

Model Curriculum

Pharmacy Assistant

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

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|  Skill India शिक्षण मॉडल - गुणवत्ता मॉडल |  Healthcare Sector Skill Council |  N·S·D·C National Skill Development Corporation Transforming the skill landscape |
| <h1>Certificate</h1> | | |
| <h2>CURRICULUM COMPLIANCE TO QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS</h2> | | |
| 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' QP No. 'HSS/Q 5401 NSQF Level 4' | | |
| Date of Issuance: | October 31 st , 2016 |  Authorised Signatory (Healthcare Sector Skill Council) |
| Valid up to: | March 31 st , 2018 | |
| * Valid up to the next review date of the Qualification Pack | | |

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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


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

This course encompasses 25 out of 25 National Occupational Standards (NOS) of “Pharmacy Assistant” Qualification Pack issued by “SSC: Healthcare Sector Skill Council”.

| Sr. No. | Module | Key Learning Outcomes | Equipment Required |
|---------|---|---|---|
| 1 | <p>Introduction to pharmacy industry</p> <p>Theory duration (hh:mm) 02:00 hrs</p> <p>Practical Duration (hh:mm) 00:00</p> <p>Corresponding NOS Codes Introduction</p> | <ul style="list-style-type: none"> Understand the structure of Healthcare Services (primary, secondary & tertiary) Acquire understanding of the pharmacy industry. Acquaint with the government initiatives related to pharmacy industry Depict an overview of Healthcare Industry | e- Modules. |
| 2 | <p>Types of pharmacy practice areas</p> <p>Theory duration (hh:mm) 02:00</p> <p>Practical Duration (hh:mm) 01:00</p> <p>Corresponding NOS Codes Introduction</p> | <ul style="list-style-type: none"> Identify and recognize the various types of pharmacy practice areas. Understand the functioning of major branches of practice areas i.e.: <ol style="list-style-type: none"> Community pharmacy Hospital pharmacy | e- modules, field visits |
| 3 | <p>Job history and development of pharmacology and drugs</p> <p>Theory duration (hh:mm) 02:00</p> <p>Practical Duration (hh:mm) 00:00</p> <p>Corresponding NOS Codes introduction</p> | <ul style="list-style-type: none"> Discuss the history and development of pharmacology Discuss the prospective aspects of pharmacy. Acquaint with the different terms used in pharmaceutical industry like; natural substances, synthetic substances, biotechnology, drug product development etc. Describe the major dosage forms of drugs available: <ol style="list-style-type: none"> Solid drugs: tablets, pills, plaster, capsule, granules, caplet, gelcap, powder, lozenges. Semi- solid drugs: suppository, ointment, creams, gels. Liquid drugs: syrups, solution, elixir, tincture, fluid extract, liniment, emulsion, mixtures and suspensions, aromatic water. Gaseous drugs; various | e- modules, books, training materials, samples of various drug dosage forms, charts |

| Sr. No. | Module | Key Learning Outcomes | Equipment Required |
|---------|--|--|---|
| | | anesthetic drugs and compressed gases. | |
| 4 | <p>Pharmacy laws and ethics</p> <p>Theory duration (hh:mm) 03:00</p> <p>Practical Duration (hh:mm) 0:00</p> <p>Corresponding NOS Code introduction</p> | <ul style="list-style-type: none"> Understand and apply the ethical standards related to pharmacies & pharmaceuticals in the country. Acquaint with various regulatory bodies operating in the country related to pharmacy industry Understand Government Regulations on Pharmaceutical Retail Outlets Follow Pharmacy laws & regulations Explain the procedure to work in the purview of Pharma laws and regulations Follow the guidelines of Drugs and Cosmetic Act and Pharmacy Act Follow Quality Mechanisms Discuss on License requirements of a retail pharmacy Discuss on Legal Ramifications of non-compliance or faulty compliances Acquire knowledge about Legislation governing hospital operations including review of drug management and distribution systems. | E-modules, internet access, various books on laws, regulations & ethics of pharmacy & pharmaceutical industry, charts, quiz |
| 5 | <p>Roles and responsibilities of pharmacy assistant</p> <p>Theory duration (hh:mm) 02:00</p> <p>Practical Duration (hh:mm) 01:00</p> <p>Corresponding NOS Code Introduction</p> | <ul style="list-style-type: none"> Recognize the roles and responsibilities of a pharmacy assistant Recognize the various stakeholders involved in the pharmacy industry Apply the concept of personal grooming and understand the DOs and DON'Ts in grooming. Apply the concept of cleanliness, body language and aesthetics. Explain the basic steps to become a Pharmacy Assistant. | e- modules, field visits |
| 6 | <p>Introduction to terminology and equipments related to pharmacy</p> <p>Theory duration (hh:mm) 03:00</p> <p>Practical Duration (hh:mm) 01:00</p> | <ul style="list-style-type: none"> Identify the equipment used in pharmacy like refrigerators, sink and computers with printers, etc. Explain the terminology used in pharmacy industry Understand common disease terms | e-modules, glossary, refrigerator, sink, computer, printers, drug, Controlled Drugs cupboard, electronic balance, equipment for counting, containers for storage & dispensing, Sample forms & registers |

| Sr. No. | Module | Key Learning Outcomes | Equipment Required |
|---------|--|---|--|
| | Corresponding NOS Code Introduction | | |
| 7 | Structure and function of human body Theory duration (hh:mm) 08:00 Practical Duration (hh:mm) 02:00 Corresponding NOS Code Introduction | <ul style="list-style-type: none"> Basic understanding of anatomic definitions, cells and tissues of human body. Basic understanding of all the body systems and its functions. Basic understanding of different fluid compartments in human body. Basic understanding of various membrane transport mechanisms in human body. To know about anatomical positions Gain a basic understanding of the structure and functions of different organ and systems of the body and how they correlate with drug action. | Charts, Diagrams, models, e-module, mannequins |
| 8 | Basics of pharmacology Theory duration (hh:mm) 06:00 Practical Duration (hh:mm) 04:00 Corresponding NOS Code Introduction | <ul style="list-style-type: none"> Learn the basic fundamentals of pharmacology Explain the basic concept of pharmacodynamics and pharmacokinetics Comprehend the side- effects and adverse effects of the drugs. Illustrate the basic principles of pharmacology. | e- Modules, text-books. |
| 9 | Classification of Drugs Theory duration (hh:mm) 06:00 Practical Duration (hh:mm) 04:00 Corresponding NOS Code Introduction | <ul style="list-style-type: none"> Explain the various classifications of Pharma drugs Explain the set of nomenclature used for a drug. Describe the classification of drugs: <ol style="list-style-type: none"> based on chemical nature based on source based on target organ based on mode of action based on therapeutic use based on physiological system based on physical effects | e- Modules and sample of various drugs for all types of drug classifications, sample drug labels |
| 10 | Adverse Drug Reactions (ADR) and Medication Errors Theory duration (hh:mm) 08:00 Practical Duration | <ul style="list-style-type: none"> Explain the concept of Adverse Drug Reactions Discuss various types of ADRs based on their severity level. Explain the ways by which ADRs can be reported. Monitor cases with ADRs Explain medication errors | e- Modules, videos of people with signs and symptoms and demonstration. |

| Sr. No. | Module | Key Learning Outcomes | Equipment Required |
|---------|--|---|---|
| | | <ul style="list-style-type: none"> OTC and Restricted drugs effectively Demonstrate Selling over the counter medicines | |
| 13 | <p>Records and Documentation</p> <p>Theory duration (hh:mm) 08:00</p> <p>Practical Duration (hh:mm) 05:00</p> <p>Corresponding NOS Codes HSS/N5403, HSS/N5404</p> | <ul style="list-style-type: none"> Explain data storage management concepts. Explain the EHR and technical features of EHR system. Articulate with concept of Drug Formulary Understand the importance of drug formulary Describe how to read drug formulary Understand the purpose of maintaining drug formulary Describe the concept of Current Index of Medical Specialties (CIMS) Know importance and use of CIMS Differentiate between Drug formulary and CIMS Demonstrate knowledge of National Formulary of India Apply knowledge of Drug Formulary and CIMS Maintain patient profile including lists of medications. Describe patient profile template Explain about Maintaining and filing patient records, preparing letters and other paperwork and responding to faxes. | Sample of various records and documentation, samples of patient profile template, EHR software, computer, internet access, e-modules/textbooks on CIMS & drug formulary |
| 14 | <p>Managing and maintaining drug supply</p> <p>Theory duration (hh:mm) 06:00</p> <p>Practical Duration (hh:mm) 06:00</p>  <p>Corresponding NOS Code HSS/N5404</p> | <ul style="list-style-type: none"> State the various components of Drug Supply Management i.e.: <ul style="list-style-type: none"> ✓ Procurement ✓ Distribution ✓ Utilization Understand the importance of appropriate management and maintenance of drug supply Determine ordering items for use within a department Explain the process of ordering of the drugs and equipments. Describe the drug procurement cycle Describe the drug distribution cycle Discuss the process of drug preparation at health facility. Describe the process of receiving the supply and their effective shelving & storage. Describe how the drug supplies are organized. | Depiction through videos and live examples, field visits, role- plays, charts and chalk board |

| Sr. No. | Module | Key Learning Outcomes | Equipment Required |
|---------|---|--|--|
| | | <ul style="list-style-type: none"> Discuss in brief the drug selection process. Help to maintain reasonable dispensary stock levels Demonstrate receiving, loading, unloading incoming goods from wholesalers, manufacturers and elsewhere Discuss on delivering pharmaceuticals and other goods to sites within a pharmacy department, and wards/departments/clinical areas Demonstrate answering queries on the supply and availability of medicines, where this is within their competence. | |
| 15 | <p>Inventory Management</p> <p>Theory duration (hh:mm) 04:00</p> <p>Practical Duration (hh:mm) 06:00</p> <p>Corresponding NOS Code HSS/N5404</p> | <ul style="list-style-type: none"> Define the principle of inventory management. Understand Automation and inventory control. Discuss various inventory control methods like VED analysis, ABC analysis etc. Demonstrate Pre-packing, assembling and labeling medicines Identify the expired or outdated or near expiry drugs & medical devices Demonstrate the appropriate disposal of expired or outdated or near expiry drugs & medical devices | e- modules, field visit, videos |
| 16 | <p>Basics of accounts management</p> <p>Theory duration (hh:mm) 04:00</p> <p>Practical Duration (hh:mm) 04:00</p> <p>Corresponding NOS Code HSS/N5404</p> | <ul style="list-style-type: none"> Explain the concept of Accounting which can be applied in pharmacy Discuss the basics of commercial accounting Explain the concept of collection. Identify various terms associated with accounting Recognize the various types of invoices, ledgers, bills, vouchers and explain how they are used while dispensing of drugs and equipments. Basic understanding of balance sheets. Describe how to manage the cash register and accepting payments from customers. | e- modules, samples of invoices, ledgers, bills, vouchers, cash registers and balance sheets; role plays |
| 17 | <p>High Alert Medication (HAM) Management</p> <p>Theory duration (hh:mm)</p> | <ul style="list-style-type: none"> Define high alert medication Describe the classes of drugs which are treated as high alert drugs Express the storage and handling of high alert drugs | e- modules, Samples of high alert drugs, charts. |

| Sr. No. | Module | Key Learning Outcomes | Equipment Required |
|---------|--|---|--|
| | | <ul style="list-style-type: none"> • Demonstrate the management of spillages & incidental exposure to hazardous medications and substances • Identify Report and record incidents • Ensure that health and safety requirements are met. | |
| 20 | <p>Act within the limits of competence and authority</p> <p>Theory duration (hh:mm) 02:00</p> <p>Practical Duration (hh:mm) 02:00</p> <p>Corresponding NOS Code HSS/N 9603</p> | <ul style="list-style-type: none"> • Assist the pharmacists in administrative works. • Understand the meaning of relations and types of relationship • To understand effective working relationships with the people external to the team, with which the individual works on a regular basis • To understand the effect of boundary violation in technician client relationships • Follow workplace protocol. | Internet use for learning and adopting best practices |
| 21 | <p>Sanitation, safety and first aid</p> <p>Theory duration (hh:mm) 03:00</p> <p>Practical Duration (hh:mm) 03:00</p> <p>Corresponding NOS Code HSS/N9606</p> | <ul style="list-style-type: none"> • To develop understanding for precautions to ensure Patient's Safety • Describe common emergency conditions and what to do in medical emergencies. • Develop understanding and precautions to ensure self-safety. • Demonstrate the use of protective devices (restraints, safety devices). • Practice safe methods while using medical gases in hospital (if any). • Describe basics of first aid. | Patient safety tools such as wheel chairs, trolleys, side rails, PPE, First Aid kit, betadine, cotton, bandages, sanitizers, disinfectants etc |
| 22 | <p>Emergency Medical Response</p> <p>Theory duration (hh:mm) 04:00</p> <p>Practical Duration (hh:mm) 07:00</p> <p>Corresponding NOS Code HSS/N 9606</p> | <ul style="list-style-type: none"> • Describe the concept of basic life support and emergency medical response. • Discuss the steps of carrying out CPR on an adult. • Explain CPR using defibrillator • Explain the management of convulsion • Explain needle stick injuries and their prevention. | Emergency kits, mannequins, defibrillator, AED's |
| 23 | <p>Personnel hygiene</p> <p>Theory duration (hh:mm)</p> | <ul style="list-style-type: none"> • To develop understanding of the concept of healthy living • To develop understanding & procedures of hand hygiene | Hand sanitizers, PPE, Hand washing techniques, steriliser, |

| Sr. No. | Module | Key Learning Outcomes | Equipment Required |
|---------|---|---|---|
| | <p>03:00 Practical Duration (hh:mm) 03:00</p> <p>Corresponding NOS Code HSS/N 9606</p> | <ul style="list-style-type: none"> To develop a mind-set about environmental hygiene and safe sanitary practices, constructing home toilets, proper disposal of domestic wastes. To develop techniques of grooming To ensure vaccination against common Infectious Diseases | disinfectants, PPE policies and procedures for personnel hygiene. |
| 24 | <p>Soft Skills and Communication</p> <p>Theory duration (hh:mm) 04:00</p> <p>Practical Duration (hh:mm) 06:00</p> <p>Corresponding NOS Codes HSS/N 9603, HSS/N 9603</p> | <ul style="list-style-type: none"> Comprehend the concept of soft-skills, its components and benefits of soft skills. Understand art of effective communication Demonstrate how to Respond to telephone and face to face enquiries Able to handle effective communication with Patients & Family Acquaint with the art of Effective Communication. Able to handle effective Communication with co-workers and their Family. Able to handle effective Communication with Peers/ colleagues using medical terminology in communication. Maintain health and hygiene and demonstrate personal grooming. Develop interpersonal skills Develop effective social interaction Manage time effectively Prepare for interviews Develop leadership skills, problem solving techniques. Describe and practice social interaction. Learn basic reading and writing skills Learn sentence formation Learn problem solving Understand need for customer service and service excellence in Medical service Understand work ethics in setting. Learn objection handling Learn Telephone and Email etiquettes Learn Basic computer working like feeding the data, saving the data and retrieving the data. Learn to analyze, evaluate and apply the information gathered from | Self-Learning and understanding |

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

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 | Description | To deliver accredited training service, mapping to the curriculum detailed above, in accordance with the Qualification Pack “HSS/5401”. |
| 2 | Personal Attributes | 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 | Minimum Educational Qualifications | M. pharma with one year of experience, B. Pharma. with two years of experience Or Diploma in Pharmacy with three years of experience |
| 4a | Domain Certification | Certified for Job Role: “Pharmacy Assistant” mapped to QP: “HSS/ Q 5401, version 1.0. Minimum accepted score is 80% |
| 4b | Platform Certification | Recommended that the Trainer is certified for the Job Role: “Trainer”, mapped to the Qualification Pack: “MEP/Q0102”. Minimum accepted percentage as per respective SSC guidelines is 80%. |
| 5 | Experience | <ul style="list-style-type: none"> • M. pharma with one year of experience • B. Pharma. with two years of experience • Diploma in Pharmacy with three years of experience. |

Annexure: Assessment Criteria

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

| Skills Practical and Viva (80% weightage) | | | | | | |
|--|--|-------------------|--------|------------------|---|--|
| | | | | | Marks Allotted | |
| Grand Total-1 (Subject Domain) | | | | | 400 | |
| Grand Total-2 (Soft Skills and Communication) | | | | | 100 | |
| Grand Total-(Skills Practical and Viva) | | | | | 500 | |
| Passing Marks (80% of Max. Marks) | | | | | 400 | |
| Theory (20% weightage) | | | | | | |
| | | | | | Marks Allotted | |
| Grand Total-1 (Subject Domain) | | | | | 80 | |
| Grand Total-2 (Soft Skills and Communication) | | | | | 20 | |
| Grand Total-(Theory) | | | | | 100 | |
| Passing Marks (50% of Max. Marks) | | | | | 50 | |
| Grand Total-(Skills Practical and Viva + Theory) | | | | | 600 | |
| Final Result | | | | | Criteria is to pass in both theory and practical individually. If fail in any one of them, then candidate is fail | |
| Detailed Break Up of Marks | | | | | Skills Practical & Viva | |
| Subject Domain | | | | | Pick any 2 NOS each of 200 marks totaling 400 | |
| Assessable Outcomes | Assessment Criteria for the Assessable Outcomes | Total Marks (400) | Out Of | Marks Allocation | | |
| | | | | Viva | Skills Practical | |
| HSS / N 5401: Receive prescription and assist pharmacist in verifying that information is complete | PC1. Read the prescription carefully | 200 | 40 | 20 | 20 | |
| | PC2. Assist pharmacist to maintain patient confidentiality when receiving verbal, electronic or transferred prescription | | 30 | 20 | 10 | |
| | PC3. Assist pharmacist in reviewing prescriptions to confirm that they are complete, authentic and meet all current laws, regulations and policies | | 40 | 20 | 20 | |

| | | | | | |
|--|--|------------|-----|-----|----|
| | 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 | | 40 | 30 | 10 |
| | 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 | | 20 | 10 | 10 |
| | Total | | 170 | 100 | 70 |
| HSS / N 5402: Record and select the correct medicines for dispensing | PC1. Record prescription information in the patient profile or health record | 200 | 20 | 0 | 20 |
| | PC2. Verify entered prescription information against the original prescription | | 10 | 5 | 5 |
| | PC3. Select drugs consistent with applicable laws, regulations and policies including interchangeability | | 20 | 10 | 10 |
| | PC4. Retrieve, count, or measure quantities of drugs | | 10 | 0 | 10 |
| | PC5. Verify prescription products | | 10 | 0 | 10 |
| | PC6. Ensure that the prescription product is verified via a final check prior to release | | 20 | 5 | 15 |
| | 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 | | 10 | 5 | 5 |
| | PC8. Answer patient's questions, referring them to the pharmacist if the question requires patient assessment, clinical analysis or application of therapeutic knowledge | | 10 | 0 | 10 |
| | PC9. Reinforce the availability of the pharmacist for discussion or recommendations | | 20 | 0 | 20 |
| | PC10. Manage billing and payment for prescription products/medicines | | 10 | 2 | 8 |
| | PC11. Identify and resolve billing or adjudication issues encountered when processing prescriptions | | 10 | 0 | 10 |
| | PC12. Identify and refer to the pharmacist patients who have discrepancies between their current drug therapy and their recent or intended drug therapy | | 20 | 5 | 15 |
| | PC13. Provide information that does not require application of therapeutic knowledge to patients requiring assistance in selecting non-prescription drugs and medical devices | | 10 | 5 | 5 |
| | PC14. Instruct patients about the operation and maintenance of medical devices | | 20 | 5 | 15 |
| Total | | 200 | 42 | 158 | |

| | | | | | |
|--|--|-----|-----|-----|-----|
| 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 |
| | Total | | 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 |
| | TOTAL | | 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 |
| | TOTAL | | 200 | 75 | 125 |
| Grand Total-1 (Subject Domain) | | 400 | | | |
| Soft Skills and Communication | | 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 | | | |
| Assessable Outcomes | Assessment Criteria for the Assessable Outcomes | Total Marks (100) | Out Of | Marks Allocation | |
| | | | | Viva | Observation / Role Play |
| Part 1 (Pick one field randomly carrying 50 marks) | | | | | |
| 1. Attitude | | | | | |
| 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 |
|---|--|-------------------------|-------------------------|----|----|
| | PC5. Correct any hazards that individual can deal with safely, competently and within the limits of authority | | 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 |
| Attitude Total | | 100 | | | |
| Grand Total-2 (Soft Skills and Communication) | | | 100 | | |
| Detailed Break Up of Marks | | | Theory | | |
| Subject Domain | | | | | |
| National Occupational Standards (NOS) | Assessment Criteria for the Assessable Outcomes | Total Marks (80) | Marks Allocation | | |
| | | | Theory | | |
| HSS / N 5401: Receive prescription and assist pharmacist in verifying that information is complete | PC1. Read the prescription carefully | 20 | 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 | | |
| | Total | | 20 | | |
| HSS / N 5402: Record and select the correct medicines for | PC1. Record prescription information in the patient profile or health record | 16 | 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 | |
| | Total | | | 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 | 12 | 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 | | |

| | | | |
|---|---|-----------|----|
| | 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 | | 4 |
| | | | 10 |
| HSS/ N 5404: Manage and maintain the drugs supply and order | PC1. How to identify the re-order level and send request | | 0 |
| | PC2. How to maintain inventory to maximise safe and efficient drug distribution | | 3 |
| | PC3. How to set order limits and calculate replenishment orders | | 0 |
| | PC4. How to prepare and place orders in compliance with relevant legislation | | 4 |
| | PC5. How to identify and minimise risks associated with look-alike and sound alike products | | 3 |
| | PC6. How to acquire, receive, verify and store stock and supplies and identify, investigate and resolve or report any discrepancies | 20 | 2 |
| | 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 | | 4 |
| | PC8. Schedule and perform routine equipment maintenance | | 2 |
| | PC9. How to organise, file and store documents according to legal requirements and in a manner in which they can be retrieved readily | | 2 |
| HSS / N 5405: Maintain proper storage and security condition for drugs | Total | | 20 |
| | PC1. Identify pharmaceuticals, durable and non-durable medical equipment, devices, and supplies (including hazardous substances and investigational products) to be ordered | | 4 |
| | PC2. Remove from inventory expired/discontinued/slow moving/overstocked pharmaceuticals, durable and nondurable medical equipment, devices, and supplies | 12 | 4 |
| | PC3. Perform required inventories and maintain associated records | | 2 |
| | PC4. Ensure proper and safe storage | | 2 |
| | Grand Total-1 (Subject Domain) | 80 | |

| 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 |
| Part 1 (Pick one field randomly carrying 50 marks) | | | |
| 1. Attitude | | | |
| 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 | 10 | 10 |
| | 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 | | |
| | Total | | |
| 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 | 10 | 10 |
| | 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 | | |
| | PC5. Correct any hazards that individual can deal with safely, competently and within the limits of authority | | |
| | 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 | | |
| | Total | | 10 |
| | Attitude Total | 10 | 20 |
| | Grand Total-2 (Soft Skills and Communication) | | 20 |



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