



Australian Government

Department of Education, Employment and Workplace Relations

SIRPPKS016A Provide information, products and services to support home health care

Release: 1

SIRPPKS016A Provide information, products and services to support home health care

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit covers skills and knowledge required to provide information to customers on home health care aids and equipment to support customers in managing health conditions at home.
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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 home health care aids and equipment to support customer self-care practices.	1.1 Identify and locate <i>home health care aids and equipment products</i>. 1.2 Identify customer self-care practices and <i>sources of information</i> on home health care. 1.3 Use appropriate product terminology. 1.4 Identify <i>common conditions</i> that can be supported using home health care aids and equipment.
2 Identify customer needs.	2.1 Identify customer needs and degree of limitation. 2.2 Identify aids and equipment features. 2.3 Identify and act upon situations requiring referral to pharmacist.

ELEMENT	PERFORMANCE CRITERIA
3 Provide information on aids and equipment and services.	3.1 Recommend aids and equipment appropriate to customer symptoms and needs. 3.2 Provide the customer with information and directions for product use. 3.3 Source specialist aids and equipment to meet customer needs. 3.4 Provide information to customers on lifestyle and self-care practices. 3.5 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 aids and equipment information and instructions for use
- respect and maintain privacy and confidentiality of customer information
- demonstrate procedures for assessing degree of limitation and customer need, and identifying and selling aids and equipment to meet customer needs
- demonstrate procedures for measuring, fitting and using relevant aids and equipment as appropriate that may assist customers
- 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 and hire of home care aids and equipment
- common conditions that may be supported by the use of home care aids and equipment
- range of aids and equipment:
 - product range: features and benefits
 - aids and equipment use: fitting and adjustment as appropriate
 - care, cleaning and storage
- suppliers of home care aids and equipment and procedures and responsibilities for sourcing aids and equipment
- the role of formal assessment by health specialists:
 - when formal assessment is appropriate
 - specialist disciplines, e.g. occupational therapist or physiotherapist.
- questions and techniques to assess restrictions and limitations
- procedures to follow for collecting and supplying information to an agent acting on behalf of a customer
- aids and equipment suitable for hire and related cleaning, care and storage requirements

REQUIRED SKILLS AND KNOWLEDGE

- health claims versus evidence-based assessment of the efficacy of aids and equipment
- 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
- 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 or hiring aids and equipment, including:
 - collecting the required information from customers
 - assessing customer capacity and needs
 - identifying situations or requests requiring referral to a pharmacist and refer appropriately
 - identifying and supplying the relevant aids, equipment and information to meet customer needs
 - using appropriate product terminology
- applies knowledge of the common conditions that can be assisted by home health care aids and equipment
- applies knowledge of home health care aids and equipment range and application
- applies an understanding lifestyle and self-care practices
- applies an understanding of evidence-based assessment of the efficacy of home health care aids and equipment
- applies understanding of relevant specialist disciplines and related sources of current information and services
- respects and protects customer privacy when communicating with customers
- provides information to customers in ways appropriate

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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 or hiring of aids and equipment 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:
 - aids and equipment product information
 - lifestyle and self-care advice
- access to a range of customers with different requirements (real or simulated)
- access to a range of aids and equipment.

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 or hiring aids and equipment 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.

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

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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 or hire of ***home health care aids and equipment 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 or hire of home health care aids and equipment.

Aids and equipment products may include:

- daily living aids
- bathroom and toilet aids
- walking and mobility aids and equipment
- pressure care and monitoring aids
- footwear products.

Sources of information may include:

- health care information
- health specialists
- pharmacy or supplier product leaflets, brochures and manuals
- manufacturer information
- industry and professional publications.

RANGE STATEMENT

Common conditions can be temporary or long-term and may include:

- various physical disabilities
- osteoporosis
- arthritis
- incontinence.

Unit Sector(s)

Sector Community Pharmacy

Competency field

Competency field Community Pharmacy Product