve symptoms
- overview of pharmacy range of eye and ear care products, both Pharmacy Medicines (S2) and unscheduled medicines and products:
 - location

- which products in the range are Pharmacist Only Medicines (S3)
- different types of commonly requested products, their uses, potential side effects and interactions that may contraindicate their use:
 - complementary medicines
 - ear protection products
 - contact lens products
 - products in these various forms:
 - drops
 - liquids
 - ointments and creams
 - washes and sprays
- features and uses of aids and equipment used with eye and ear care medicines and products
- recognised and credible sources and format of product, lifestyle and self-care information:
 - manufacturer product support materials:
 - Consumer Medicines Information (CMI)
 - product leaflets, brochures, booklets
 - internet sites
 - health-care fact sheets
 - medicines databases
 - pharmacy manuals
 - reputable health education internet sites
 - government and not-for profit organisations
- organisational procedures for supplying eye and ear care medicines and products.

Assessment Conditions

Skills must be demonstrated in a pharmacy with designated front of pharmacy and dispensary areas. This can be:

- an industry workplace
- a simulated industry environment.

Assessment must ensure use of:

- information technology hardware and software
- online information systems
- pharmacy display and storage locations, shelf facings and signage for unscheduled products and Pharmacy Medicines (S2)
- a diverse commercial range of eye and ear care unscheduled products and Pharmacy Medicines (S2) in different forms
- customer brochures and leaflets on lifestyle and self-care practices
- organisational procedures for supplying eye and ear care medicines and products

- customers with whom the individual can interact; these can be:
 - customers in an industry workplace who are served by the individual during the assessment process; or
 - individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Assessors must satisfy the Standards for Registered Training Organisation's requirements for assessors, and:

- have worked in the pharmacy sector for at least two years.

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