

# Model Curriculum

## Pharmacy Assistant

**SECTOR:** Healthcare  
**SUB-SECTOR:** Allied Health & Paramedics  
**OCCUPATION:** Pharmacy Assistant  
**REF ID:** HSS/Q5401, version 1.0  
**NSQF LEVEL:** 4



## Certificate

### CURRICULUM COMPLIANCE TO QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the

**HEALTHCARE SECTOR SKILL COUNCIL**

for the

### MODEL CURRICULUM

Complying to National Occupational Standards of  
Job Role/ Qualification Pack: **'Pharmacy Assistant'** OP No. **'HSS/Q 5401 NSQF Level 4'**

Date of Issuance: October 31<sup>st</sup>, 2016

Valid up to: October 30<sup>th</sup>, 2017

\* Valid up to the next review date of the Qualification Pack

  
Authorised Signatory  
(Healthcare Sector Skill Council)

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# Pharmacy Assistant

## CURRICULUM / SYLLABUS

This program is aimed at training candidates for the job of a “Pharmacy Assistant”, in the “Healthcare” Sector/Industry and aims at building the following key competencies amongst the learner

<b>Program Name</b>	Pharmacy Assistant		
<b>Qualification Pack Name &amp; Reference ID. ID</b>	HSS/Q5401, version 1.0		
<b>Version No.</b>	1.0	<b>Version Update Date</b>	18.11.16
<b>Pre-requisites to Training</b>	Preferably Class XII in science		
<b>Training Outcomes</b>	<p><b>After completing this programme, participants will be able to:</b></p> <ul style="list-style-type: none"> <li>• Understand the principles and fundamentals of pharmacology and their application.</li> <li>• Receive prescription from pharmacist and verify that information is complete</li> <li>• Record and select the correct medicines for dispensing</li> <li>• Establish or maintain patient profile, including lists of medications taken by individual patients</li> <li>• Manage and maintain the drugs supply and order</li> <li>• Dispense medications according to the prescription</li> <li>• Maintain proper storage and security condition for drugs</li> <li>• Manage inventory of medicines and equipments</li> <li>• Maintain a safe, healthy, and secure working Environment</li> </ul>		















Sr. No.	Module	Key Learning Outcomes	Equipment Required
	<p>03:00 <b>Practical Duration</b> (hh:mm) 03:00</p> <p><b>Corresponding NOS Code</b> HSS/N5404</p>	<ul style="list-style-type: none"> <li>Discuss dispensing process of high alert drugs</li> </ul>	
19	<p><b>Medicine and Equipment storage</b></p> <p><b>Theory duration</b> (hh:mm) 06:00</p> <p><b>Practical Duration</b> (hh:mm) 04:00</p> <p><b>Corresponding NOS Code</b> HSS/N5405</p>	<ul style="list-style-type: none"> <li>Demonstrate Drug storage conditions and its maintenance and transport</li> <li>Describe various drug storage containers/equipment and its features, merits and demerits</li> <li>Comprehend the storage criteria of various forms of drugs and medicines.</li> <li>Understand the importance of labelling the drugs, medical devices/equipment and storage place appropriately</li> <li>Describe how to accept shipments of medication and supplies unpack and store inventory and ensure it is handled properly.</li> <li>Explain how various medical equipments can be maintained</li> <li>Describe the proper storage of medical devices.</li> <li>Recognize the roles &amp; responsibilities of pharmacy assistant in medicine &amp; equipment storage</li> <li>Distinguish the storage and labelling criteria of drugs &amp; medical devices/ equipment in retail outlet and storehouse.</li> </ul>	<p>e- modules, refrigerators, equipments in cold-chain, samples of storage containers, samples of labelling the drugs, medical devices/equipment and storage place .</p>
20	<p><b>Handling of Hazardous Substances</b></p> <p><b>Theory duration</b> (hh:mm) 06:00</p> <p><b>Practical Duration</b> (hh:mm) 04:00</p> <p><b>Corresponding NOS Code</b> HSS/N5405</p>	<ul style="list-style-type: none"> <li>Know Basic requirements of the health, safety and other legislations and regulations that apply to the work place.</li> <li>Describe Work place Hazards and safety precautions.</li> <li>Identify hazardous medications and substance at a pharmacy</li> <li>Understand the risks involved while handling hazardous medications and substances</li> <li>Explain the methods of hazardous drugs control &amp; management.</li> <li>Explain the proper handling of such drugs with the use of PPE.</li> <li>Handle hazardous medicines/ substances according to guidelines</li> </ul>	<p>Samples of Hazardous drugs &amp; substances, various PPEs like gowns, gloves, eye- wear, etc.</p>







Sr. No.	Module	Key Learning Outcomes	Equipment Required
		<b>Others:</b> Flash cards, e- modules, flannel board, charts, Training materials	
	<b>Total Duration for OJT 225:00</b>		

Grand Total Course Duration: 425:00 Hours (200 Hours for Class Room & Skill Lab Training + 225 Hours OJT/Internship/Clinical or Laboratory Training)

(This syllabus/ curriculum has been approved by Healthcare sector skill council)

Trainer Prerequisites for Job role: “Pharmacy Assistant” mapped to Qualification Pack: “HSS/Q5401”, version 1.0

Sr. No.	Area	Details
1	<b>Description</b>	To deliver accredited training service, mapping to the curriculum detailed above, in accordance with the Qualification Pack “HSS/5401”.
2	<b>Personal Attributes</b>	Aptitude for conducting training, and pre/ post work to ensure competent, employable candidates at the end of the training. Strong communication skills, interpersonal skills, ability to work as part of a team; a passion for quality and for developing others; well-organised and focused, eager to learn and keep oneself updated with the latest in the mentioned field.
3	<b>Minimum Educational Qualifications</b>	M. pharma with one year of experience, B. Pharma. with two years of experience Or Diploma in Pharmacy with three years of experience
4a	<b>Domain Certification</b>	Certified for Job Role: “ <u>Pharmacy Assistant</u> ” mapped to QP: “HSS/ Q 5401, version 1.0. Minimum accepted score is 80%
4b	<b>Platform Certification</b>	Recommended that the Trainer is certified for the Job Role: “Trainer”, mapped to the Qualification Pack: “SSC/Q1402”. Minimum accepted % as per respective SSC guidelines is 80%.
5	<b>Experience</b>	<ul style="list-style-type: none"> <li>• M. pharma with one year of experience</li> <li>• B. Pharma. with two years of experience</li> <li>• Diploma in Pharmacy with three years of experience.</li> </ul>



### Annexure: Assessment Criteria

<b><u>Job Role</u></b>	Pharmacy Assistant
<b><u>Qualification Pack Code</u></b>	HSS/ Q 5401
<b><u>Sector Skill Council</u></b>	Healthcare Sector Skill Council

### **Guidelines for Assessment**

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC
3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below)
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria
5. To pass the Qualification Pack, every trainee should score as per assessment grid.
6. In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack





HSS / N 5403: Establish or maintain patient profile, including lists of medications taken by individual patients	PC1. Ensure confidentiality when gathering, using or providing patient information	200	50	30	20
	PC2. Gather, review, enter and/or update the information required to create and/or maintain a patient record including: Patient demographics · Health history · Allergies · Drug and medical device use · Payment information		100	40	60
	PC3. Assist pharmacists in compiling best possible medication histories for patients, referring to the pharmacist patients who require assessment, clinical analysis or application of therapeutic knowledge		50	30	20
	<b>Total</b>		200	100	100
HSS/ N 5404: Manage and maintain the drugs supply and order	PC1. How to identify the re-order level and send request	200	30	10	20
	PC2. How to maintain inventory to maximise safe and efficient drug distribution		20	5	15
	PC3. How to set order limits and calculate replenishment orders		20	10	10
	PC4. How to prepare and place orders in compliance with relevant legislation		20	10	10
	PC5. How to identify and minimise risks associated with look-alike and sound alike products		30	10	20
	PC6. How to acquire, receive, verify and store stock and supplies and identify, investigate and resolve or report any discrepancies		20	10	10
	PC7. How to support safe and effective drug distribution through workflow management, organising their roles and responsibilities to allow the priority to be on patient care and to minimize diversion and dispensing errors		20	10	10
	PC8. Schedule and perform routine equipment maintenance		20	10	10
	PC9. How to organise, file and store documents according to legal requirements and in a manner in which they can be retrieved readily		20	10	10
	<b>TOTAL</b>		200	85	115
HSS / N 5405: Maintain proper storage and security condition for drugs	PC1. Identify pharmaceuticals, durable and non-durable medical equipment, devices, and supplies (including hazardous substances and investigational products) to be ordered	200	50	10	40
	PC2. Remove from inventory expired/discontinued/slow moving/overstocked pharmaceuticals, durable and nondurable medical equipment, devices, and supplies		50	20	30

	PC3. Perform required inventories and maintain associated records		50	25	25
	PC4. Ensure proper and safe storage		50	20	30
	<b>TOTAL</b>		200	75	125
<b>Grand Total-1 (Subject Domain)</b>		<b>400</b>			
<b>Soft Skills and Communication</b>		<b>Pick one field from part 1 randomly and pick one field from part 2 as per NOS of subject domain picked each carrying 50 marks totaling 100</b>			
Assessable Outcomes	Assessment Criteria for the Assessable Outcomes	Total Marks (100)	Out Of	Marks Allocation	
				Viva	Observation / Role Play
<b>Part 1 (Pick one field randomly carrying 50 marks)</b>					
<b>1. Attitude</b>					
HSS/ N 9603 (Act within the limits of one's competence and authority)	PC1. Adhere to legislation, protocols and guidelines relevant to one's role and field of practice	50	5	3	2
	PC2. Work within organisational systems and requirements as appropriate to one's role		5	3	2
	PC3. Recognise the boundary of one's role and responsibility and seek supervision when situations are beyond one's competence and authority		10	5	5
	PC4. Maintain competence within one's role and field of practice		5	0	5
	PC5. Use relevant research based protocols and guidelines as evidence to inform one's practice		5	2	3
	PC6. Promote and demonstrate good practice as an individual and as a team member at all times		5	3	2
	PC7. Identify and manage potential and actual risks to the quality and safety of practice		10	5	5
	PC8. Evaluate and reflect on the quality of one's work and make continuing improvements		5	2	3
		50	23	27	
HSS/ N 9606: Maintain a safe, healthy, and secure working environment	PC1. Identify individual responsibilities in relation to maintaining workplace health safety and security requirements	50	5	3	2
	PC2. Comply with health, safety and security procedures for the workplace		5	3	2
	PC3. Report any identified breaches in health, safety, and security procedures to the designated person		10	5	5

	PC4. Identify potential hazards and breaches of safe work practices		5	0	5
	<b>PC5. Correct any hazards that individual can deal with safely, competently and within the limits of authority</b>		5	2	3
	PC6. Promptly and accurately report the hazards that individual is not allowed to deal with, to the relevant person and warn other people who may get affected		5	3	2
	PC7. Follow the organisation's emergency procedures promptly, calmly, and efficiently		5	3	2
	PC8. Identify and recommend opportunities for improving health, safety, and security to the designated person		5	2	3
	PC9. Complete any health and safety records legibly and accurately		5	3	2
			50	24	26
<b>Attitude Total</b>		<b>100</b>			
<b>Grand Total-2 (Soft Skills and Communication)</b>			<b>100</b>		
<b>Detailed Break Up of Marks</b>			<b>Theory</b>		
<b>Subject Domain</b>					
<b>National Occupational Standards (NOS)</b>	<b>Assessment Criteria for the Assessable Outcomes</b>	<b>Total Marks (80)</b>	<b>Marks Allocation</b>		
			<b>Theory</b>		
HSS / N 5401: Receive prescription and assist pharmacist in verifying that information is complete	PC1. Read the prescription carefully	<b>20</b>	2		
	PC2. Assist pharmacist to maintain patient confidentiality when receiving verbal, electronic or transferred prescription		5		
	PC3. Assist pharmacist in reviewing prescriptions to confirm that they are complete, authentic and meet all current laws, regulations and policies		4		
	PC4. Assist pharmacist in determining whether the prescription meets all legal requirements, and where it does not, notify the pharmacist and follow up using applicable policies and effective communication		4		
	PC5. Assist pharmacist in inspecting the prescription for authenticity and signs of tampering and that prescription is as per current laws, regulations and policies for non-authentic or fraudulent prescriptions		5		
	<b>Total</b>		<b>20</b>		
HSS / N 5402: Record and select the correct medicines for	PC1. Record prescription information in the patient profile or health record	<b>16</b>	2		
	PC2. Verify entered prescription information against the original prescription		2		

dispensing	PC3. Select drugs consistent with applicable laws, regulations and policies including interchangeability		2	
	PC4. Retrieve, count, or measure quantities of drugs		0	
	PC5. Verify prescription products		0	
	PC6. Ensure that the prescription product is verified via a final check prior to release		0	
	PC7. Ensure that the right prescription products are released to the right patient in case of out-patient and to nurse in case of in-patient		2	
	PC8. Answer patient's questions, referring them to the pharmacist if the question requires patient assessment, clinical analysis or application of therapeutic knowledge		2	
	PC9. Reinforce the availability of the pharmacist for discussion or recommendations		2	
	PC10. Manage billing and payment for prescription products/medicines		1	
	PC11. Identify and resolve billing or adjudication issues encountered when processing prescriptions		1	
	PC12. Identify and refer to the pharmacist patients who have discrepancies between their current drug therapy and their recent or intended drug therapy		1	
	PC13. Provide information that does not require application of therapeutic knowledge to patients requiring assistance in selecting non-prescription drugs and medical devices		1	
	PC14. Instruct patients about the operation and maintenance of medical devices		0	
	<b>Total</b>			16
	HSS / N 5403: Establish or maintain patient profile, including lists of medications taken by individual patients	PC1. Ensure confidentiality when gathering, using or providing patient information	<b>12</b>	4
PC2. Gather, review, enter and/or update the information required to create and/or maintain a patient record including: Patient demographics · Health history · Allergies · Drug and medical device use · Payment information		4		





Soft Skills and Communication		Select each part each carrying 10 marks totalling 20	
National Occupational Standards (NOS)	Assessment Criteria for the Assessable Outcomes	Total Marks (20)	Marks Allocation
			Theory
<b>Part 1 (Pick one field randomly carrying 50 marks)</b>			
<b>1. Attitude</b>			
HSS/ N 9603 (Act within the limits of one's competence and authority)	PC1. Adhere to legislation, protocols and guidelines relevant to one's role and field of practice	<b>10</b>	<b>10</b>
	PC2. Work within organisational systems and requirements as appropriate to one's role		
	PC3. Recognise the boundary of one's role and responsibility and seek supervision when situations are beyond one's competence and authority		
	PC4. Maintain competence within one's role and field of practice		
	PC5. Use relevant research based protocols and guidelines as evidence to inform one's practice		
	PC6. Promote and demonstrate good practice as an individual and as a team member at all times		
	PC7. Identify and manage potential and actual risks to the quality and safety of practice		
	PC8. Evaluate and reflect on the quality of one's work and make continuing improvements		
	<b>Total</b>		
HSS/ N 9606: Maintain a safe, healthy, and secure working environment	PC1. Identify individual responsibilities in relation to maintaining workplace health safety and security requirements	<b>10</b>	<b>10</b>
	PC2. Comply with health, safety and security procedures for the workplace		
	PC3. Report any identified breaches in health, safety, and security procedures to the designated person		
	PC4. Identify potential hazards and breaches of safe work practices		
	<b>PC5. Correct any hazards that individual can deal with safely, competently and within the limits of authority</b>		
	PC6. Promptly and accurately report the hazards that individual is not allowed to deal with, to the relevant person and warn other people who may get affected		

	PC7. Follow the organisation's emergency procedures promptly, calmly, and efficiently		
	PC8. Identify and recommend opportunities for improving health, safety, and security to the designated person		
	PC9. Complete any health and safety records legibly and accurately		
	<b>Total</b>		10
	<b>Attitude Total</b>	<b>10</b>	20
	<b>Grand Total-2 (Soft Skills and Communication)</b>		<b>20</b>



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