



The Pharmacy
Guild of Australia

Assessment Section

SIRCPA008 - Assist customers with products for gastro-intestinal conditions



Name:

Pharmacy Name:



Assessment Guidelines

Well done! You have now completed the learner guide for this unit. You now need to complete the Assessment Section. Please read the following instructions carefully.

Completing the Assessment Section

- Please complete all the assessment activities contained within the assessment section. You can use the work that you have completed in the learner guide to assist you in completing these activities.
- Write your answers/responses directly into the space provided below the question. Please write neatly and clearly using a pen. **Please do not use pencil.** Or you may type the questions and your answers on a separate sheet of paper. Remember to number each question clearly.
- If you do not complete all parts of this Assessment Section it will be returned to you. This could affect your progress in completing your training on time. If you are having difficulty with any of the questions or activities ask your workplace supervisor or Guild trainer/assessor for assistance.

Organising your assessment tasks

- Remove all the pages in the assessment section, complete the Assessment Cover Sheet. Don't forget you and your workplace supervisor need to sign and date the Assessment Cover Sheet. This indicates to your Guild trainer/assessor that you have completed the learner guide and are requesting that it be assessed.
- Complete all four Workplace Activity Journal for this unit. The Workplace Activity Journal requires you to record a number of specific interactions with your customers. These interactions relate to specific medicines, health conditions or situations that occur in your pharmacy. You will need to review this document as soon as you commence this unit and ensure that you undertake and record all of the required interactions.
- Inform your workplace supervisor that you are ready to have them complete the Supervisor's Evidence Report. Using the Supervisor's Evidence Report which is located in this assessment section, your workplace supervisor should observe you completing specific tasks in the pharmacy over a two week period. Your workplace supervisor should record that you are demonstrating these skills in your day-to-day work.
- Double check that all documents within the assessment section have been completed. It is a good idea to include your name on every item you submit. The assessment items should be assembled in order, placed behind the cover sheet and secured with a paper clip. Please do not place your assessment section in plastic sleeves. It would be wise to take a copy of your assessment activities just in case your mail gets lost.
- Your Guild trainer/assessor may request that you send the entire learner guide. If this is the case then please ensure that you follow their request.
- Send the required documents to The Pharmacy Guild of Australia in your state at the address included in this assessment section.

Then what happens?

When the Guild trainer/assessor receives your assessment section it will be assessed. Your Guild trainer/assessor looks for evidence that you understand the knowledge and skills from this unit, you know how they interact with the policies and procedures in your pharmacy and that you can demonstrate these in the workplace.

The final stage of your assessment involves the Practical activities. Your Guild trainer/assessor will then make contact with you to undertake the Practical activities with you. This assessment may involve you undertaking a range of tasks, completing case studies or answering a range of questions and telling your Guild trainer/assessor how you would deal with certain situations.

Once your assessment is completed, your Guild trainer/assessor will return a written Assessment report. If you have any questions about any stage of your assessment please contact your Guild trainer/assessor.

QUEENSLAND Guild Training The Pharmacy Guild of Australia Queensland Branch P O Box 457 SPRING HILL QLD 4004	SOUTH AUSTRALIA Guild Training The Pharmacy Guild of Australia South Australian Branch 12/202 Glen Osmond Road FULLARTON SA 5063
NORTHERN TERRITORY Guild Training The Pharmacy Guild of Australia Northern Territory Branch P O Box 1554 DARWIN NT 0801	WESTERN AUSTRALIA Guild Training The Pharmacy Guild of Australia Western Australian Branch 1322 Hay Street WEST PERTH WA 6005
VICTORIA Guild Training The Pharmacy Guild of Australia Victorian Branch Level 2 40 Burwood Road HAWTHORN VIC 3122	TASMANIA Guild Training The Pharmacy Guild of Australia Queensland Branch P O Box 457 SPRING HILL QLD 4004
NEW SOUTH WALES Guild Training The Pharmacy Guild of Australia Level 2, Suite 201 10 Norbrik Drive Bella Vista NSW 2153	ACT Guild Training The Pharmacy Guild of Australia New South Wales Branch Level 2, Suite 201 10 Norbrik Drive Bella Vista NSW 2153



**The Pharmacy
Guild of Australia**

Assessment Cover Sheet

SIRCPA008 - Assist customers with products for gastro-intestinal conditions

Learner:
Pharmacy:
Contact Telephone Number:
Email:

Section 1 – To be completed by the learner

I, _____
commenced unit SIRCPA008 - Assist customers with products for gastro-intestinal conditions _____ (date). I completed this workbook on _____ (date).

Assessment Task Checklist		Please tick
Knowledge check	Answered all questions	
Portfolio	Completed all activities	
Workplace Activity Journal	Record all four interactions	
Supervisor's Evidence Report	Completed and signed by workplace supervisor	
Verbal assessment	I have practised and feel ready to undertake this task with my Guild Trainer	

Statement of Authenticity

I declare that these assessment tasks are my own work and that, where work has either been (i) completed in collaboration with others; or (ii) by others, it has been appropriately acknowledged. Furthermore, I certify that all information submitted by me is true, correct and accurate to the best of my knowledge and belief.

Signed: _____ Date: _____

Section 2 - To be completed by the workplace supervisor

I, _____ am the learner's workplace supervisor and can confirm that I have reviewed the assessment tasks listed in the above table. I can verify that to the best of my knowledge the submitted assessment tasks represent the learner's own work. I have observed the learner complete the tasks listed above and am confident that they accurately reflect the pharmacy's policy and procedures. The learner has demonstrated these skills over a period of time and is able to perform these tasks to the pharmacy's required standards.

Signed: _____ Date: _____

After you have checked that all items have been included, please attach this cover sheet to the front of your work.



**The Pharmacy
Guild of Australia**

Supervisor's Evidence Report

SIRCPA008 – Assist customers with products for gastro-intestinal conditions

Workplace Supervisor's Instructions

Your Guild trainer/assessor use a range of assessment methods to inform their judgement about a learner's competence. One of these resources is the Supervisor's Evidence Report. This report verifies satisfactory performance of the learner performing the required tasks, applying the required knowledge and displaying the necessary attributes required by the unit of competence being assessed, in the workplace over time. This report supports the other evidence used by your Guild trainer/assessor when assessing your pharmacy assistant.

The Supervisor's Evidence Report outlines the workplace activities that a pharmacy assistant is expected to perform in the pharmacy and provides the supervisor with a set of observable skills, tasks and attributes. To complete the report, simply place a tick in the relevant box against each item. When you have completed all items, ensure that you provide positive feedback, as well as feedback for improvement with regard to relevant items, in the 'Comments' section provided.

It is suggested that you meet with your learner at the commencement of each unit to familiarise yourself with the requirements. You may also wish to review the introduction of the learner guide which outlines the skills and knowledge your pharmacy needs to demonstrate. This will help you to schedule opportunities for the learner to learn and become competent in applying the knowledge in the workplace, and enable you observe the performance of these tasks and skills over time.

The learner is required to submit this report with their other assessment items. Your Guild trainer/assessor may contact you if he/she requires further clarification of any information.

The steps that the workplace supervisor should follow when completing this report are outlined below:

1. You will need to observe your pharmacy assistant in the pharmacy as she/he carries out the identified work tasks over a period of time. It is vital that you observe your pharmacy assistant performing the required tasks in different situations, such as during busy times and when things are quieter. We recommend that observations occur over a one to two week period.
2. Let your pharmacy assistant know that you will be making observations, and discuss the procedure with them before you commence.
3. It may be easier for you and your pharmacy assistant if you observe them perform the task as a whole. It will make more sense to both of you. If this is not possible, it may be necessary to conduct another observation or ask the learner to demonstrate the missing part of the task in a role play.
4. Some elements are repeated in more than one unit. For example, "The learner understands and demonstrates confidentiality, privacy and tact whilst interacting with customers". If your pharmacy assistant has demonstrated satisfactory performance against this criterion in another unit and continues to demonstrate the skills in the normal course of his/her work there is no need to formally observe this skill again.
5. If you feel that your pharmacy assistant is unable to demonstrate these skills at a level or standard that is appropriate for your pharmacy, do not provide evidence to the contrary. It may be useful to speak with your pharmacy assistant and outline the skills that they did not perform. Ask your pharmacy assistant to practise these skills and then undertake another observation.
6. Please provide the completed Supervisor's Evidence Report to your pharmacy assistant for submission to his/her Guild Trainer.

Contact your Guild trainer/assessor and discuss this or any other concerns with him or her. Further assistance and guidance will be provided where necessary.

Supervisors Evidence Report			
SIRCPA008 - Assist customers with products for gastro-intestinal conditions			
Learner's Name			
Workplace supervisor name			
Pharmacy			
The candidate has demonstrated competency carrying out the following duties:	Industry Standard	Yes	No
Collects information to determine the customer's gastro-intestinal needs:			
1. Questions the customer about their needs	Questions customer to determine who will be using product; follows pharmacy protocols i.e. Ask, Assess, Advise; WHAT STOP GO; CARE; CARER or other as directed by pharmacy; uses effective questioning to clarify relevant symptoms and their severity; determines customer satisfaction with gastro-intestinal medicines previously used; identifies other health conditions and medicines customer is taking; follows pharmacy procedures when dealing with a customer's agent; acts within personal role boundaries. Follows customer privacy and confidentiality requirements.		
Responds appropriately to customer needs:			
2. Assesses customer needs and refers customer to the pharmacist where required.	Correctly identifies customers who need to be referred to the pharmacist; identifies situations where a Pharmacist Only Medicine may offer customer a better outcome; summarises and passes on all customer information accurately in situations where referral to pharmacist is required; monitors pharmacist consultation and finalises interaction with customer where required.		
Suggests and supplies medicines to relieve gastro-intestinal conditions where appropriate:			
3. Recommends suitable medicine for customer's gastro-intestinal symptoms.	Recommends and locates suitable unscheduled or Pharmacy Medicines from pharmacy range (e.g. anthelmintic products, anti-diarrhoea medicine, anti-spasmodic medicine, enemas, fibre supplements, haemorrhoidal products, laxatives.) Assists customers with different commonly requested products, their use, side effects and interactions that may contraindicate their use.		
4. Provides appropriate product information and advice to customer.	Provides accurate information within personal boundaries and following therapeutic advice from pharmacist e.g. calculates dosage, provides advice on how to take/use medicine; advises on warnings and side-effects; uses appropriate terminology when discussing gastro-intestinal conditions and medicines.		

5. Suggests companion products, lifestyle management tips and aids and equipment.	Offers relevant sources of information on product/condition; offers lifestyle and self-care tips; suggests companion products where suitable.		
6. Maintains and builds on own knowledge of gastro-intestinal conditions and medicines.	Identifies and uses opportunities to maintain and develop product and health condition knowledge using recognised and credible sources of information, including online systems; checks regularly for new additions or changes to the range; uses product information to update knowledge of product application and directions for use.		
Declaration: I am confident that the learner is performing these skills to the standards set by this pharmacy. I understand that this report is a component in the determination of the learner's competence and believe the learner is ready to complete their assessment.			
I have observed the learner demonstrate these tasks over a period of time from: ____/____/____ to ____/____/____ (Minimum two weeks)		The learner performed the tasks: <input type="checkbox"/> By following pharmacy policies and procedures <input type="checkbox"/> Consistently, accurately and safely <input type="checkbox"/> Within pharmacy timeframes <input type="checkbox"/> Using any equipment/materials in accordance with manufacturer's instructions and safety guidelines.	
Overall the learner's performance was <input type="checkbox"/> Satisfactory <input type="checkbox"/> Not satisfactory			
Feedback to learner			
Learner's signature		Date	
Workplace Supervisor signature		Date	

Workplace Activity Journal SIRCPA008 – Assist customers with products for gastro-intestinal conditions		1
<p>To complete your assessment for this unit, you must complete <u>four</u> customer journal entries that demonstrate your ability to:</p> <p>1) Attend to the gastro-intestinal needs of each of the following customer types:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Aged customer (65 or over) <input type="checkbox"/> Female customer <input type="checkbox"/> Male customer <input type="checkbox"/> Child/children <p>2) Provide advice on one or more of the following products for each of the above customers:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Enemas <input type="checkbox"/> Fibre supplements <input type="checkbox"/> Haemorrhoidal products <input type="checkbox"/> Anti-spasmodic medicines <p>Refer at least three of the above customers to the pharmacist.</p>		
Date of customer interaction		
Describe the customer (approximate age, gender, health condition etc.)		
Describe the customer's request. What symptoms did they describe? What product did they request?		
Which protocol questions did you ask the customer?		
What additional questions did you ask the customer to determine: <ul style="list-style-type: none"> <input type="checkbox"/> Symptoms? <input type="checkbox"/> Whether you could attend to their needs or whether you needed to refer them to the pharmacist? 		

If you referred the customer to the pharmacist, what factor/s impacted this decision?

E.g. customer age, health condition/s, taking other medicine/s, pregnancy, breastfeeding, better outcomes offered by a Pharmacist Only Medicine.

Write a few lines to explain the reasons for your actions here:

If you referred the customer to the pharmacist, provide an example of the summary of customer information that you passed on to your pharmacist. (Either attach the copy of notes you made or jot down your points below).

What product/s did you recommend? Explain why you recommended this product.

If you did not recommend a product explain your reasons.

What directions for use and dosage information did you provide?

What advice/warnings did you provide?

What lifestyle or self-care information did you offer?

What companion product did you recommend?

How did you modify your interaction with the customer based on their characteristics e.g. age, gender etc.)

Workplace Activity Journal SIRCPA008 – Assist customers with products for gastro-intestinal conditions		2
Date of customer interaction		
Describe the customer (approximate age, gender, health condition etc.)		
Describe the customer's request. What symptoms did they describe? What product did they request?		
Which protocol questions did you ask the customer?		
What additional questions did you ask the customer to determine: <input type="checkbox"/> Symptoms? <input type="checkbox"/> Whether you could attend to their needs or whether you needed to refer them to the pharmacist?		
If you referred the customer to the pharmacist, what factor/s impacted this decision? E.g. customer age, health condition/s, taking other medicine/s, pregnancy, breastfeeding, better outcomes offered by a Pharmacist Only Medicine. Write a few lines to explain the reasons for your actions here:		
If you referred the customer to the pharmacist, provide an example of the summary of customer information that you passed on to your pharmacist. (Either attach the copy of notes you made or jot down your points below).		

What product/s did you recommend? Explain why you recommended this product.
If you did not recommend a product explain your reasons.

What directions for use and dosage information did you provide?

What advice/warnings did you provide?

What lifestyle or self-care information did you offer?

What companion product did you recommend?

How did you modify your interaction with the customer based on their characteristics e.g. age, gender etc.)

Workplace Activity Journal SIRCPA008 – Assist customers with products for gastro-intestinal conditions		3
Date of customer interaction		
Describe the customer (approximate age, gender, health condition etc.)		
Describe the customer's request. What symptoms did they describe? What product did they request?		
Which protocol questions did you ask the customer?		
What additional questions did you ask the customer to determine: <input type="checkbox"/> Symptoms? <input type="checkbox"/> Whether you could attend to their needs or whether you needed to refer them to the pharmacist?		
If you referred the customer to the pharmacist, what factor/s impacted this decision? E.g. customer age, health condition/s, taking other medicine/s, pregnancy, breastfeeding, better outcomes offered by a Pharmacist Only Medicine. Write a few lines to explain the reasons for your actions here:		

If you referred the customer to the pharmacist, provide an example of the summary of customer information that you passed on to your pharmacist. (Either attach the copy of notes you made or jot down your points below).

What product/s did you recommend? Explain why you recommended this product.
If you did not recommend a product explain your reasons.

What directions for use and dosage information did you provide?

What advice/warnings did you provide?

What lifestyle or self-care information did you offer?

What companion product did you recommend?

How did you modify your interaction with the customer based on their characteristics e.g. age, gender etc.)

Workplace Activity Journal SIRCPA008 – Assist customers with products for gastro-intestinal conditions		4
Date of customer interaction		
Describe the customer (approximate age, gender, health condition etc.)		
Describe the customer's request. What symptoms did they describe? What product did they request?		
Which protocol questions did you ask the customer?		
What additional questions did you ask the customer to determine: <input type="checkbox"/> Symptoms? <input type="checkbox"/> Whether you could attend to their needs or whether you needed to refer them to the pharmacist?		
If you referred the customer to the pharmacist, what factor/s impacted this decision? E.g. customer age, health condition/s, taking other medicine/s, pregnancy, breastfeeding, better outcomes offered by a Pharmacist Only Medicine. Write a few lines to explain the reasons for your actions here:		
If you referred the customer to the pharmacist, provide an example of the summary of customer information that you passed on to your pharmacist. (Either attach the copy of notes you made or jot down your points below).		

What product/s did you recommend? Explain why you recommended this product.
If you did not recommend a product explain your reasons.

What directions for use and dosage information did you provide?

What advice/warnings did you provide?

What lifestyle or self-care information did you offer?

What companion product did you recommend?

How did you modify your interaction with the customer based on their characteristics e.g. age, gender etc.)

Assessment tasks for this unit

Knowledge check

Please provide your answers to the following questions in the spaces provided.

1) For each of the following conditions, describe the following:

- a) Possible triggers or causes.
- b) Symptoms.
- c) One suitable product for relief of symptoms

Condition	Possible causes or triggers	Symptoms a customer may describe to you.	Suitable medicine to relieve symptoms
1) Heartburn			
2) Constipation			
3) Lactose intolerance			
4) Haemorrhoids			

d) For each product you listed on the previous page, complete the table below:

Product name and schedule	Pharmacy location	Possible side effects	Possible interactions with other medicines or customer conditions.

2) A customer comes into the pharmacy complaining of diarrhoea.

a) List a minimum of five questions you would ask the customer about their condition.

- 1
- 2
- 3
- 4
- 5

b) List four situations in which you would refer the customer to the pharmacist.

- 1
- 2
- 3
- 4


c) If the customer does not need referral to the pharmacist, describe one situation in which it would be appropriate to supply the customer with an anti-motility medicine.

d) Describe two situations in which it would not be safe or appropriate to recommend an anti-motility medicine.

- 1
- 2

You offer the customer the following anti-motility medicine.



Who can use IMODIUM® 2mg: ✓ Adults ✓ Children 12 years and over	How to use: 2 capsules initially, followed by 1 capsule after each loose unformed stool as needed.	Maximum: 8 capsules in 24 hours	How long: No longer than 48 hours
Use IMODIUM® 2mg for: ✓ Effective relief from the symptoms of diarrhoea including loose stools, stomach cramping and pain. ✓ IMODIUM® acts to restore normal bowel function. ✓ IMODIUM® allows you to continue your planned daily activities with confidence. Do not use: ✗ If perforated section is broken or missing, or if blister foil is broken. ✗ If you are under 12 years of age. ✗ If you have previously had a rash or allergic reaction to products containing loperamide. ✗ If you have a medical condition where constipation should be avoided. Ask your doctor / pharmacist before use if: ? You are pregnant or breastfeeding. ? You have a fever, severe stomach pain, blood in your stools, or on-going medical condition affecting the bowel. Caution: • If diarrhoea persists beyond 48 hours, seek medical advice as soon as possible. • Drink plenty of fluids as fluid and electrolyte depletion may occur. If dehydration is suspected seek medical attention. • Check with your employer before returning to work to avoid putting others at risk. • Maintain good hand hygiene by regular washing or use of hand sanitiser.		How to store: Below 30°C. Protect from light. For further information please call our toll free info-line: Aus 1800 029 979, NZ 0800 446 147 www.imodium.com.au , www.imodium.co.nz Contains lactose. MADE IN FRANCE from imported and local components. © Registered Trade Mark  9 300607 130133	

e) Read the medicine packaging and explain the dosage instructions you would give the customer.

f) Read the medicine packaging and explain the precautions and warnings you would give the customer.

g) Describe three companion products offer a customer with diarrhoea.

- 1
- 2
- 3

h) Describe three lifestyle or self-care tips you would offer the customer.

- 1
- 2
- 3

i) List two sources of information you could suggest for this customer.

- 1
- 2

3) Dehydration is a serious complication that may occur as a result of diarrhoea.

a) Which customers are most at risk of dehydration?

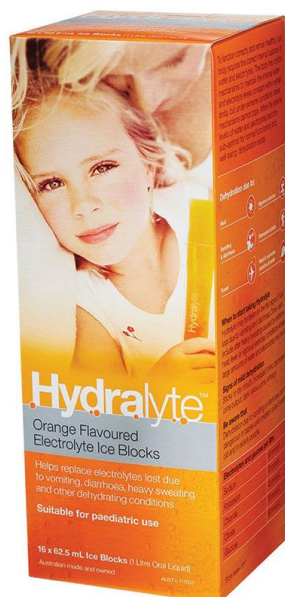
- 1
- 2

b) What signs of dehydration would you advise parents to look out for in their four year old child?

- 1
- 2
- 3

c) Describe the benefits of a rehydration product in cases where dehydration may be a risk.

- d) Explain the precautions you would take if a customer whose child was experiencing diarrhoea asked for a rehydration product, but the child was not present in the pharmacy with the customer at the time.
- e) You offer a customer the rehydration product below for their four year old child. If a parent followed the recommended dosages below, calculate how many hours this pack would last them. (One pack contains 16 ice blocks).



Age in years	Electrolyte Ice Block Dosage
Under 12 months	1 x 62.5 mL block every 60 mins
1-3 years	1 x 62.5 mL block every 60 mins
3-6 years	1 x 62.5 mL block every 30 mins
6-12 years	2 x 62.5 mL blocks every 30 mins
Over 12	3 x 62.5 mL blocks every 30 mins

- f) List two sources of product, lifestyle or self-care information you could offer the customer.

1

2

4) A new pharmacy assistant has asked you to describe how different medicines used for heartburn work.

a) Write down what you would say.

Medicine type	How this medicine works
Antacid	
Alginate	
H ₂ Antagonist	
Proton pump inhibitor	

b) Find an example of each type of medicine on your pharmacy shelves. List their names and directions for use.

Medicine type	Name	Directions for use
Antacid		
Alginate		
H ₂ Antagonist		
Proton pump inhibitor		

c) What precautions or warnings should be given to customers using these products?

Medicine type	Precautions and warnings
Antacid	
Alginate	
H ₂ Antagonist	
Proton pump inhibitor	

d) Describe three situations where you would refer a customer with heartburn symptoms to the pharmacist.

1

2

3

e) When you refer a customer to the pharmacist, briefly describe how you monitor the completion of the consultation so that you can finalise the interaction with the customer, where necessary.

f) List two sources of product, lifestyle or self-care information you could offer a customer who suffers with heartburn symptoms.

1

2

5a) List two medicines for gastro-intestinal conditions that have been released or re-scheduled in the last 12-24 months.

1

2

b) Describe two or three sources you use to maintain and build your knowledge of gastro-intestinal medicines and conditions.

Portfolio

Task 1

Select three medicines used to treat gastro-intestinal conditions that are scheduled Pharmacist Only Medicines.

Your selection must include one of each of the following forms:

- 1) Tablet/capsules
- 2) Liquid or powder for reconstitution to liquid
- 3) Cream or ointment

For each of the above, complete the following table.

Medicine 1

Medicine name, brand and form.	<u>Name</u>	<u>Brand</u>
	<u>Form</u>	
Active ingredient and strength		
What the medicine is used for		
Describe one situation where this medicine may provide a better outcome than a Pharmacy Medicine for a customer who has a gastro-intestinal condition or need.		

<p>Your pharmacist asks you to finalise the supply of this medicine. Using the information on the packaging, provide these details to your customer.</p>	<ol style="list-style-type: none"> 1) Calculate maximum dosage per day. 2) Describe how to take/use medicine. 3) Provide warnings/things to look out for.
---	--

Medicine 2

Medicine name, brand and form.	<div> <div><u>Name</u></div> <div><u>Brand</u></div> <div><u>Form</u></div> </div>
Active ingredient and strength	
What the medicine is used for	
Describe one situation where this medicine may provide a better outcome than a Pharmacy Medicine for a customer who has a gastro-intestinal condition or need.	

<p>Your pharmacist asks you to finalise the supply of this medicine. Using the information on the packaging, provide these details to your customer.</p>	<ol style="list-style-type: none"> 1) Calculate maximum dosage per day. 2) Describe how to take/use medicine. 3) Provide warnings/things to look out for.
---	--

Medicine 3

Medicine name, brand and form.	<div> <div><u>Name</u></div> <div><u>Brand</u></div> <div><u>Form</u></div> </div>
Active ingredient and strength	
What the medicine is used for	
Describe one situation where this medicine may provide a better outcome than a Pharmacy Medicine for a customer who has a gastro-intestinal condition or need.	

Your pharmacist asks you to finalise the supply of this medicine. Using the information on the packaging, provide these details to your customer.

- 1) Calculate maximum dosage per day.
- 2) Describe how to take/use medicine.
- 3) Provide warnings/things to look out for.

Task 2

Research

Your pharmacy is organising a community awareness day as part of Irritable Bowel Syndrome (IBS) week.

In preparation for this day your pharmacist asks you to:

- 1) View the animated video, *The FODMAP Grand Tour Down Under: IBS relief*
https://www.youtube.com/watch?v=Z_1Hzl9o5ic
- 2) Produce a handout for customers that summarises the information presented in the video.

Your handout should provide a short paragraph under the following headings:

- What are FODMAPs and what are examples of foods that are high in FODMAP?
- What happens when someone with IBS eats foods that are high in FODMAP?
 - How these foods react in the small intestine.
 - How these foods reacts in the large intestine.
 - How these reactions lead to IBS symptoms (e.g. bloating, pain etc.).
- How the low FODMAP diet app developed by Monash University may assist people with medically diagnosed IBS.

Verbal Assessment

You will undertake these activities in a telephone interview with your assessor after you have submitted your written tasks for this unit.

It is expected that you will have had recent experience in performing related tasks in your workplace and that you feel confident to undertake these activities with your assessor.

You will be asked to undertake the following simulated activities with your Guild assessor. In each situation you will be expected to perform your role as a competent pharmacy assistant providing service to your assessor who will play the other roles as appropriate and ask you questions.

During this activity your Guild Trainer will be assessing your ability to:

- Follow regulations and compliance requirements governing the supply of Pharmacy Medicines and Pharmacist Only Medicines, and the pharmacy procedures and systems necessary to meet these requirements.
- Follow pharmacy protocol requirements to determine and assess customer gastrointestinal care needs including identification and action in relation to triggers for referral whilst maintaining customer privacy.
- Act appropriately in response to common gastrointestinal problems or health conditions and offer suitable products, where required, within the boundaries of your role.
- Provide relevant information to ensure the customer uses the product safely and effectively and provide other information in relation to managing the condition, where appropriate.

Activity 1

Debrief Workplace Activity journal

Your assessor will ask you a number of questions about the activities you undertook in your journal, for this particular unit of study.

Activity 2

A mother comes into the pharmacy with her two children, Max who is 12 and Ella who is six. She has noticed that Ella has been 'off her food' lately and has woken up during the previous two nights complaining of an itchy bottom. She wonders whether it might be worms as she has recently heard other school mums talking about having treated their children for this condition.

Activity 3

Vanessa, a university student, is heading to Bali at the end of the year. She is excited about her holiday, but has heard other friends talk about 'Bali Belly' and wants to ensure she goes prepared.

Vanessa would like some advice on reducing the risk of contracting gastroenteritis while travelling through Bali as well as some medicines in case she contracts the disease.