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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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	**After completing this programme, participants will be able to:** • **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	**Introduction to pharmacy industry** **Theory duration** (hh:mm) 02:00 hrs **Practical Duration** (hh:mm) 00:00 **Corresponding NOS Codes** Introduction	• 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	**Types of pharmacy practice areas**
	
	Theory duration (hh:mm)
	02:00
	Practical Duration (hh:mm)
	01:00
	Corresponding NOS Codes
	Introduction
		• Identify and recognize the various types of pharmacy practice areas.
		• Understand the functioning of major branches of practice areas i.e.:
		  1. Community pharmacy
		  2. Hospital pharmacy
			e- modules, field visits

3	**Job history and development of pharmacology and drugs**
	
	Theory duration (hh:mm)
	02:00
	Practical Duration (hh:mm)
	00:00
	Corresponding NOS Codes
	introduction
		• 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:
		  1. Solid drugs: tablets, pills, plaster, capsule, granules, caplet, gelcap, powder, lozenges.
		  2. Semi- solid drugs: suppository, ointment, creams, gels.
		  3. Liquid drugs: syrups, solution, elixir, tincture, fluid extract, liniment, emulsion, mixtures and suspensions, aromatic water.
		  4. 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	**Pharmacy laws and ethics** **Theory duration** (hh:mm) 03:00 **Practical Duration** (hh:mm) 0:00 **Corresponding NOS Code** introduction	• 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	**Roles and responsibilities of pharmacy assistant** **Theory duration** (hh:mm) 02:00 **Practical Duration** (hh:mm) 01:00 **Corresponding NOS Code** Introduction	• 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	**Introduction to terminology and equipments related to pharmacy** **Theory duration** (hh:mm) 03:00 **Practical Duration** (hh:mm) 01:00	• 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**	• 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**	• 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**
		• Explain the various classifications of Pharma drugs
		• Explain the set of nomenclature used for a drug.
		• Describe the classification of drugs:
		  1. based on chemical nature
		  2. based on source
		  3. based on target organ
		  4. based on mode of action
		  5. based on therapeutic use
		  6. based on physiological system
		  7. 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	• 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
	(hh:mm) 02:00 **Corresponding NOS Code** **Introduction**	• Describe the types of medication errors. • Describe how to prevent ADR and medication errors. • Differentiate between ADR, Adverse Drug event and Medication errors	
11	**Prescription Reading** **Theory duration** (hh:mm) 05:00 **Practical Duration** (hh:mm) 03:00 **Corresponding NOS Code** **HSS/N5401**	• Describe the prescription. • Recognize the various contents of prescription. • Illustrate the various abbreviation that are used in the prescription • Explain the process of deciphering a prescription. • Identify the importance of recognizing fraudulent prescription • Follow steps to identify non-authentic or fraudulent prescriptions • Describe various ways of reducing potential frauds.	Sample of a real correct and faulty prescription, charts e- modules, demonstration.

12	**Dispensing of prescription** **Theory duration** (hh:mm) 10:00 **Practical Duration** (hh:mm) 10:00 **Corresponding NOS Code** **HSS/N5402**	• Understand procedure of taking in and handing out prescriptions
		 • Explain the concept & process of selection of Prescribed Medicines
		 • Define the criteria to select the drugs.
		 • Describe the concept of selection of Advised Medical Devices
		 • Define the criteria to select the devices.
		 • Dispensing medications using dispensary and stores computer systems to generate stock lists and labels
		 • Identify the importance of effective recording, dispensing and describing of prescription
		 • Demonstrate Recording, Describing & Dispensing of Prescription
		 • Undertake the WHO recommended dispensing process
		   ✓ Receive and validate the prescription
		   ✓ Understand and interpret the prescription
		   ✓ Prepare and label items for issue
		   ✓ Make a final check
		   ✓ Record the action taken
		   ✓ Issue medicine to the patient with clear instructions and advice
		 • Describe the concept of Over the Counter Drugs & Restricted Drugs
		 • Determine the effective Handling of
			Visit to a medical store, demonstration, PPEs, Dressings, Thermometer, Needle, syringes, Blood pressure monitors, stoma care products, Condoms, Test kits, e.g. cholesterol test kits, pregnancy test kit, Inhalers, Glucose meters and test strips, Screening tests, Walking Sticks, Collars etc.

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		• OTC and Restricted drugs effectively • Demonstrate Selling over the counter medicines	
13	**Records and Documentation** **Theory duration** (hh:mm) 08:00 **Practical Duration** (hh:mm) 05:00 **Corresponding NOS Codes** **HSS/N5403, HSS/N5404**	• 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	**Managing and maintaining drug supply**
	
	Theory duration (hh:mm)
	06:00
	Practical Duration (hh:mm)
	06:00
	
	Corresponding NOS Code
	HSS/N5404
		• State the various components of Drug Supply Management i.e.:
		  ✓ 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
		• 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	**Inventory Management** **Theory duration** (hh:mm) 04:00 **Practical Duration** (hh:mm) 06:00 **Corresponding NOS Code** **HSS/N5404**	• 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	**Basics of accounts management** **Theory duration** (hh:mm) 04:00 **Practical Duration** (hh:mm) 04:00 **Corresponding NOS Code** **HSS/N5404**	• 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	**High Alert Medication (HAM) Management** **Theory duration** (hh:mm)	• 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
	02:00 **Practical Duration** (hh:mm) 04:00 **Corresponding NOS Code** **HSS/N5404**	• Discuss dispensing process of high alert drugs	
18	**Medicine and Equipment storage** **Theory duration** (hh:mm) 04:00 **Practical Duration** (hh:mm) 06:00 **Corresponding NOS Code** **HSS/N5405**	• Demonstrate Drug storage conditions and its maintenance and transport • Describe various drug storage containers/equipment and its features, merits and demerits • Comprehend the storage criteria of various forms of drugs and medicines. • Understand the importance of labelling the drugs, medical devices/equipment and storage place appropriately • Describe how to accept shipments of medication and supplies unpack and store inventory and ensure it is handled properly. • Explain how various medical equipments can be maintained • Describe the proper storage of medical devices. • Recognize the roles & responsibilities of pharmacy assistant in medicine & equipment storage • Distinguish the storage and labelling criteria of drugs & medical devices/ equipment in retail outlet and storehouse.	e- modules, refrigerators, equipments in cold-chain, samples of storage containers, samples of labelling the drugs, medical devices/equipment and storage place .
19	**Handling of Hazardous Substances** **Theory duration** (hh:mm) 05:00 **Practical Duration** (hh:mm) 05:00 **Corresponding NOS Code** **HSS/N5405**	• Know Basic requirements of the health, safety and other legislations and regulations that apply to the work place. • Describe Work place Hazards and safety precautions. • Identify hazardous medications and substance at a pharmacy • Understand the risks involved while handling hazardous medications and substances • Explain the methods of hazardous drugs control & management. • Explain the proper handling of such drugs with the use of PPE. • Handle hazardous medicines/ substances according to guidelines	Samples of Hazardous drugs & substances, various PPEs like gowns, gloves, eye- wear, etc.

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		• 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	**Act within the limits of competence and authority** **Theory duration** (hh:mm) 02:00 **Practical Duration** (hh:mm) 02:00 **Corresponding NOS Code** **HSS/N 9603**	• 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	**Sanitation, safety and first aid** **Theory duration** (hh:mm) 03:00 **Practical Duration** (hh:mm) 03:00 **Corresponding NOS Code** **HSS/N9606**	• 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	**Emergency Medical Response** **Theory duration** (hh:mm) 04:00 **Practical Duration** (hh:mm) 07:00 **Corresponding NOS Code** **HSS/N 9606**	• 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	**Personnel hygiene** **Theory duration** (hh:mm)	• 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
	03:00 **Practical Duration** (hh:mm) 03:00 **Corresponding NOS Code** **HSS/N 9606**	• 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	**Soft Skills and Communication** **Theory duration** (hh:mm) 04:00 **Practical Duration** (hh:mm) 06:00 **Corresponding NOS Codes** **HSS/N 9603, HSS/N 9603**	• 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
		• observation, experience, reasoning, or communication to act efficiently • Learn planning and organization of work • Learn decision making ability	
25	**Basic Computer Knowledge** **Theory duration** (hh:mm) 04:00 **Practical Duration** (hh:mm) 06:00 **Corresponding NOS Code** **Introduction**	• To gain broad understanding about application of computers in laboratory Practice • Give Introduction to Computers: –Block diagram –Input and Output devices –Storage devices • Give Introduction to operating systems –Need of Operating systems (OS) –Function of OS –Windows 2000 – Utilities and basic operations –Microsoft office 2000 – MS Word, MS Excel	Computer/Internet
	Total Duration **Theory Duration (hh:mm)** 110:00 **Practical Duration (hh:mm)** 90:00	**Unique Equipment Required:** Mock Drug-store & dispensary environment equipped with various Medicines with their trade names alphabetically A to Z, OTC medicines, Schedule H medicines, Restricted medicines, Racks and boxes for alphabetical and proper storage of medicines, Cotton, Cotton Bandage, sample drug labels, Dressings, Thermometer, Needle, syringes, Blood pressure monitors, stoma care products, Condoms, Test kits, e.g. cholesterol test kits, pregnancy test kit, Inhalers, Glucose meters and test strips, Screening tests, Walking Sticks, Collars etc, refrigerators, equipments in cold- chain, Sample of a real correct and faulty prescription; Crepe bandage: (small, medium , large), P.O.P Bandage, Betadine, Spirit, Dettol, Soframycin Ointment, Syringes(2ml-50ml), Suture Needle, Patient safety tools such as wheel chairs, trolleys, side rails, First Aid kit, betadine, cotton, bandages, sanitizers, disinfectants etc, Sample of various records, Emergency kits, mannequins, defibrillator, AED's, Hand sanitizers, PPE, Hand washing techniques, steriliser, disinfectants, Human Skeleton, Register for Maintenance of stock, Register for Purchase Order, Register for Booked Order, Computer with relevant software for store keeping and printer, Sample of various records and documentation, samples of patient profile template, EHR software, computer, internet access, e-modules/textbooks on CIMS & drug formulary; Samples of Hazardous drugs & substances, various PPEs like gowns, gloves, eye- wear, etc.; samples of invoices, ledgers, bills, vouchers, cash registers and balance sheets **Class Room equipped with following arrangements:** • Interactive lectures & Discussion • Brain Storming • Charts & Models • Activity Video presentation • Visit to a drug- store

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	• 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

<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	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

Note: The "200" appears in a merged cell spanning the HSS / N 5402 rows in a column to the left of the score columns.

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

				Marks Allocation	

	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	Obser vation / 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

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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 Comunication)	**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

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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	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	**12**
		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		20	0
	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		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	12	4
	PC2. Remove from inventory expired/discontinued/slow moving/overstocked pharmaceuticals, durable and nondurable medical equipment, devices, and supplies		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			10
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		

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	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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