

Title	Advise customers on personal health care and products to maintain optimal health in a retail pharmacy environment		
Level	3	Credits	5

Purpose	<p>This unit standard is intended for retail assistants working in a retail pharmacy environment.</p> <p>People credited with this unit standard are able to: assess customers' personal health care requirements; advise customers on the selection of personal health care products and measures that can be taken by the client to maintain optimal health in a retail pharmacy environment; and advise customers on the use and care of diagnostic devices for personal use, in a retail pharmacy environment.</p>
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Classification	Retail, Distribution, and Sales > Sales
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Available grade	Achieved
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Guidance Information

- 1 **Definition**
Retail pharmacy outlet policies and procedures – written documentation of the specified way to perform an activity for a workplace. Retail pharmacy outlet policies and procedures must be compliant with relevant legislation, codes and standards and Organisational Quality Specifications listed in the District Health Board Pharmacy Services Agreement for the workplace.
- 2 Candidates must demonstrate effective oral, written, and non-verbal communication skills according to the requirements of the recipient, taking into account any language barriers or special needs requirements.
- 3 Credit for this unit standard may not be awarded unless assessment is supported by evidence of a minimum of 30 working days practice in a non-simulated pharmacy workplace environment. This evidence is to be supplied in a pharmacist verifier's statement.
- 4 Trainees must always act under the supervision of a pharmacist or within the delegated authority of a pharmacist.
- 5 Legislation, codes, and standards relevant to this unit standard include: Consumer Guarantees Act 1993; Fair Trading Act 1986; Hazardous Substances and New Organisms Act 1996; Health and Disability Commissioner (Code of Health and Disability Services Consumers' Rights), Regulations 1996; Code of Health and Disability Services Consumers' Rights, available from the Health and Disability

Commissioner's office, www.hdc.org.nz; *Health Information Privacy Code 2020*, available from the Privacy Commissioner's office, www.privacy.org.nz; Health (Retention of Health Information) Regulations 1996; Health Practitioners Competence Assurance Act 2003; Health (Needles and Syringes) Regulations 1998; Health and Safety at Work Act 2015; Health and Safety in Employment Regulations 1995; Medicines Act 1981; Medicines Regulations 1984; Misuse of Drugs Act 1975; Misuse of Drugs Regulations 1977; NZS 8134.7:2010, *Health and disability services standards - pharmacy services standard* available from www.standards.govt.nz; Community Schedule, available from www.pharmac.govt.nz; *Safe effective pharmacy practice: code of ethics* Wellington, NZ : Pharmacy Council, 2011, available at www.pharmacycouncil.org.nz; Privacy Act 2020.

Other requirements applicable to this unit standard may include but are not limited to – *Safe effective pharmacy practice: competence standards for the pharmacy profession*, Wellington, NZ: Pharmacy Council of New Zealand, 2015, available from www.pharmacycouncil.org.nz.

- 6 Trainees must be aware of, and comply with, retail pharmacy outlet policies and procedures and Organisational Quality Specifications listed in the District Health Board Pharmacy Services Agreement in their workplace.
- 7 Access to the reference resources specified by the Pharmaceutical Society of New Zealand Inc. to be held in every pharmacy is required for completion of assessment against this unit standard.
- 8 Personal health care may include but is not limited to – baby care (colic, cradle cap, nappy rash, teething), breast feeding, care of the older person, contraception, continence care, dental care (e.g. dentures, toothache), fertility, foot care (bunions, calluses, corns, warts/verrucae), patient compliance aids, smoking cessation, sun protection, travel.

Outcomes and performance criteria

Outcome 1

Assess customers' personal health care requirements in a retail pharmacy environment.

Performance criteria

- 1.1 Customer requirements for personal health care are established in a clear, polite, and professional manner, and using an appropriate range of questions in accordance with retail pharmacy outlet policies and procedures.

Range	may include but is not limited to questions about – details of symptoms, existing medication, other health conditions and/or states.
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- 1.2 Customers' health care requirements are assessed to determine whether their requirements are within the range of health care available in the retail environment in accordance with retail pharmacy outlet policies and procedures.

Outcome 2

Advise customers on the selection of personal health care products and measures that can be taken by the client to maintain optimal health in a retail pharmacy environment.

Performance criteria

2.1 Products appropriate to customers' personal health care requirements are identified, and product features, benefits and reason for use are described in accordance with retail pharmacy outlet policies and procedures.

Range may include but is not limited to – general sales medicines, pharmacy medicines, herbal remedies, minerals, vitamins; evidence for three is required.

2.2 Customers are advised and guided on the use and care of selected products in accordance with manufacturer's instructions and retail pharmacy outlet policies and procedures.

Range may include but is not limited to – general sales medicines, pharmacy medicines, herbal remedies, minerals, vitamins; evidence for three is required.

2.3 Customers are advised on measures that can be taken to maintain optimal health consistent with the assessment of the customer's health care requirements in accordance with retail pharmacy outlet policies and procedures.

Range may include but is not limited to – diet, environmental factors, exercise, hygiene, sleep, regular health checks.

Outcome 3

Advise customers on the use and care of diagnostic devices for personal use in a retail pharmacy environment.

Range may include but is not limited to – thermometers, fertility tests, pregnancy tests; blood pressure monitors, glucose meters; evidence of three is required.

Performance criteria

3.1 Diagnostic devices appropriate to customers' personal health care requirements are identified, and product features, benefits, and reason for use are described in accordance with retail pharmacy outlet policies and procedures.

3.2 Advice and guidance on the use and care of diagnostic devices is in accordance with manufacturer's instructions and retail pharmacy outlet policies and procedures.

Planned review date	31 December 2027
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	19 November 2015	31 December 2024
Review	2	8 December 2016	31 December 2024
Review	3	26 January 2023	N/A

Consent and Moderation Requirements (CMR) reference	0112
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Comments on this unit standard

Please contact Ringa Hora Services Workforce Development Council qualifications@ringahora.nz if you wish to suggest changes to the content of this unit standard.