



Australian Government

Department of Education, Employment and Workplace Relations

SIRPPKS020A Provide information, products and services on wound care

Revision Number: 1

SIRPPKS020A Provide information, products and services on wound care

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit covers skills and knowledge required to develop a basic understanding of wound care and provide information to customers on products, services and customer self-care practices to support customers to manage wound care.
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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 wound care. | 1.1 Identify <i>wound types</i> .
1.2 Identify groups at risk of developing chronic wounds.
1.3 Identify wound care requirements.
1.4 Identify and access <i>sources of information, specialist services and practitioners</i> . |
| 2 Develop knowledge of wound care products. | 2.1 Identify and locate the pharmacy range of <i>wound care medications</i> .
2.2 Identify and locate the pharmacy range of <i>wound care aids and equipment</i> . |
| 3 Identify customer needs. | 3.1 Identify customer needs, symptoms, duration and severity.
3.2 Determine customer's current use of <i>other medications</i> and other medical conditions. |

ELEMENT**PERFORMANCE CRITERIA**

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|---|--|---|
| | 3.3 | Identify and act upon situations requiring referral to pharmacist. |
| 4 | Provide information on wound care products and support services. | |
| | 4.1 | Provide customers with information on lifestyle, self-care practices and specialist services to support wound care. |
| | 4.2 | Recommend wound care medication and products, equipment and aids appropriate to customer symptoms and needs. |
| | 4.3 | Provide the customer with information and directions for product use. |
| | 4.4 | 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 medication and self-care information
- respect and maintain privacy and confidentiality of customer information
- demonstrate procedures for assessing wound care requirements and identifying and selling wound care medicines and products
- locate specialist information and services to support wound care
- maintain currency of knowledge about wound care and related medicines and products
- demonstrate procedures for using relevant aids and equipment 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 of wound care medicines, aids, kits and equipment
- common causes of wounds
- basic understanding of anatomical structure of skin as it relates to healing stages and indicators:
 - inflammatory or defensive stage
 - reconstruction stage
 - maturation or remodelling stage
- common factors that can contribute to the likelihood of wounds or exacerbate wound care problems and related lifestyle and self-care information
- range of wound care medicines and basic understanding of modes of action
- wound cleansing methods and products
- wound healing methods, associated benefits and related products
- principles of evidence-based assessment as they apply to assessing the efficacy of traditional and complementary medicines used for wound care and awareness of credible sources of information on product range

REQUIRED SKILLS AND KNOWLEDGE

- product and wound care terminology
- sources of information, advice and specialist services related to wound care
- 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
- 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 wound care-related medicines, 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
 - demonstrating use of aids and equipment
- applies knowledge of the common wound types and associated care requirements
- applies knowledge of medicine, aids and equipment appropriate to assist wound healing
- applies knowledge of healing approaches and stages
- applies knowledge of lifestyle, self-care practices and support services
- identifies and refers to specialist sources of information, advice and expertise to assist the customer

EVIDENCE GUIDE

and maintain currency of knowledge

- respects and protects customer privacy when communicating with customers
- demonstrates ability to put the customer at ease and use questioning techniques appropriate to discussing highly sensitive issues
- 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 wound care medicines and products over sufficient time to demonstrate handling of a range of contingencies
- identification of products to suit a range of different types of wounds
- 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:
 - wound care product and service information
 - self-care and lifestyle advice
- access to a range of customers with different wound care requirements (real or simulated)
- access to a range of wound care products.

EVIDENCE GUIDE

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 wound care-related medicines, 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 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.

Wound types may include:

- acute wounds are caused by cuts, lacerations, abrasions, grazes
- contusion, bruising and soft tissue injury are caused by blunt blow, punch, knock or fall
- penetrating wounds (puncture) are caused by sharp objects

RANGE STATEMENT

- surgical wounds
- bites and stings
- burns and scalds
- chronic wounds, e.g. from poor circulation or medical conditions.

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.

Sale of ***wound care medications and aids and equipment*** 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 wound care-related medicines and products.

Wound care aids and equipment may include:

- wound dressings, e.g. spray-on dressings, gels, granules, pastes and beads, dry dressings, adhesive dressings and medicated bandages
- strapping, bandaging, sports tape
- anti-inflammatory medicines
- antiseptic and saline washes
- cold and hot packs
- skin care products, such as skin cleansers, moisturisers, sealants and adhesive removers
- surgical sundries.

RANGE STATEMENT

- Other medications*** may include:
- prescription medicines
 - pharmacy and 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, test kits and equipment.

Unit Sector(s)

Sector Community Pharmacy

Competency field

Competency field Community Pharmacy Product