

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR ALLIED HEALTHCARE

What are Occupational Standards(OS)?

- OS describe what individuals need to do, know and understand in order to carry out a particular job role or function
- OS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding

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Introduction

Qualifications Pack-Pharmacy Assistant

SECTOR: HEALTHCARE

SUB-SECTOR: Allied Healthcare & Paramedics

OCCUPATION: Pharmacy Assistant

REFERENCE ID: HSS/Q5401

ALIGNED TO: NCO- 2004/3228.9

Pharmacy Assistant in the Healthcare Industry is also known as a Pharmacy Technician and Pharmaceutical Care Associate.

Brief Job Description: Pharmacy Assistants work under the direct supervision of a registered pharmacist and perform many pharmacy-related functions. They refer any questions regarding prescriptions, drug information, or health matters to a pharmacist. Technicians review prescriptions or requests for refills that they receive from patients and nurse.

Personal Attributes: Pharmacy Assistants should demonstrate strong customer service and teamwork skills because they interact with patients, co-workers, and health care professionals. They should have good mathematics, spelling, reading skills and knowledge about the medical terminologies. Pharmacy Assistants should be alert, observant, organised, dedicated, and responsible. They should be willing and able to take directions, but be able to work independently without constant instruction. They must be precise.

Job Details	Qualifications Pack Code	HSS/Q5401		
	Job Role	Pharmacy Assistant		
	Credits (NSQF)	TBD	Version number	1.0
	Sector	Health	Drafted on	12/05/2013
	Sub-sector	Allied Health & Paramedics	Last reviewed on	22/05/2013
	Occupation	Pharmacy Assistant	Next review date	22/12/2016
	NSQC Clearance on	18/06/2015		

Job Role	Pharmacy Assistant
Role Description	Perform many pharmacy-related functions and review prescriptions or requests for refills that they receive from patients and nurse
NSQF level	4
Minimum Educational Qualifications*	Preferred Class XII in Science
Maximum Educational Qualifications*	Not Applicable
Training (Suggested but not mandatory)	Relevant professional qualification
Minimum Job Entry Age	18 years
Experience	Not Applicable
Applicable National Occupational Standards (NOS)	<p>Compulsory:</p> <ol style="list-style-type: none"> HSS/N5401: Receive prescription from pharmacist and verify that information is complete HSS/N5402: Record and select the correct medicines for dispensing HSS/N5403: Establish or maintain patient profile, including lists of medications taken by individual patients HSS/N5404: Manage and maintain the drugs supply and order HSS/N5405: Maintain proper storage and security condition for drugs HSS/N9603: Act within the limits of one's competence and authority HSS/N9606: Maintain a safe, healthy, and secure working Environment <p>Optional N.A</p>

Performance Criteria

As described in the relevant OS units

Definitions

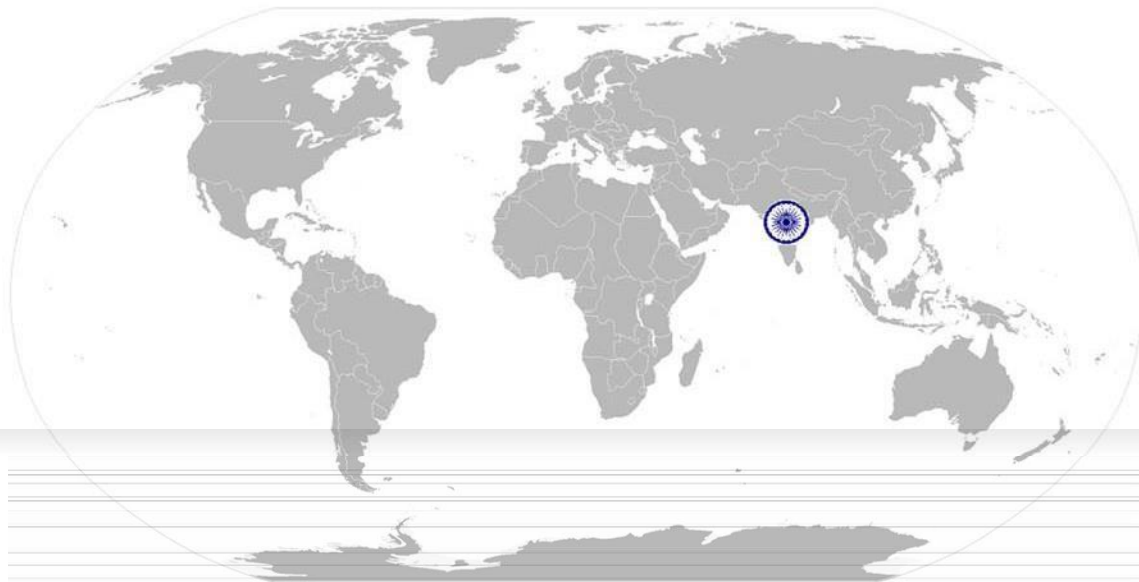
Keywords /Terms	Description
Core Skills/Generic Skills	Core Skills or Generic Skills are a group of skills that are essential to learning and working in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of OS.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
Knowledge and Understanding	Knowledge and Understanding are statements that together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
National Occupational Standards (NOS)	NOS are Occupational Standards that apply uniquely in the Indian context.
Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the knowledge and understanding they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Organisational Context	Organisational Context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.
Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
Qualifications Pack(QP)	Qualifications Pack comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.

Scope	Scope is the set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on the quality of performance required.
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Sector	Sector is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-functions	Sub-functions are sub-activities essential to fulfil the achieving the objectives of the function.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Technical Knowledge	Technical Knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Unit Code	Unit Code is a unique identifier for an OS unit, which can be denoted with 'N'.
Unit Title	Unit Title gives a clear overall statement about what the incumbent should be able to do.
Vertical	Vertical may exist within a sub-sector representing different domain areas or the client industries served by the industry.
Keywords /Terms	Description
MHRD	Ministry of human resource development
NOS	National Occupational Standard(s)
OS	Occupational Standards
QP	Qualification Pack

HSS/N5401 Receive prescription and assist pharmacist in verifying that information is complete

National Occupational Standard



Overview

This Occupational Standard describes the knowledge, understanding and skills required of a Pharmacy Assistant to receive prescription and assist pharmacist in verifying the prescription for completeness and appropriateness.

HSS/N5401 Receive prescription and assist pharmacist in verifying that information is complete

National Occupational Standard

Unit Code	HSS/N5401
Unit Title	Receive prescription and assist pharmacist in verify that information is complete
(Task) Description	This OS unit is about the Pharmacy Assistant reviewing prescription and verifying the information for completeness and appropriateness.
Scope	This unit/task covers the following: <ul style="list-style-type: none"> Reviewing prescription and assist registered pharmacist in verifying the information for completeness and appropriateness
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Reviewing prescription and assist registered pharmacist in verifying the information for completeness and appropriateness	To be competent, the user/individual on the job must be able to: PC1. Read the prescription carefully PC2. Assist pharmacist to maintain patient confidentiality when receiving verbal, electronic or transferred prescription PC3. Assist pharmacist in reviewing prescriptions to confirm that they are complete, authentic and meet all current laws, regulations and policies 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 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
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company/ organization and its processes)	The user/individual on the job needs to know and understand: KA1. Relevant legislation, standards, policies, and procedures followed by the provider KA2. The importance of maintaining confidentiality of the patient information KA3. How to dress appropriately as per the guidelines of the organisation KA4. Follows established protocols as defined in policy and procedure manuals KA5. Use effective communication skills and follow applicable policies and procedures when receiving and transcribing verbal prescriptions KA6. Follow the guidelines of Drugs and cosmetic act and Pharmacy act
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. How to read the prescription KB2. The prescription is in correct format and as per the protocols KB3. Check the prescription information for completeness KB4. Review the prescription for clarity of abbreviations, medical terminology, drug names, dosage forms, strengths, availability, schedule, route and related information KB5. Consult with the pharmacist regarding questions about authenticity, clarity of prescription information, discrepancies and questions requiring patient assessment, clinical analysis or application of therapeutic knowledge
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills

HSS/N5401 Receive prescription and assist pharmacist in verifying that information is complete

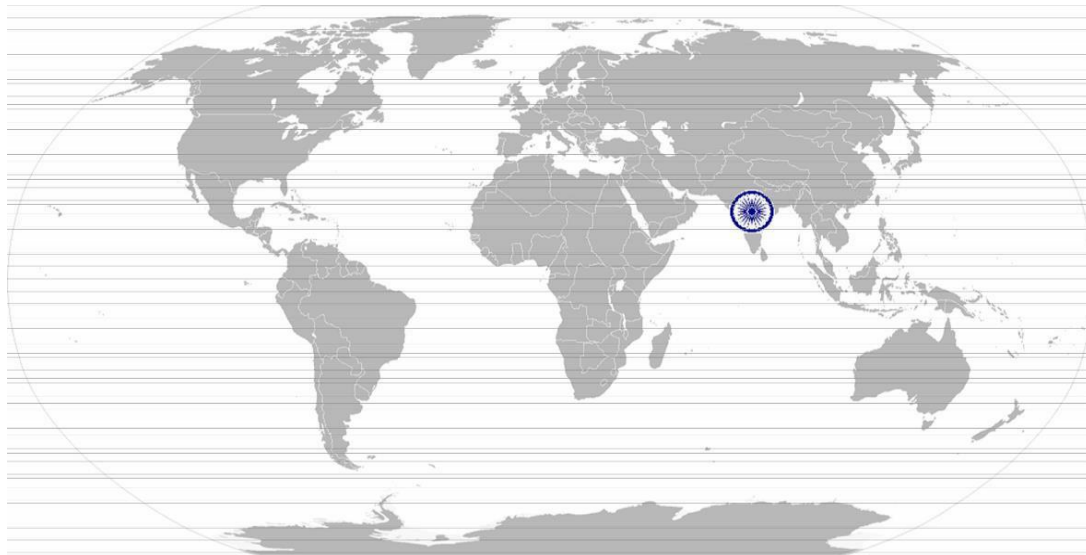
	The user/ individual on the job needs to know and understand how to: SA1. Write clearly and concisely SA2. Use effective written communication protocols
	ReadingSkills
	The user/individual on the job needs to: SA3. Read and understand information and clinical notes presented in writing SA4. How to read and understand the acts and policies SA5. How to read the electronic request for required medicines by nurse in case of in-patient
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA6. Practice effective communication with colleagues and other health professionals while maintaining a professional attitude SA7. Pronounce technical terms correctly SA8. Use listening skills effectively in performing job functions SA9. Use effective protocols for communicating with patients who are non-English speakers or who are impaired (e.g. blind, deaf, cognitively impaired, illiterate)
B. Professional Skills	DecisionMaking
	The user/individual on the job needs to know and understand how to: SB1. Make decisions safely and appropriately
	Plan and Organize
	The user/individual on the job needs to know and understand how to : SB2. Plan and organise activities required to prepare work area for scheduled procedures
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB3. Maintain patient confidentiality SB4. Explain the prescription to patients calmly when they as
	Problem Solving
	The user/individual on the job needs to: SB5. Identify source of error and initiates corrective action
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB6. Differentiate between the prescribed medicines and un-prescribed medicines
CriticalThinking	
	The user/individual on the job needs to know and understand how to: SB7. Analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently

HSS/N5401 Receive prescription and assist pharmacist in verifying that information is complete

HSS/N5401 Receive prescription and assist pharmacist in verifying that information is complete

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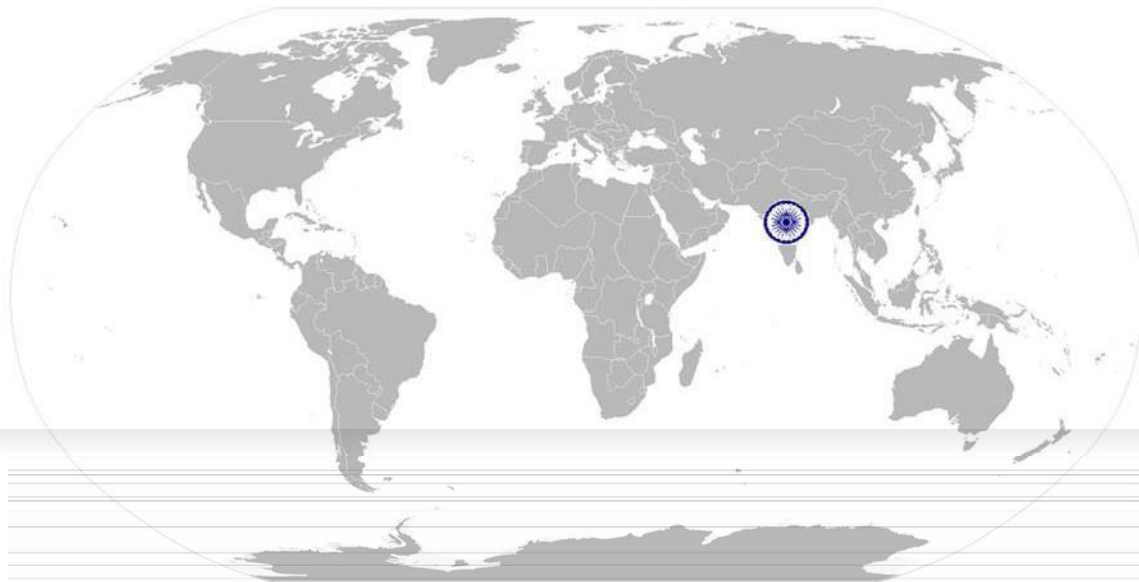
NOS Code	HSS/N5401		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
IndustrySub-sector	Allied Health and Paramedics	Last reviewed on	19/07/13
Occupation	Pharmacy Assistant	Next review date	19/12/16



HSS/N5402

Record and select the correct medicines for dispensing

National Occupational Standard



Overview

This Occupational Standard describes the knowledge, understanding and skills required of a Pharmacy Assistant to select the correct medicines for dispensing.

HSS/N5402

Record and select the correct medicines for dispensing

National Occupational Standard

Unit Code	HSS/N5402
Unit Title	Record and select the correct medicines for dispensing
Description	This OS unit is about the Pharmacy Assistant selecting the correct medicines for dispensing under the guidance of registered pharmacist.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Reviewing the prescription <p>Assist registered pharmacist in selecting and despatching the correct medicines</p>
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
	<p>To be competent, the user/individual on the job must:</p> <p>PC1. Record prescription information in the patient profile or health record</p> <p>PC2. Verify entered prescription information against the original prescription</p> <p>PC3. Select drugs consistent with applicable laws, regulations and policies including interchangeability</p> <p>PC4. Retrieve, count, or measure quantities of drugs</p> <p>PC5. Verify prescription products</p> <p>PC6. Ensure that the prescription product is verified via a final check prior to release</p> <p>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</p> <p>PC8. Answer patient's questions, referring them to the pharmacist if the question requires patient assessment, clinical analysis or application of therapeutic knowledge</p> <p>PC9. Reinforce the availability of the pharmacist for discussion or recommendations</p> <p>PC10. Manage billing and payment for prescription products/medicines</p> <p>PC11. Identify and resolve billing or adjudication issues encountered when processing prescriptions</p> <p>PC12. Identify and refer to the pharmacist patients who have discrepancies between their current drug therapy and their recent or intended drug therapy</p> <p>PC13. Provide information that does not require application of therapeutic knowledge to patients requiring assistance in selecting non-prescription drugs and medical devices</p> <p>PC14. Instruct patients about the operation and maintenance of medical devices</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Relevant legislation, standards, policies, and procedures followed by the provider</p> <p>KA2. The importance of maintaining confidentiality of the patient information</p> <p>KA3. How to dress appropriately as per the guidelines of the healthcare provider</p> <p>KA4. How to follow established protocols as defined in policy and procedure manuals</p> <p>KA5. Use effective communication skills and follow applicable policies and procedures when receiving and transcribing verbal prescriptions</p> <p>KA6. Follow the guidelines of Drugs and cosmetic act and Pharmacy act</p>

HSS/N5402

Record and select the correct medicines for dispensing

<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. How to identify and refer to the pharmacist any questions requiring patient assessment, clinical analysis or application of therapeutic knowledge including the following:</p> <ul style="list-style-type: none"> 1 Changes in the drug, dosage, directions for use, patient profile or health status of the patient 1 Potential duplications in prescriptions 1 Potential adherence problems <p>KB2. How to prepare prescription products according to prescriptions</p> <p>KB3. The dosage form, strength, manufacturer and quantity dispensed are correct and in accordance with the prescription and applicable policies</p> <p>KB4. The importance of rechecking following :</p> <ul style="list-style-type: none"> 1 The calculations have been performed correctly 1 The proper amount of the drug is provided 1 The drug is not expired and will not expire within the duration of use 1 The labeling is accurate including the patient, prescriber and drug name, quantity, directions for use <p>KB5. Evaluate the prescription, the patient, the patient’s health history, the patient’s allergies and the patient’s drug-use record</p> <p>KB6. Provide consultation and education to the patient for OTC medicines and provide them only the chewable medicines otherwise suggest them to consult the doctor in case of out-patient</p> <p>NOTE: Prescribing and dispensing Narcotics drugs not permitted.</p>
<p>Skills(S)</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>WritingSkills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SA1. Write clearly and concisely SA2. Use effective written communication protocols <p>ReadingSkills</p> <p>The user/individual on the job needs to:</p> <ul style="list-style-type: none"> SA3. Read and understand information and clinical notes presented in writing SA4. How to read and understand the acts and policies SA5. How to read the electronic request for required medicines
	<p>Oral Communication (Listening and Speaking skills)</p> <p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SA6. Practice effective communication with colleagues and other health professionals while maintaining a professional attitude SA7. Pronounce technical terms correctly SA8. Use listening skills effectively in performing job functions SA9. Use effective protocols for communicating with patients who are non-English speakers or who are impaired (e.g. blind, deaf, cognitively impaired, illiterate)
<p>B. Professional Skills</p>	<p>Decision Making</p> <p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SB1. Make decisions safely and appropriately <p>Plan and Organize</p>

HSS/N5402

Record and select the correct medicines for dispensing

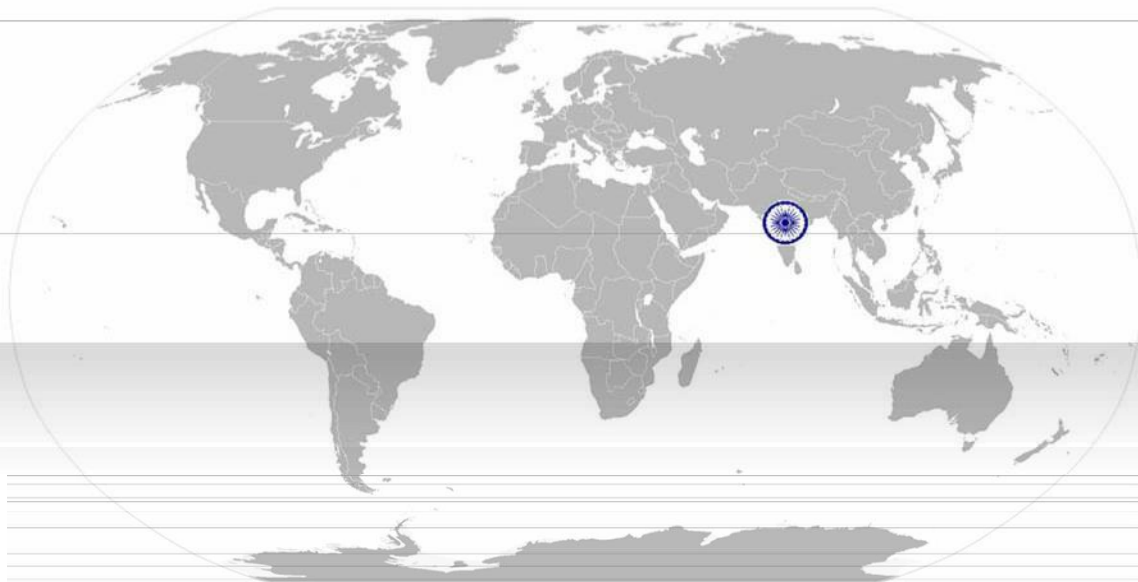
	The user/individual on the job needs to know and understand how to : SB2. Plan and organise activities required to prepare work area for scheduled procedures
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB3. Maintain patient confidentiality SB4. Explain the prescription to patients calmly when they as
	Problem Solving
	The user/individual on the job needs to: SB5. Identify source of error and initiates corrective action
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB6. Differentiate between the prescribed medicines and un-prescribed medicines
	Critical Thinking
The user/individual on the job needs to know and understand how to: SB7. Analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently	

NOS Version Control

NOS Code	HSS/N5402		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	19/07/13
Occupation	Pharmacy Assistant	Next review date	19/12/16

HSS/N5403 Establish or maintain patient profile, including lists of medications taken by individual patients

National Occupational Standard



Overview

This Occupational Standard describes the knowledge, understanding and skills required of a Pharmacy Assistant to assist registered Pharmacist in establishing or maintaining patient profile, including the list of medications taken by individual patients.

HSS/N5403 Establish or maintain patient profile, including lists of medications taken by individual patients

National Occupational Standard

Unit Code	HSS/N5403
Unit Title (Task)	Establish or maintain patient profile, including lists of medications taken by individual patients
Description	This OS unit is about the Pharmacy Assistants maintain patient profile
Scope	This unit/task covers the following: <ul style="list-style-type: none"> Assist registered Pharmacist in maintaining patient profile
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
	To be competent, the user/individual on the job must be able to: PC1. Ensure confidentiality when gathering, using or providing patient information PC2. Gather, review, enter and/or update the information required to create and/or maintain a patient record including: <ul style="list-style-type: none"> Patient demographics Health history Allergies Drug and medical device use Payment information 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
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> KA1. Relevant legislation, standards, policies, and procedures followed by the provider KA2. The importance of maintaining confidentiality of the patient information KA3. How to dress appropriately as per the guidelines of the healthcare provider KA4. How to follow established protocols as defined in policy and procedure manuals KA5. Use effective communication skills and follow applicable policies and procedures when receiving and transcribing verbal prescriptions KA6. Follow the guidelines of Drugs and cosmetic act and Pharmacy act
B. Technical Knowledge	The user/individual on the job must know: <ul style="list-style-type: none"> KB1. How to securely maintain the patient profile KB2. How to enter the data required for maintaining patient profile KB3. Whom to contact in case of discrepancies
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: <ul style="list-style-type: none"> SA1. Write clearly and concisely SA2. Use effective written communication protocols
	Reading Skills
	The user/individual on the job needs to: <ul style="list-style-type: none"> SA3. Read and understand information and clinical notes presented in writing SA4. How to read and understand the acts and policies

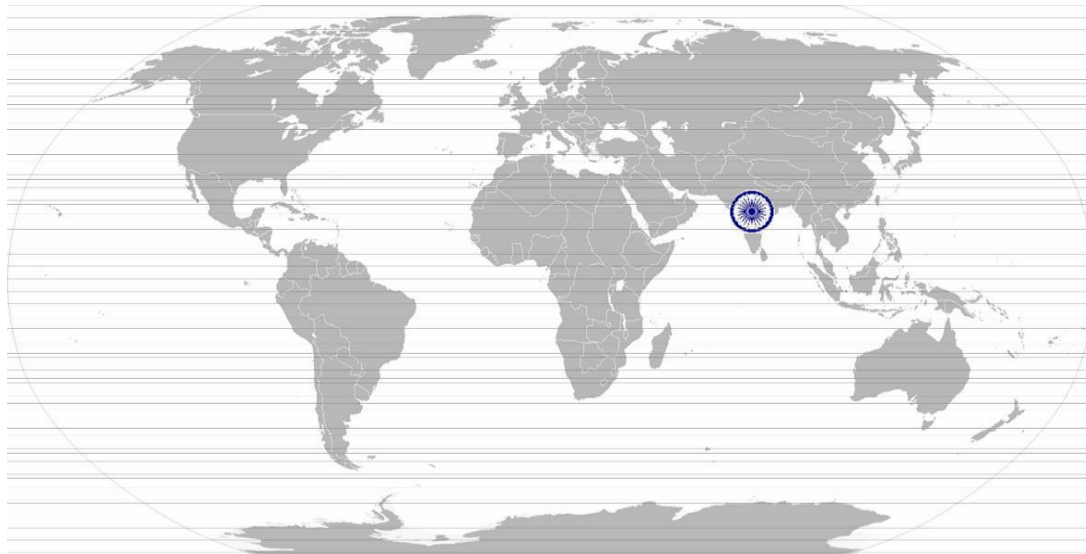
HSS/N5403 Establish or maintain patient profile, including lists of medications taken by individual patients

	SA5. How to read the electronic request for required medicines
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA6. Practice effective communication with colleagues and other health professionals while maintaining a professional attitude SA7. Pronounce technical terms correctly SA8. Use listening skills effectively in performing job functions SA9. Use effective protocols for communicating with patients who are non-English speakers or who are impaired (e.g. blind, deaf, cognitively impaired, illiterate)
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. Make decisions safely and appropriately
	Plan and Organize
	The user/individual on the job needs to know and understand how to : SB2. Plan and organise activities required to prepare work area for scheduled procedures
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB3. Maintain patient confidentiality SB4. Explain the prescription to patients calmly when they as
	Problem Solving
	The user/individual on the job needs to: SB5. Identify source of error and initiates corrective action
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB6. Differentiate between the prescribed medicines and un-prescribed medicines
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB7. Analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently

HSS/N5403 Establish or maintain patient profile, including lists of medications taken by individual patients

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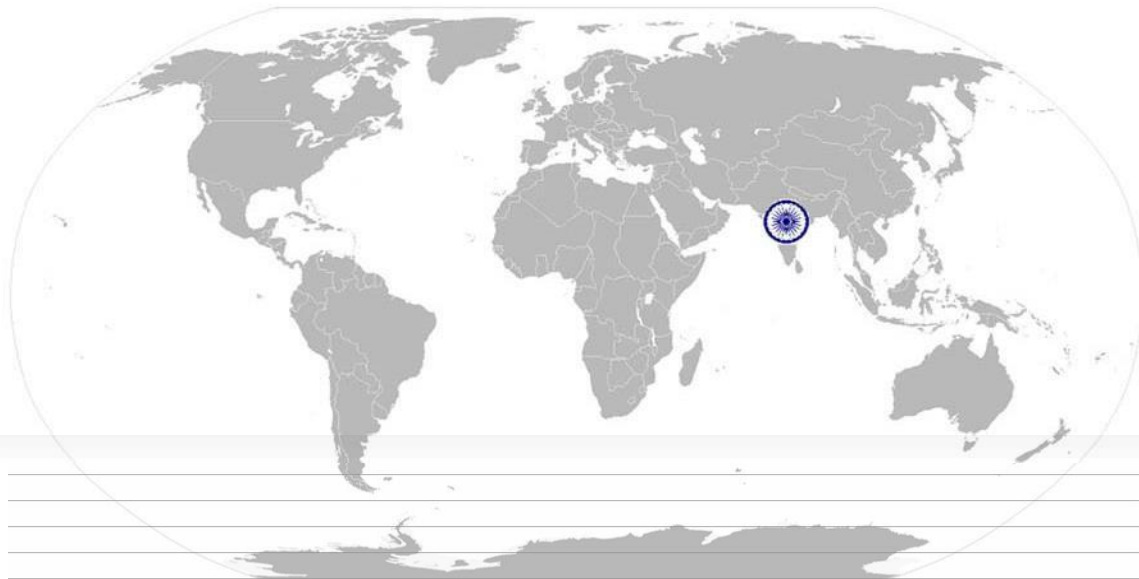
NOS Code	HSS/N5403		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	19/07/13
Occupation	Pharmacy Assistant	Next review date	19/12/16



HSS/N5404

Manage and maintain the drugs supply and order

National Occupational Standard



Overview

This Occupational Standard describes the knowledge, understanding and skills required of a Pharmacy Assistant to assist registered Pharmacist in managing and maintaining drugs supply and order.

HSS/N5404

Manage and maintain the drugs supply and order

National Occupational Standard

Unit Code	HSS/N5404
Unit Title	Manage and maintain the drugs supply and order
(Task) Description	This OS unit is about the Pharmacy Assistant to assist the registered Pharmacist in managing and maintaining the drugs supply and order
Scope	This unit/task covers the following: <ul style="list-style-type: none"> Maintaining the drugs supply and order
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Maintaining the drugs supply and order	To be competent, the user/individual on the job must know: PC1. How to identify the re-order level and send request PC2. How to maintain inventory to maximise safe and efficient drug distribution PC3. How to set order limits and calculate replenishment orders PC4. How to prepare and place orders in compliance with relevant legislation PC5. How to identify and minimise risks associated with look-alike and sound alike products PC6. How to acquire, receive, verify and store stock and supplies and identify, investigate and resolve or report any discrepancies 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 PC8. Schedule and perform routine equipment maintenance PC9. How to organise, file and store documents according to legal requirements and in a manner in which they can be retrieved readily
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company/ organization and its processes)	The user/individual on the job needs to know and understand: KA1. Relevant legislation, standards, policies, and procedures followed by the provider KA2. The importance of maintaining confidentiality of the patient information KA3. How to dress appropriately as per the guidelines of the healthcare provider KA4. How to follow established protocols as defined in policy and procedure manuals KA5. Use effective communication skills and follow applicable policies and procedures when receiving and transcribing verbal prescriptions KA6. Follow the guidelines of Drugs and cosmetic act and Pharmacy act KA7. How to maintain current records of and abide by policies governing provincial / territorial pharmacy procedures
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. How to check the reorder level KB2. How to send the request to purchase department KB3. How to receive and store all drugs and medical devices, including controlled substances: <ul style="list-style-type: none"> In compliance with legislation To maintain drug stability and protect integrity Identify / locate, report and remove expired, defective, unsafe or recalled drugs and medical devices Dispose of, destroy or return expired, unusable or recalled drugs according to

HSS/N5404

Manage and maintain the drugs supply and order

	<p>legislation</p> <p>KB4. How to maintain the cleanliness, functionality and integrity of compounding, packaging, dispensing and storage equipment</p>
Skills(S)	
A. Core Skills/ Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Write clearly and concisely</p> <p>SA2. Use effective written communication protocols</p>
	Reading Skills
	<p>The user/individual on the job needs to:</p> <p>SA3. Read and understand information and clinical notes presented in writing</p> <p>SA4. Read and understand the acts and policies</p> <p>SA5. Read the electronic request for required medicines</p>
	Oral Communication (Listening and Speaking skills)
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA6. Practice effective communication with colleagues and other health professionals while maintaining a professional attitude</p> <p>SA7. Pronounce technical terms correctly</p> <p>SA8. Use listening skills effectively in performing job functions</p> <p>SA9. Use effective protocols for communicating with patients who are non-English speakers or who are impaired (e.g. blind, deaf, cognitively impaired, illiterate)</p>
B. Professional Skills	Decision Making
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Make decisions safely and appropriately</p>
	Plan and Organize
	<p>The user/individual on the job needs to know and understand how to :</p> <p>SB2. Plan and organise activities required to prepare work area for scheduled procedures</p>
	Customer Centricity
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. Maintain patient confidentiality</p> <p>SB4. Explain the prescription to patients calmly when they as</p>
	Problem Solving
	<p>The user/individual on the job needs to:</p> <p>SB5. Identify source of error and initiates corrective action</p>
	Analytical Thinking
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB6. Differentiate between the prescribed medicines and un-prescribed medicines</p>
Critical Thinking	
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. Analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently</p>

HSS/N5404

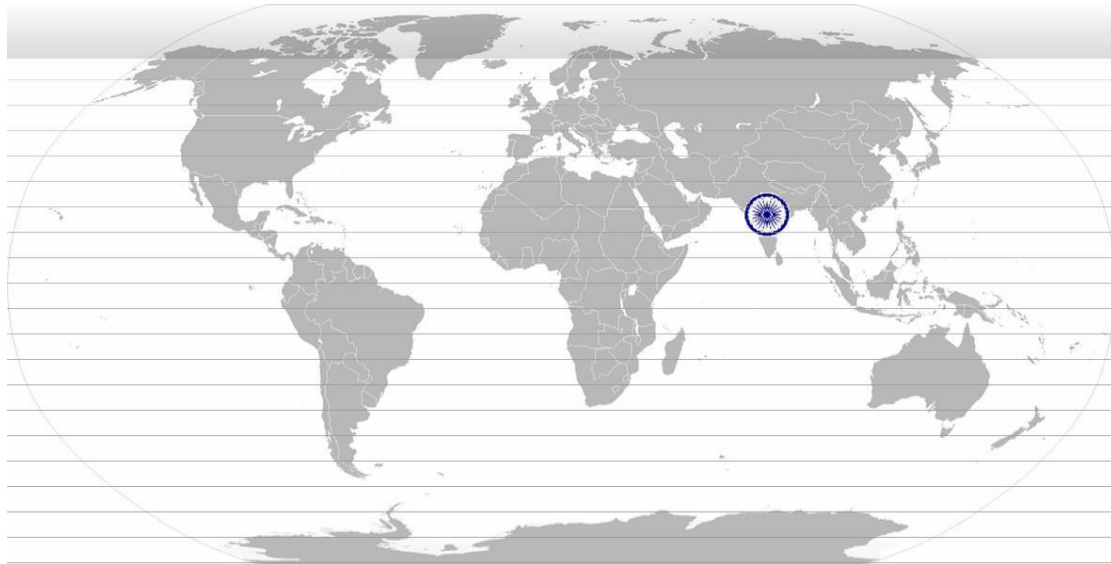
Manage and maintain the drugs supply and order

HSS/N5404

Manage and maintain the drugs supply and order

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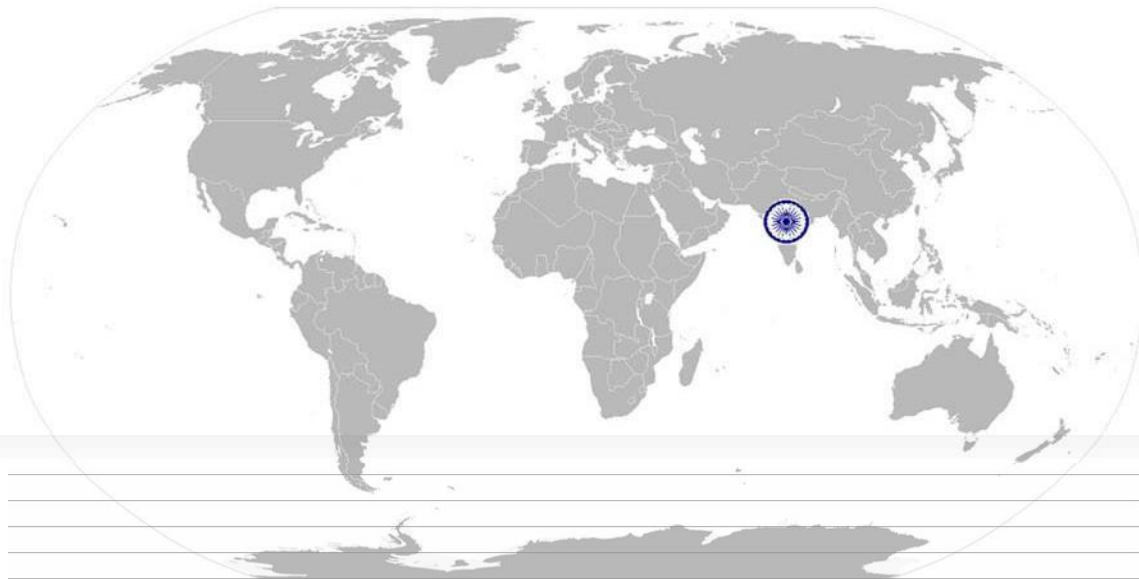
NOS Code	HSS/N5404		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	19/07/13
Occupation	Pharmacy Assistant	Next review date	19/12/16



HSS/N5405

Maintain proper storage and security condition for drugs

National Occupational Standard



Overview

This Occupational Standard describes the knowledge, understanding and skills required of a Pharmacy Assistant to maintain proper storage and security conditions for drugs.

HSS/N5405

Maintain proper storage and security condition for drugs

National Occupational Standard

Unit Code	HSS/N5405
Unit Title (Task)	Maintain proper storage and security condition for drugs
Description	This OS unit is about the Pharmacy Assistant maintaining proper and safe storage condition for drugs
Scope	This unit/task covers the following: <ul style="list-style-type: none"> Maintaining proper and safe storage condition under the guidance of registered pharmacist
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Maintaining proper and safe storage condition under the guidance of registered Pharmacist	To be competent, the user/individual on the job must be able to: PC1. Identify pharmaceuticals, durable and non-durable medical equipment, devices, and supplies (including hazardous substances and investigational products) to be ordered PC2. Remove from inventory expired/discontinued/slow moving/overstocked pharmaceuticals, durable and nondurable medical equipment, devices, and supplies PC3. Perform required inventories and maintain associated records PC4. Ensure proper and safe storage
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company/ organization and its processes)	The user/individual on the job needs to know and understand: KA1. Relevant legislation, standards, policies, and procedures followed by the provider KA2. The importance of maintaining confidentiality of the patient information KA3. How to dress appropriately as per the guidelines of the healthcare provider KA4. How to follow established protocols as defined in policy and procedure manuals KA5. Use effective communication skills and follow applicable policies and procedures when receiving and transcribing verbal prescriptions KA6. Follow the guidelines of Drugs and cosmetic act and Pharmacy act
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. How to maintain proper storage and inventory for medicines KB2. How to maintain proper storage conditions KB3. How to maintain temperature of storage place KB4. How to limit the overstocking of inventory KB5. How to remove the expired medicines
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. Write clearly and concisely SA2. Use effective written communication protocols
	Reading Skills
	The user/individual on the job needs to: SA3. Read and understand information and clinical notes presented in writing SA4. Read and understand the acts and policies SA5. Read the electronic request for required medicines

HSS/N5405

Maintain proper storage and security condition for drugs

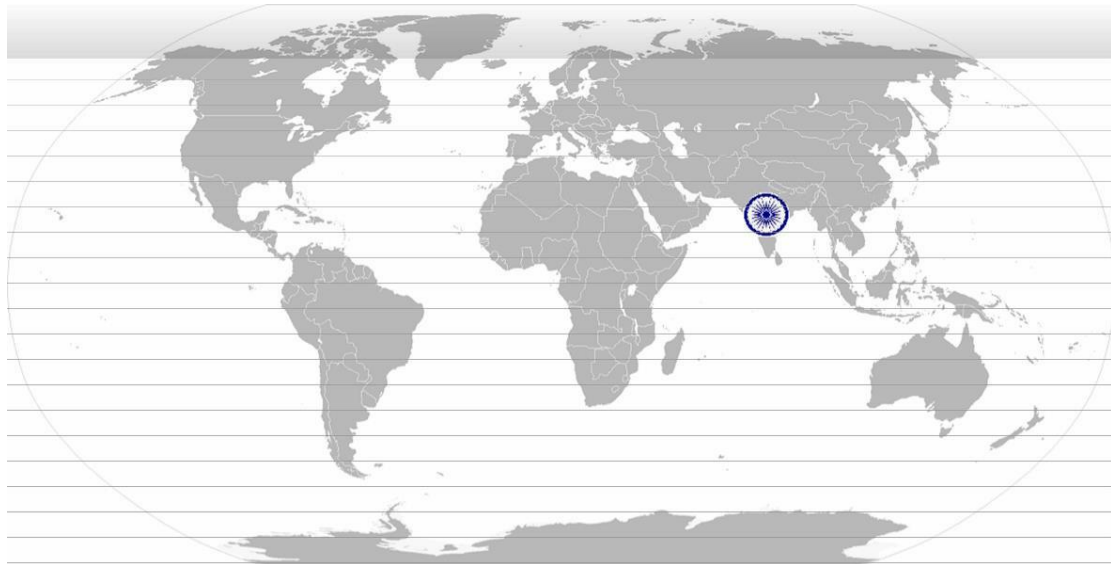
	<p>Oral Communication (Listening and Speaking skills)</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA6. Practice effective communication with colleagues and other health professionals while maintaining a professional attitude</p> <p>SA7. Pronounce technical terms correctly</p> <p>SA8. Use listening skills effectively in performing job functions</p> <p>SA9. Use effective protocols for communicating with patients who are non-English speakers or who are impaired (e.g. blind, deaf, cognitively impaired, illiterate)</p>
<p>B. Professional Skills</p>	<p>Decision Making</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Make decisions safely and appropriately</p>
	<p>Plan and Organize</p>
	<p>The user/individual on the job needs to know and understand how to :</p> <p>SB2. Plan and organise activities required to prepare work area for scheduled procedures</p>
	<p>Customer Centricity</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. Maintain patient confidentiality</p> <p>SB4. Explain the prescription to patients calmly when they as</p>
	<p>Problem Solving</p>
	<p>The user/individual on the job needs to:</p> <p>SB5. Identify source of error and initiates corrective action</p>
	<p>Analytical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB6. Differentiate between the prescribed medicines and un-prescribed medicines</p>
	<p>Critical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. Analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently</p>

HSS/N5405

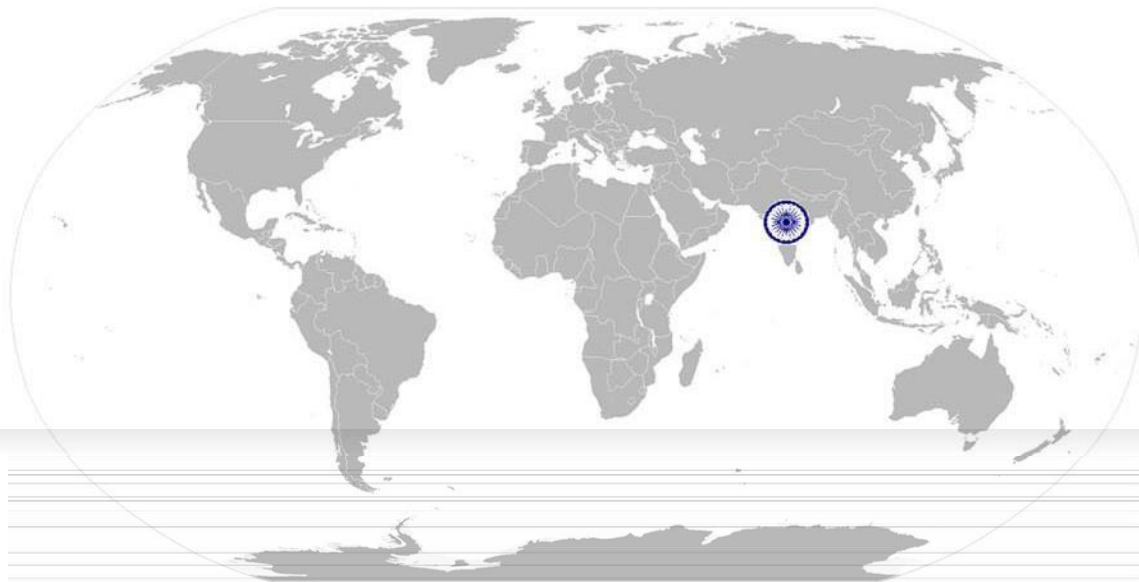
Maintain proper storage and security condition for drugs

NOS Version Control

NOS Code	HSS/N5405		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	19/07/13
Occupation	Pharmacy Assistant	Next review date	19/12/16



National Occupational Standard



Overview

This Occupational Standard describes the knowledge, understanding, skills required of an Allied Health Professional to recognise the boundaries of the role and responsibilities and working within the level of competence in accordance with legislation, protocols and guidelines.

HSS/N9603

Act within the limits of one's competence and authority

National Occupational Standard

Unit Code	HSS/N9603
Unit Title	Act within the limits of one's competence and authority
Description	<p>This OS unit is about recognizing the boundaries of the role and responsibilities and working within the level of competence in accordance with legislation, protocols and guidelines</p> <p>This is applicable to all Allied Health Professionals working in an organised, regulated environment</p>
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Acting within the limit of one's competence and authority; <ul style="list-style-type: none"> ○ Knowing one's job role ○ Knowing one's job responsibility ○ Recognizing the job role and responsibilities of co workers <p>Reference: 'This National Occupational Standard is from the UK Skills for Health suite [SFHGEN63, Act within the limits of your competence and authority] It has been tailored to apply to healthcare in India and has been reproduced with their Permission'.</p>
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Adhere to legislation, protocols and guidelines relevant to one's role and field of practice</p> <p>PC2. Work within organisational systems and requirements as appropriate to one's role</p> <p>PC3. Recognise the boundary of one's role and responsibility and seek supervision when situations are beyond one's competence and authority</p> <p>PC4. Maintain competence within one's role and field of practice</p> <p>PC5. Use relevant research based protocols and guidelines as evidence to inform one's practice</p> <p>PC6. Promote and demonstrate good practice as an individual and as a team member at all times</p> <p>PC7. Identify and manage potential and actual risks to the quality and safety of practice</p> <p>PC8. Evaluate and reflect on the quality of one's work and make continuing improvements</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company/ organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. The relevant legislation, standards, policies, and procedures followed in the organization</p> <p>KA2. The medical procedures and functioning of required medical equipment</p> <p>KA3. Role and importance of assisting other healthcare providers in delivering care</p>

HSS/N9603

Act within the limits of one's competence and authority

<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. The boundaries of one's role and responsibilities and other team members KB2. The reasons for working within the limits of one's competence and authority KB3. The importance of personally promoting and demonstrating good practice KB4. The legislation, protocols and guidelines effecting one's work KB5. The organisational systems and requirements relevant to one's role KB6. The sources of information that can be accessed to maintain an awareness of research and developments in one's area of work KB7. The difference between direct and indirect supervision and autonomous practice, and which combination is most applicable in different circumstances KB8. The risks to quality and safety arising from:</p> <ul style="list-style-type: none"> ○ Working outside the boundaries of competence and authority ○ Not keeping up to date with best practice ○ Poor communication ○ Insufficient support ○ Lack of resources <p>KB9. The importance of individual or team compliance with legislation, protocols, and guidelines and organisational systems and requirements KB10. How to Report and minimise risks KB11. The principle of meeting the organisation's needs, and how this should enable one to recognise one's own limitations and when one should seek support from others KB12. The processes by which improvements to protocols/guidelines and organisational systems/requirements should be reported KB13. The procedure for accessing training, learning and development needs for oneself and/or others within one's organisation KB14. The actions that can be taken to ensure a current, clear and accurate understanding of roles and responsibilities is maintained, and how this affects the way one work as an individual or part of a team</p>
<p>Skills (S)</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Document reports, task lists, and schedules SA2. Prepare status and progress reports SA3. Record daily activities SA4. Update other co-workers</p> <p>Reading Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. Read about changes in legislations and organizational policies SA6. Keep updated with the latest knowledge</p>
<p>Oral Communication (Listening and Speaking skills)</p>	

HSS/N9603

Act within the limits of one's competence and authority

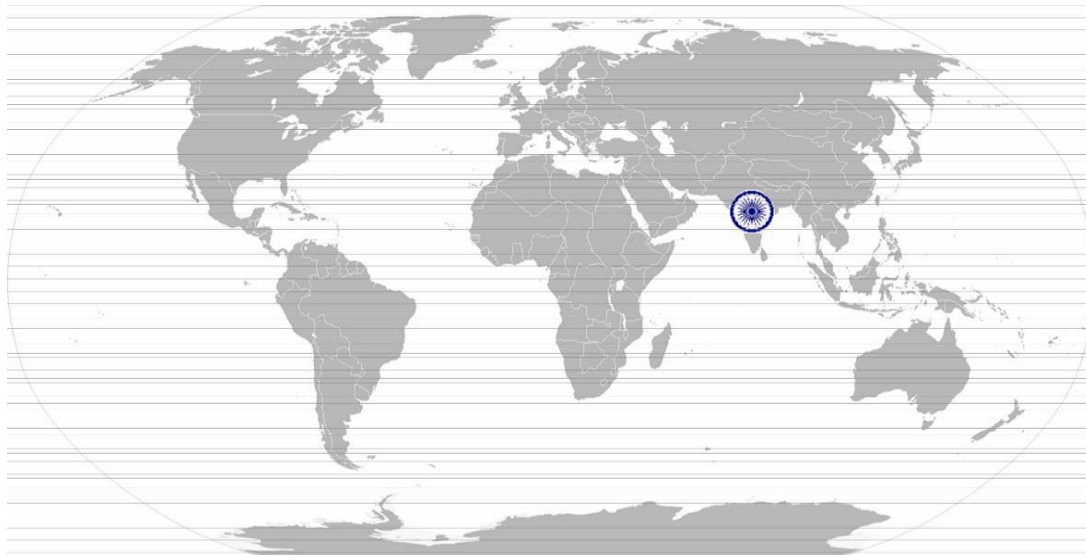
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA7. Discuss task lists, schedules, and work-loads with co-workers</p> <p>SA8. Give clear instructions to patients and co-workers</p> <p>SA9. Keep patient informed about progress</p> <p>SA10. Avoid using jargon, slang or acronyms when communicating with a patient</p>
B. Professional Skills	Decision Making
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Make decisions pertaining to the concerned area of work in relation to job role</p>
	Plan and Organize
	Not applicable
	Customer Centricity
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. Communicate effectively with patients and their family, physicians, and other members of the health care team</p> <p>SB3. Be responsive and listen empathetically to establish rapport in a way that promotes openness on issues of concern</p> <p>SB4. Be sensitive to potential cultural differences</p> <p>SB5. Maintain patient confidentiality</p> <p>SB6. Respect the rights of the patient(s)</p>
	Problem Solving
	Not applicable
	Analytical Thinking
	Not applicable
	Critical Thinking
	Not applicable

HSS/N9603

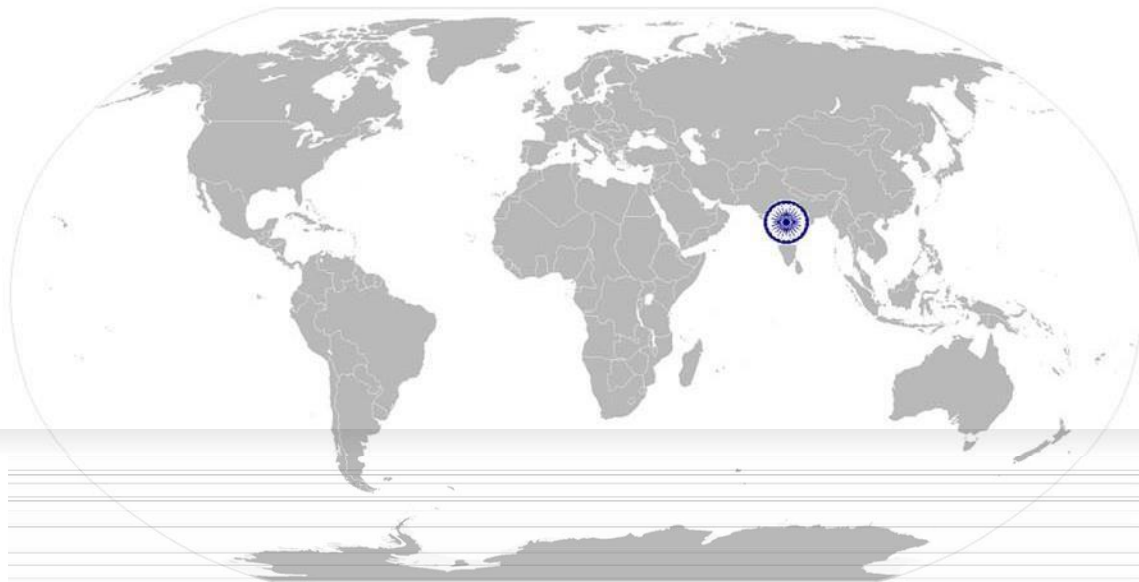
Act within the limits of one's competence and authority

NOS Version Control

NOS Code	HSS/N9603		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
IndustrySub-sector	Allied Health and Paramedics	Last reviewed on	24/07/13
Occupation		Next review date	24/12/16



National Occupational Standard



Overview

This Occupational Standard describes the knowledge, understanding, skills required of an Allied Health Professional to monitor the working environment, and making sure it meets health, safety and security requirements.

HSS/N9606

Maintain a safe, healthy, and secure working environment

National Occupational Standard

Unit Code	HSS/N9606
Unit Title	Maintain a safe, healthy, and secure working environment
Description	<p>This OS unit is about monitoring the working environment and ensuring a safe, healthy, secure and effective working conditions</p> <p>This OS unit applies to all Allied Health professionals working within an organised workplace</p>
Scope	<p>This unit covers the following:</p> <ul style="list-style-type: none"> Complying the health, safety and security requirements and procedures for Workplace Handling any hazardous situation with safely, competently and within the limits of authority Reporting any hazardous situation and breach in procedures to ensure a safe, healthy, secure working environment
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
	<p>To be competent, the user/ individual on the job must be able to:</p> <p>PC1. Identify individual responsibilities in relation to maintaining workplace health safety and security requirements</p> <p>PC2. Comply with health, safety and security procedures for the workplace</p> <p>PC3. Report any identified breaches in health, safety, and security procedures to the designated person</p> <p>PC4. Identify potential hazards and breaches of safe work practices</p> <p>PC5. Correct any hazards that individual can deal with safely, competently and within the limits of authority</p> <p>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</p> <p>PC7. Follow the organisation's emergency procedures promptly, calmly, and efficiently</p> <p>PC8. Identify and recommend opportunities for improving health, safety, and security to the designated person</p> <p>PC9. Complete any health and safety records legibly and accurately</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>To be competent, the user/ individual on the job needs to know and understand:</p> <p>KA1. The importance of health, safety, and security in the workplace</p> <p>KA2. The basic requirements of the health and safety and other legislations and regulations that apply to the workplace</p> <p>KA3. The person(s) responsible for maintaining healthy, safe, and secure workplace</p> <p>KA4. The relevant up-to-date information on health, safety, and security that applies to the workplace</p> <p>KA5. How to report the hazard</p> <p>KA6. The responsibilities of individual to maintain safe, healthy and secure workplace</p>

HSS/N9606

Maintain a safe, healthy, and secure working environment

<p>B. Technical Knowledge</p>	<p>To be competent, the user / individual on the job needs to know and understand:</p> <p>KB1. Requirements of health, safety and security in workplace</p> <p>KB2. How to create safety records and maintaining them</p> <p>KB3. The importance of being alert to health, safety, and security hazards in the work environment</p> <p>KB4. The common health, safety, and security hazards that affect people working in an administrative role</p> <p>KB5. How to identify health, safety, and security hazards</p> <p>KB6. The importance of warning others about hazards and how to do so until the hazard is dealt with</p>
<p>Skills(S)</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>WritingSkills</p> <p>To be competent, the user/ individual on the job needs to know and understand how to:</p> <p>SA1. Report and record incidents</p> <p>ReadingSkills</p> <p>To be competent, the user/ individual on the job needs to know and understand how to:</p> <p>SA2. Read and understand company policies and procedures</p>
	<p>Oral Communication (Listening and Speaking skills)</p> <p>To be competent, the user/ individual on the job needs to know and understand how to:</p> <p>SA3. Clearly report hazards and incidents with the appropriate level of urgency</p>
<p>B. Professional Skills</p>	<p>Decision Making</p> <p>To be competent, the user/ individual on the job needs to know and understand how to:</p> <p>SB1. Make decisions pertaining to the area of work</p> <p>Plan and Organize</p> <p>To be competent, the user / individual on the job needs to know and understand how to:</p> <p>SB2. Plan for safety of the work environment</p> <p>Customer Centricity</p> <p>To be competent, the user / individual on the job needs to know and understand:</p> <p>SB3. Communicate effectively with patients and their family, physicians, and other members of the health care team</p> <p>SB4. Be capable of being responsive, listen empathetically to establish rapport in a way that promotes openness on issues of concern</p> <p>Problem Solving</p> <p>To be competent, the user/ individual on the job needs to know and understand how to:</p> <p>SB8. Identify hazards, evaluate possible solutions and suggest effective solutions</p>

HSS/N9606

Maintain a safe, healthy, and secure working environment

	Analytical Thinking
	To be competent, the user needs to know and understand how to: SB9. Analyse the seriousness of hazards
	Critical Thinking
	To be competent, the user needs to know and understand how to: SB10. Analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently

NOS Version Control

NOS Code	HSS/N9606		
Credits (NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	24/07/13
Occupation		Next review date	24/12/16

CRITERIA FOR ASSESSMENT OF TRAINEES	
Job Role Pharmacy Assistant	
Qualification Pack HSS/Q5401	
Sector Skill Council Healthcare Sector Skill Council	
Guidelines for Assessment	
<ol style="list-style-type: none"> 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 	

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
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
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)	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

and authority)	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
	Total			50	23
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)					
Detailed Break Up of Marks			Theory		
Subject Domain					
National Occupational Standards	Assessment Criteria for the Assessable Outcomes	Total Marks (80)	Marks Allocation		

(NOS)			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 dispensing	PC1. Record prescription information in the patient profile or health record	16	2
	PC2. Verify entered prescription information against the original prescription		2
	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	20	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		
	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