



Australian Government

SIRCPA017 Assist customers with complementary medicines

Release: 1

SIRCPPA017 Assist customers with complementary medicines

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 complementary medicines for a range of common minor health conditions. 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.

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

Pre-requisite Unit

SIRCIND002 Support the supply of Pharmacy Medicines and Pharmacist Only Medicines
SIRCPPA001 Assist customers with vitamins, minerals and supplements

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 product, self-care and lifestyle information.
 - 3.1. Select and suggest complementary medicines and products appropriate to customer needs, within scope of own knowledge.
 - 3.2. Check contraindications on manufacturer's information and refer to pharmacist where potential interactions with other medicines are indicated.
 - 3.3. Interpret and clearly explain manufacturer product information and confirm customer understanding of directions for product use.
 - 3.4. Identify and use opportunities to suggest companion products relevant to desired health outcomes.
 - 3.5. Offer current and accurate information from recognised sources on related lifestyle and self-care practices.
 4. Maintain and develop knowledge of diet related 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.

- 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 SIRCPPA017 Assist customers with complementary medicines

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 complementary medicines from two different credible sources
- respond to product and symptom based requests for complementary medicines from six customers presenting with different minor health condition 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:

- common minor health conditions and symptoms that may benefit from the use of complementary medicines at a basic level of understanding, for each of the following body systems:
 - cardiovascular
 - gastrointestinal
 - musculoskeletal
 - nervous
 - reproductive
 - respiratory
- key terminology, jargon and common abbreviations relevant to complementary medicines, for:
 - common minor health conditions
 - medicines and products used to assist
- overview of pharmacy complementary medicine and product range:
 - location
 - which products in the range are Pharmacy Medicines (S2)

- types of complementary medicines and how they are named and formulated:
 - herbal
 - essential oils
 - homeopathics
- different types of commonly-requested complementary medicine products for minor health conditions, their use, their side effects and interactions that may contraindicate their use:
 - products in different forms - tablets, gels, drops, sprays, creams, oils
 - key ingredients
 - modes of action, at a basic level of understanding
 - application
- 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.

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 complementary medicines and products
- a diverse, commercial range of complementary medicines and products
- customer brochures and leaflets providing information on:
 - directions for product use
 - lifestyle and self-care practices
- organisational procedures for supplying complementary 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.

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