



Australian Government

Department of Education, Employment and Workplace Relations

SIRPPKS015A Provide information, products and services on diet, nutrition and weight management

Release: 1

SIRPPKS015A Provide information, products and services on diet, nutrition and weight management

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit covers skills and knowledge required to provide information to customers on products, services and customer self-care practices related to diet, nutrition and weight management.
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Application of the Unit

Application of the unit	This unit supports front-of-store sales work roles and is carried out under direction of a pharmacist.
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units	SIRPPKS001A Support the sale of pharmacy and pharmacist-only medicines.
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Employability Skills Information

Employability skills The required outcomes described in this unit contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Develop knowledge of diet, nutrition and weight-related conditions and products.	1.1 Recognise signs and symptoms of <i>common diet, nutrition and weight management-related conditions</i>. 1.2 Identify contributing factors and groups at risk of diet, nutrition and weight-related problems. 1.3 Identify and locate the pharmacy range of diet, nutrition and weight management products. 1.4 Identify and access <i>sources of information, specialist services and practitioners</i>.
2 Identify customer needs.	2.1 Identify customer needs and symptoms. 2.2 Determine customer's current use of <i>other medications</i> and other medical conditions. 2.3 Identify and act upon situations requiring referral to pharmacist.

ELEMENT	PERFORMANCE CRITERIA
3 Provide information on diet, nutrition and weight management products and services.	3.1 Provide customers with information on lifestyle, self-care practices and specialist services related to diet, nutrition and weight management. 3.2 Recommend diet, nutrition and weight management products appropriate to customer symptoms and needs. 3.3 Provide the customer with information and directions for product use. 3.4 Identify and act upon opportunities to suggest companion products relevant to desired health care outcomes.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- interpersonal communication skills to:
 - communicate with the customer, including obtaining and providing information and confirming understanding, through clear and direct communication
 - ask questions to identify and confirm requirements
 - use language and concepts appropriate to cultural differences
 - use and interpret non-verbal communication
- apply literacy skills to read and interpret product and self-care information
- respect and maintain privacy and confidentiality of customer information
- demonstrate procedures for identifying symptoms and identifying and selling diet, nutrition and weight management-related products
- locate specialist information and services related to diet, nutrition and weight management
- maintain currency of knowledge about diet, nutrition and weight management-related medicines and products
- access and use information systems as required by the role
- plan and organise work to meet customer service requirements.

The following knowledge must be assessed as part of this unit:

- pharmacy policies, protocols and procedures relating to the sale of diet, nutrition and weight management products
- common diet, nutrition and weight-related conditions and contributing factors
- indicators of weight related conditions, e.g. body mass index parameters
- impact of diet on health conditions:
 - principles of a balanced diet
 - relationship between diet-related disease and the excessive consumption of saturated fat, sodium and sugar
 - role of hydration
- range of diet, nutrition and weight management medicines and products:
 - product range
 - modes of action for products that can be sold without the involvement of a pharmacist
- lifestyle factors affecting weight management
- product and health condition terminology
- health claims versus evidence-based assessment of the efficacy of diet, nutrition and weight management related medicines and products

REQUIRED SKILLS AND KNOWLEDGE

- basic understanding of the relationship between weight and disease states
- common interactions of diet, nutrition and weight management products with other medicines
- sources of information, advice and specialist services related to diet, nutrition and weight management
- role boundaries and responsibilities, and circumstances under which referral to a pharmacist or other pharmacy staff is required
- communication skills to collect and provide information to customers, including use of structured and open-ended questions and interpretation of non-verbal cues
- techniques for questioning and discussing issues of a highly sensitive nature
- procedures to follow for collecting and supplying information to an agent acting on behalf of a customer
- communication methods and systems to operate as part of a team and provide relevant information to a pharmacist and other pharmacy staff as required.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- applies pharmacy protocols and procedures when selling diet, nutrition and weight management medicines, products, aids and equipment, including:
 - collecting the required information from customers
 - identifying situations or requests requiring referral to a pharmacist and refer appropriately
 - identifying and supplying the relevant medicines, information, aids and equipment to meet customer needs
 - using appropriate product terminology
- applies knowledge of common symptoms or indicators of weight-related conditions
- applies knowledge of the common causes of weight-related conditions
- applies knowledge of products used to support the

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management of weight-related conditions

- applies an understanding lifestyle, self-care practices and support services
- applies an understanding of evidence-based assessment of the efficacy of diet, nutrition and weight-related products
- respects and protects customer privacy when communicating with customers
- provides information to customers in ways appropriate to customer needs and demonstrates appropriate techniques to confirm understanding
- recognises the situations requiring referral to a pharmacist or other pharmacy staff according to pharmacy policy
- plans and carries out work to meet customer service workflow requirements.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of the sale of diet, nutrition and weight management medicines and products, over sufficient time to demonstrate handling of a range of contingencies
- performance is observed by the assessor or a technical expert working in partnership with the assessor.
- access to a real or simulated pharmacy environment
- access to relevant pharmacy protocols and procedures
- access to relevant documentation, such as:
 - product information
 - self-care advice
- access to a range of customers with different requirements (real or simulated)
- access to a range of diet, nutrition and weight management products.

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Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- observation of the candidate in the workplace selling diet, nutrition and weight management medicines to a range of customers
- written or verbal questioning to assess knowledge and understanding
- role plays to confirm communication skills to meet diverse customer requirements.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. For example:

- SIRXRPK001A Recommend health and nutritional products and services.

EVIDENCE GUIDE

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically in the context of the job role and with other relevant units that make up the skill set or qualification.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below.

Sale of ***diet, nutrition and weight management products*** must comply with:

- federal and state or territory legislation
- industry codes of practice, standards and guidelines
- community pharmacy policies, protocols and procedures relating to the sale of diet, nutrition and weight management medicines.

Common diet, nutrition and weight-related conditions may include:

- anorexia
- bulimia
- obesity
- weight loss due to illness.

Diet, nutrition and weight management products may include:

- vitamins
- minerals
- herbs
- supplements.

RANGE STATEMENT

Medicines and products may include:

- complementary medicines
- nutritional supplements
- non-scheduled products
- pharmacy medication.

Sources of information, specialist services and practitioners may include:

- health care information
- pharmacy or supplier product leaflets, brochures and manuals
- manufacturer information
- industry and professional publications
- medicines databases
- doctors
- pharmacist
- support organisations
- other health care specialists
- relevant websites.

Other medications may include:

- prescription medicines
- pharmacy and/or pharmacist-only medicines
- herbal and vitamin supplements.

Recommendations refer to:

- only those medicines not requiring referral to a pharmacist for therapeutic advice. This may include S2 medicines and general (non-scheduled) items
- aids and equipment.

Unit Sector(s)

Sector Community Pharmacy

Competency field

Competency field Community Pharmacy Product

