

LANNAC17 - SQA Unit Code F8HG 04

Assist in the sale of medicines and treatments for the care of animals



Overview

This standard has been developed specifically for those whose role includes the sale of medicines and treatments for animals in pet retail outlets. It applies to the sale of General Sales List (GSL) and products, and not to the sale of Prescription Only Medicines (POM), Pharmacy Merchants' List (PML) or Pharmacy Medicines (PM) - items that should be obtained from a veterinary surgeon, Pharmacist or Registered Animal Health Distributor.

The elements are:

1. Assist in the sale of medicines and treatments for animals
2. Provide information to customers seeking advice about symptoms and over-the-counter medications

Element 1 covers establishing customer requirements, identifying the most suitable item and advising customers about how medicines and treatments should be used.

Element 2 covers establishing customer requirements, giving information and advice to customers and identifying where the involvement of a veterinary surgeon is required and advising customers of this.

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Performance criteria

You must be able to:

Assist in the sale of medicines and treatments for animals

- P1 correctly identify the **customer's requirements**
- P2 request any further details about the animal and confirm the details provided with the customer
- P3 establish the customer's experience of using products which are requested by name, and give appropriate and accurate advice
- P4 advise customers not to administer two or more items which have the same active ingredient(s), or similar action, at the same time
- P5 give the customer clear, accurate and complete **information** about the **medicines and treatments**
- P6 give the customer sufficient opportunities to examine products and to seek clarification on how to use the product
- P7 treat customers courteously and in a manner that promotes trust and loyalty
- P8 respond to requests for **medicines and treatments** that cannot be sold to customers in an appropriate way
- P9 package products correctly and, if necessary, discreetly

You must be able to:

Provide information to customers seeking advice about symptoms and over-the-counter medications

- P10 accurately identify the **customer's** requirements for **information and advice**
- P11 seek clarification promptly and politely if the **customer's** request is unclear or ambiguous
- P12 use information obtained from the **customer**, together with the animal medicines classification system, to decide whether to advise the **customer** or to refer the request to a veterinary surgeon
- P13 give **information and advice** to the customer that is accurate and complete
- P14 inform the **customer** and direct them to the appropriate source of specialist advice if their request cannot be met
- P15 treat **customers** courteously and in a manner that promotes trust and loyalty

Knowledge and understanding

You need to know and understand:

Assist in the sale of medicines and treatments for animals

- K1 the differences between GSL items, pharmacy items and prescription medicines, which can be sold and which must be obtained from a veterinary surgeon
- K2 what questions to ask, and how to ask questions clearly
- K3 which GSL products require special precautions or sales procedures, including when to advise customers on the use of products
- K4 what the active ingredients in GSL products are, how to identify them, and what effect they may have
- K5 the factors that affect the choice and use of medicines (species, size/weight, age, sex and condition of the animal)
- K6 which items require special storage, dosage or disposal precautions
- K7 whom to approach for advice and when to do so
- K8 the range of products stocked, how they should be used and the possible consequences of misuse.

You need to know and understand:

Provide information to customers seeking advice about symptoms and over-the-counter medications

- K9 what questions to ask, questioning techniques and how to ask questions clearly
- K10 how to obtain information from the customer to establish what animal has the symptoms, what the symptoms are, how long they have been apparent, what action has already been taken, and what other medicine or treatment, if any, the animal is taking
- K11 what the animal medicines classification system is, how to use it, and why it is important to follow it
- K12 what sources of information to use, what information to give the customer, what types of information/advice leaflets are available
- K13 the limitations on the advice that can be given and what requests for information or goods need to be referred to a veterinary practitioner

Additional Information

Scope/range related to performance criteria

Assist in the sale of medicines and treatments for animals

1. **customer requirements:**
 - 1.1. have routine requirements
 - 1.2. have special requirements

2. assist in the sale of the following types of **medicine and treatments:**
 - 2.1. for topical application
 - 2.2. for internal administration

3. **information** about medicine and treatments to customers:
 - 3.1. use of the product
 - 3.2. dosage
 - 3.3. storage of the product
 - 3.4. disposal of waste product

Provide information to customers seeking advice about symptoms and over-the-counter medications

4. **customers:**
 - 4.1. customers who have requests for information that you are able to meet
 - 4.2. a customer who must be referred to a veterinary surgeon

5. **information and advice:**
 - 5.1. about products
 - 5.2. about symptoms

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