



Australian Government

Assessment Requirements for SIRCPPA014

Assist customers with continence management products

Release: 1

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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 continence management and specialist support services from two different sources
- suggest suitable continence management products for three 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
- 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:

key features of the Continence Aids Payment Scheme (CAPS)

- groups at risk of incontinence
- common types of incontinence
- causes, at a basic level of understanding, and triggers that can contribute to incontinence and methods of self-care
- hygiene issues associated with incontinence and methods of self-care
- key terminology, jargon and common abbreviations relevant to continence management, for:
 - health conditions
 - medicines and products used to assist
- overview of pharmacy product range for continence management and common side effects:
 - location
 - disposable products
 - male and female:
 - washable

- bed and chair protective pads
- skincare products:
- environmentally sound disposal methods for disposable incontinence products
- 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:
 - Australian government Bladder and Bowel website
 - National Continence Helpline
 - Continence Foundation of Australia
- role boundaries and responsibilities of pharmacy assistants, and circumstances which require and trigger referral to a pharmacist
- organisational procedures for supplying incontinence products:
 - 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 incontinence products
- a diverse, commercial range of incontinence products:
 - disposable products
 - male and female

- washable
- bed and chair protective pads
- 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
 - Continence Aids Payment Scheme (CAPS)
 - specialist services that support continence management
- organisational procedures for supplying incontinence 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>