



Australian Government

SIRCPA014 Assist customers with continence management products

Release: 1

SIRCPA014 Assist customers with continence management 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 continence management. 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

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 continence management 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 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.Explain and demonstrate use, care and maintenance of re-usable incontinence products, aids and equipment.
 - 3.4.Advise customers on environmentally sound waste disposal methods.
 - 3.5.Provide clear and accurate information on the Continence Aids Payment Scheme (CAPS).
 - 3.6.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 continence 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 SIRCPA014 Assist customers with continence management 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 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.

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