

## WORKPLACE ASSESSMENTS

### STUDENT INFORMATION

#### SIR30116 Certificate III in Community Pharmacy

As you are aware you are enrolled in the above qualification through your position with the My Chemist Warehouse Group. You will have attended Induction classroom training and also have been completing your online knowledge training and assessment as well.

As a Nationally Registered Training Organisation Dillon Whitelaw is required to assess students in all aspects of the qualification and units 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 observing you completing normal workplace tasks.

A workplace assessment in this qualification will normally include the observation 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.

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**
- **Review your Online Product Knowledge** You can do this by selecting the different modules and downloading the PDF to read. If you have previously completed all of your online learning you will be enrolled in the Continuing Education program and can access the notes there. Go to the Certificate 3 Product Knowledge Review section where you will find PDF versions of the product knowledge units for the previous 12 months.
- **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.**

Our assessor will normally role play these assessments with you to ensure you are fully prepared and have the knowledge and skills you need before observing you in action serving customers. It is important that you are consistent in demonstrating your skills over a number of 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.

All instore workplace assessments are arranged with your Store Manager based on your normal working roster and we always try not to remove you from the floor if at all possible.

## **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](mailto:admin@dillon.com.au) or call us on (03) 8373 4886

## **SKILLS AND KNOWLEDGE TO REVIEW FOR INSTORE ASSESSMENT**

If you have received an SMS in relation to your assessment, refer to the **Codes** in the SMS to see what you need to review from the assessment types below.

### **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 observed supplying two customers with behind the bar medications, asking the safety 7 questions and referring to the pharmacist if necessary. It may take place in the form of role-plays with the assessor instead.

### **SAFETY - Safety Workplace Observation**

*Please review information on 'My Web' about workplace health and safety (WHS) policies and procedures for the My Chemist Warehouse group*

- Risk assessment of hazards and the level of risk
- Location of WHS equipment and procedures- including emergency evacuations, fire extinguishers, cleaning materials, first aid kit, waste disposal and incident reporting
- Understanding of potential hazards in the store and how you would deal with them
- Knowledge of correct manual handling skills

### **PHARM – PHARMACY PRACTICES**

- access, interpret and use information about employment rights and responsibilities and organisational procedures in community pharmacy from three different sources
- use effective planning, organisational and communication skills to address five community pharmacy daily work activities
- communicate effectively and provide quality customer service to customers of diverse ages, physical wellbeing and cultural background
- manage customer interactions face to face and by telephone using the following communication methods:
- respond appropriately to complaints:
- situations where customers exhibit behaviours of concern.

### **DIS-Accept Prescriptions and Return Dispensed Medicines to Customers Workplace Observation**

*Please ensure you have had some practice and experience working at the scripts in/out counter in your pharmacy*

- You will be observed accepting three different types of scripts from customers and returning prescribed medicines to customers in your pharmacy

## **INF - Comply with Infection Control Policies and Procedures Workplace**

### **Observation**

- Understanding of how to safely clean and deal with spills that may occur in the pharmacy

### **001 - Commonly Requested Vitamins, Minerals and Supplements Workplace Observation- review products for the following**

- Vitamin D
- Fish Oil
- Children's Multivitamins
- Pregnancy Multivitamins
- General Immunity
- Glucosamine

### **002 - Eye and Ear Care Workplace Observation- review products for the following**

- ear protection products
- contact lens products
- products in different forms

### **003 -First Aid and Wound Care Workplace Observation- review products for the following**

- Sprains
- Scraped knees
- Cuts
- Burns
- Bruising
- Infections

### **004 – Assist customers with oral care products**

- denture preparations and accessories
- oral health and hygiene products:
- products in different forms

### **005 -Cough and Cold Workplace Observation- review products for the following**

- analgesics
- cough expectorant
- cough suppressant
- antihistamines
- decongestants
- products in different forms

### **006 -Skin and Fungal Workplace Observation- review products for the following**

- Dry Skin
- Athlete's foot
- Fungal nail infection
- Itchy Skin
- Sunburn
- Head Lice

**007 – Pregnancy and Maternal Healthcare Products Workplace Observation- review products for the following**

- Breast expressing kits
- Maternity Pads
- Morning sickness treatments
- Nipple care
- Nursing accessories
- Pregnancy testing kits
- Stretch mark and related skincare products
- Pregnancy prevention

**008 -Gastro-intestinal Workplace Observation- review products for the following**

- anthelmintic (worming) products
- anti-diarrhoea medicine
- anti-spasmodic medication
- enemas
- fibre supplements
- haemorrhoidal products
- laxatives
- products in different forms

**009 - Allergies Workplace Observation- review products for the following**

- corticosteroids
- decongestants
- eye drops
- inhalants
- antihistamines
- products in different forms

**010 -Analgesic and Anti-Inflammatory Workplace Observation- review products for the following**

- combination products
- Non-Steroidal Anti-Inflammatory Drugs (NSAIDs)
- paracetamol
- rectal medication
- products in different forms

**013 -Smoking Cessation Workplace Observation- review products for the following**

- access and interpret information about nicotine dependence, smoking cessation and specialist support services from two different sources
- recognise and respond to three different nicotine or smoking cessation-related situations that require referral to a pharmacist
- suggest suitable smoking cessation products for three different customers
- provide directions for product use and other information on lifestyle, self-care practices and specialist support services for the above three customers

**018 – Men’s and Women’s Healthcare Products Workplace Observation- review products for the following**

- anti-fungal medication
- contraceptive products
- lubricants
- self-test kits
- pelvic floor aids and equipment