



Australian Government

SIRCPA012 Assist customers with asthma-care aids and equipment

Release: 1

SIRCPPA012 Assist customers with asthma-care aids and equipment

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 asthma-care aids and equipment. It requires the ability to identify and act on triggers for referral to a pharmacist for therapeutic advice or supply of scheduled asthma medicines.

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.

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 asthma triggers, symptoms, duration and severity of the condition.
- 1.3.Determine customer satisfaction with products previously used.

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| | 1.4. Check if customer is using an asthma action plan. |
| | 1.5. Identify any other health conditions and prescribed medications. |
| | 1.6. 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. Provide clear summary of customer information to pharmacist when referral is required. |
| | 2.3. 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 asthma-care aids and equipment 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. Explain and demonstrate use, care and maintenance of aids and equipment. |
| | 3.4. Offer current and accurate information on related lifestyle and self-care practices and specialist support services. |
| 4. Maintain and develop knowledge of asthma management, 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 SIRCPA012 Assist customers with asthma-care aids and equipment

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 asthma and specialist support services from two different sources
- recognise and respond to three different asthma-related situations that require referral to a pharmacist
- suggest suitable asthma-care aids and equipment for six customers presenting with different needs that individually or cumulatively include the need for:
 - spacer devices
 - nebulisers
 - masks for adults and children
 - peak flow meters
- provide directions for product use and other information on lifestyle, self-care practices and specialist support services for each of the above customers
- respond to the needs 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:

- groups at risk of asthma
- common symptoms of asthma and related conditions
- physiological effects of asthma on the body, at a basic level of understanding
- common triggers that can contribute to or exacerbate asthma and methods of self-care
- content and use of asthma management plans
- key terminology, jargon and common abbreviations relevant to asthma management, for:
 - health conditions
 - products used to assist
- overview of pharmacy product range of asthma-care aids and equipment:
 - location

- different types and their features, uses care and maintenance
 - spacer devices
 - nebulisers
 - masks for adults and children
 - peak flow meters
- recognised sources and format of product, lifestyle and self-care information:
 - manufacturer product support materials:
 - product leaflets, brochures, booklets
 - internet sites
 - health-care fact sheets
 - industry and professional publications
 - pharmacy manuals
 - reputable health education internet sites
 - government and not-for profit organisations:
 - Asthma Council of Australia
 - Asthma Foundation
- organisational procedures for supplying asthma related 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 asthma-care aids and equipment
- a diverse, comprehensive and commercial range of asthma-care aids and equipment:
 - spacer devices
 - nebulisers
 - masks for adults and children
 - peak flow meters
- customer brochures and leaflets providing information on:
 - directions for use, care and maintenance of aids and equipment
 - lifestyle and self-care practices
 - specialist services that support asthma management
- organisational procedures for supplying asthma related 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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