

**WORKPLACE ASSESSMENTS
STUDENT INFORMATION
SIRCIND002 Support the supply of Pharmacy Medicines and Pharmacist Only
Medicines (S2S3 MEDICINES)**

As you are aware you are enrolled in the above training through your position with the My Chemist Warehouse Group.

As a Nationally Registered Training Organisation Dillon Whitelaw is required to assess students in all aspects of the unit/s of competence they are undertaking. This includes an assessment of your skills and knowledge which is undertaken two ways, through the online test and workplace assessments with one of our qualified assessors either by phone using scenarios and common workplace situations or by observing you completing normal workplace tasks.

A workplace assessment in this unit will normally include the task of selling products to customers or undertaking role plays with your assessor when this is not possible, which is a core component of the role of a pharmacy assistant. This will also include the sale of scheduled products which is known as S2S3 and is a compliance requirement for the Quality Community Pharmacy Program.

This will also include:

- Information on scheduling
- Location and examples of Schedule2 and Schedule3 Medicines
- How to find QCPP information on My Web
- the sale of scheduled products (S2/S3) and is a compliance requirement for the Quality Community Pharmacy Program.

There are a standard set of requirements for these workplace assessments and to prepare for your workplace assessment you should practise the following:

- 1. Asking the Safety 7 questions to identify if the sale requires a referral to the pharmacist-see further information over the page**
- 2. Knowing what responses, the customer provides from the Safety 7 questions, that require you to refer to the pharmacist**
- 3. Following and relaying instructions from the Pharmacist to give to the customer**
- 4. Providing important product information on how to use the products, possible side effects and how long the product can be safely used for.**

This means that you need to know the products you are selling, what schedule they fall under and when you need to refer a sale to the pharmacist.

The best way to ensure you are fully prepared for a workplace assessment is:

- Review your online S2S3 Notes
- Try to ensure you are rotated within the store so that you can gain experience in selling different products and questioning customers
- Ask the instore pharmacist for information on different products you are uncertain about.

SAFETY 7 QUESTIONS TO ASK THE CUSTOMER

Your store should have cards with these questions on to place behind your ID tag, check with your Retail Manager if you do not have one

1. Is this product for you?-

** for all women of child bearing age-are you pregnant, breastfeeding or planning to become pregnant?

**If the customer is a child what is their age?

2. What are your symptoms?

3. What have you tried already?

4. Are you taking any other medicines, vitamins or supplements?

5. Do you have any medical conditions?

6. Have you used this product before?

7. Do you have any allergies or intolerances to any food or medicines?

If you have any questions about your training or workplace assessment please contact us via email at admin@dillon.com.au or call us on (03) 8373 4886

Our assessor will discuss the performance required for these assessments with you to ensure you are fully prepared and have the knowledge and skills you need before commencing. It is important that you are consistent in demonstrating your skills over at least 2 sales and must always ask the Safety 7 questions to successfully complete these workplace assessments.

We understand and allow for nerves and you are given several attempts to correctly demonstrate the tasks. If you are unable to satisfactorily demonstrate the tasks at this visit you will be reassessed at a later time.

The workplace assessment will be arranged with your Store Manager based on your normal working roster.

SKILLS AND KNOWLEDGE TO REVIEW FOR INSTORE ASSESSMENT

S2S3 - S2S3 Workplace Observation

- Information on scheduling
- Location and examples of Schedule2 and Schedule3
- How to find QCPP information on My Web
- You will be assessed on supplying two customers with S2S3 Medicines, asking the safety 7 questions and referring to the pharmacist if necessary. This may take place in the form of role-plays with the assessor.