



Australian Government

SIRCPPA007 Assist customers with pregnancy and maternal health products and services

Release: 1

SIRCPPA007 Assist customers with pregnancy and maternal health products and services

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 pregnancy and maternal health products. It requires the ability to identify and act on triggers for referral to a pharmacist for therapeutic advice or 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 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 information and advice on pregnancy and maternal health.
 - 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.Provide customer with directions for product use and confirm understanding
 - 3.4.Offer current and accurate information from recognised sources on related lifestyle and self-care practices and specialist support services.
 4. Maintain and develop knowledge of pregnancy and maternal health conditions, products and services.
 - 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.

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 SIRCPPA007 Assist customers with pregnancy and maternal health products and services

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:

- access and interpret information about pregnancy and maternal health conditions and specialist support services from two different sources
- respond to product and symptom-based requests for pregnancy and maternal health products from six customers presenting with different needs
- provide directions for product use and other information on lifestyle and self-care practices for each of the above customers
- provide information on:
 - breast expressing kits
 - maternity pads
 - morning sickness treatments
 - nipple care products
 - nursing accessories
 - pregnancy testing kits
 - stretch mark and related skincare products
- 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:
 - pregnant women
 - breastfeeding women
 - women who have recently given birth.

Knowledge Evidence

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

- common minor maternal health conditions and symptoms
- common symptoms of pregnancy
- physical and physiological changes that occur during and following pregnancy, at a basic level of understanding

- common lifestyle factors that can contribute to maternal health conditions and methods of self-care
- key terminology, jargon and common abbreviations for:
 - pregnancy and maternal health conditions
 - medicines and products used to assist
- overview of pharmacy pregnancy and maternal health product range:
 - location
 - different types
 - application
- different types of pregnancy and maternal health products, their use, their side effects and interactions that may contraindicate their use:
 - breast expressing kits
 - maternity pads
 - morning sickness treatments
 - nipple care products
 - nursing accessories
 - pregnancy testing kits
 - stretch mark and related skincare products
- aids and equipment used for pregnancy and maternal health:
 - features and uses
 - care and maintenance
- 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
 - industry and professional publications
 - medicines databases
 - pharmacy manuals
 - reputable health education internet sites
 - government and not-for profit organisations
- organisational procedures for supplying pregnancy and maternal health 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 pregnancy and maternal health products
- a diverse, commercial range of Pharmacy Medicines (S2) and unscheduled products for pregnancy and maternal health:
 - breast expressing kits
 - maternity pads
 - morning sickness treatments
 - nipple care products
 - nursing accessories, such as pillows
 - pregnancy testing kits
 - stretch mark and related skincare products
- customer brochures and leaflets providing information on:
 - directions for product use
 - care and maintenance of aids and equipment
 - lifestyle and self-care practices
 - specialist services that support pregnancy and maternal health
- organisational procedures for supplying pregnancy and maternal health 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.

Links

Companion Volume implementation guides are found in VETNet -

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