



Australian Government

SIRCPA013 Assist customers with smoking cessation products

Release: 1

SIRCPA013 Assist customers with smoking cessation 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 smoking cessation, products and specialist services. It requires the ability to identify and act on triggers for referral to a pharmacist for therapeutic advice.

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.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Pharmacy Product Advice

Unit Sector

Community Pharmacy

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1. Collect information about customer smoking cessation 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 extent of nicotine dependence.
- 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 nicotine replacement products suited to customer needs within scope of own knowledge.
 - 3.2. Identify and use opportunities to suggest companion products, aids and equipment relevant to desired outcomes.
 - 3.3. Provide customer with clear directions for product use and use questioning to confirm understanding.
 - 3.4. Offer current and accurate information on related lifestyle and self-care practices and specialist support services.
4. Maintain and develop knowledge of smoking cessation, 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.

- 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 SIRCPA013 Assist customers with smoking cessation 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:

- access and interpret information about nicotine dependence, smoking cessation and specialist support services from two different sources
- recognise and respond to three different nicotine or smoking cessation-related situations that require referral to a pharmacist
- suggest suitable smoking cessation products for three different customers
- provide directions for product use and other information on lifestyle, self-care practices and specialist support services for the above three customers.

Knowledge Evidence

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

- common symptoms of smoking-related illness
- short and long-term health effects of active and passive smoking
- characteristics of nicotine dependence and physiological effects, at a basic level of understanding
- common behavioural triggers that contribute to smoking
- common barriers to quitting smoking
- key terminology, jargon and common abbreviations relevant to smoking cessation, for:
 - smoking-related health conditions
 - nicotine replacement products
- the potential relationship between smoking cessation and weight management, and the basic features of a healthy diet within the boundaries of the Australian Dietary Guidelines
- different types of smoking cessation products, their use, their side effects and interactions that may contraindicate their use:
 - different forms - gums, patches, lozenges, inhalers, sprays
 - modes of action, at a basic level of understanding
 - application
- aids and equipment used for smoking cessation:
 - features and uses
 - care and maintenance

- components of smoking cessation kits
- 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:
 - Quit
 - National Tobacco Strategy
- role boundaries and responsibilities of pharmacy assistants, and circumstances which require and trigger referral to a pharmacist
- organisational procedures for supplying nicotine replacement products and smoking cessation aids:
 - questions that must be asked to collect information about customer needs
 - collecting and supplying information to an agent acting on behalf of a customer
 - identifying and acting on triggers for referral to a pharmacist
- maintaining privacy and confidentiality of customer information.

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 nicotine replacement products
- a diverse, commercial range of nicotine replacement 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 smoking cessation

- organisational procedures for supplying nicotine replacement products and smoking cessation aids
- 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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