







Model Curriculum

Pharmacy Assistant

SECTOR: Healthcare

SUB-SECTOR: Allied Health & Paramedics

OCCUPATION: Pharmacy Assistant

REF ID: HSS/Q5401, version 1.0

NSQF LEVEL: 4















Certificate

CURRICULUM COMPLIANCE TO QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the

HEALTHCARE SECTOR SKILL COUNCIL

for the

MODEL CURRICULUM

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

Date of Issuance:

October 31st, 2016

Valid up to:

October 30th , 2017

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

Authorised Signatory (Healthcare Sector Skill Council)









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Pharmacy Assistant

CURRICULUM / SYLLABUS

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

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 so	cience	
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		

Pharmacy Assistant 1









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.	fication Pack issued by "SSC: He	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 Code Introduction	 Basic understanding of Healthcare Service Providers (primary, secondary & tertiary) Basic 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 Code Introduction	 Identify and recognize the various types of pharmacy practice areas. Understand the functioning of major branches of practice areas i.e.: Community pharmacy 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 Code 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: Solid drugs: tablets, pills, plaster, capsule, granules, caplet, gelcap, powder, lozenges. Semi- solid drugs: suppository, ointment, creams, gels. Liquid drugs: syrups, solution, elixir, tincture, fluid extract, liniment, emulsion, mixtures and suspensions, aromatic water. Gaseous drugs; various 	e- modules, books, training materials, samples of various drug dosage forms, charts









Sr. No.	Module	Key Learning Outcomes	Equipment Required
		anesthetic drugs and compressed gases.	
5	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
6	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
7	Introduction to terminology and equipments related to pharmacy Theory duration (hh:mm) 02:00 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		
8	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
9	Basics of pharmacology Theory duration (hh:mm) 08:00 Practical Duration (hh:mm) 02:00 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.
10	Classification of Drugs Theory duration (hh:mm) 08:00 Practical Duration (hh:mm) 02:00 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: based on chemical nature based on source based on target organ based on therapeutic use based on physiological system based on physical effects 	e- Modules and sample of various drugs for all types of drug classifications, sample drug labels
11	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 	
12	Prescription Reading Theory duration (hh:mm) 08:00 Practical Duration (hh:mm) 02:00 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.
13	Dispensing of prescription Theory duration (hh:mm) 12:00 Practical Duration (hh:mm) 08:00 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 	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 	
14	Records and Documentation Theory duration (hh:mm) 09:00 Practical Duration (hh:mm) 04:00 Corresponding NOS Code 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
15	Managing and maintaining drug supply Theory duration (hh:mm) 08:00 Practical Duration (hh:mm) 04:00 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. 	
16	Inventory Management Theory duration (hh:mm) 08:00 Practical Duration (hh:mm) 04:00 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
17	Basics of accounts management Theory duration (hh:mm) 05:00 Practical Duration (hh:mm) 03:00 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
18	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
	03:00 Practical Duration (hh:mm) 03:00 Corresponding NOS Code HSS/N5404	Discuss dispensing process of high alert drugs	
19	Medicine and Equipment storage Theory duration (hh:mm) 06:00 Practical Duration (hh:mm) 04:00 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 .
20	Handling of Hazardous Substances Theory duration (hh:mm) 06:00 Practical Duration (hh:mm) 04:00 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) 01:00 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) 02:00 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
21	Emergency Medical Response Theory duration (hh:mm) 04:00 Practical Duration (hh:mm) 06:00 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
22	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
	02:00 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.
23	Soft Skills and Communication Theory duration (hh:mm) 05:00 Practical Duration (hh:mm) 05:00 Corresponding NOS Code HSS/N 9601, 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 Dejection handling 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 	
24	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
	Theory Duration (hh:mm) 130:00 Practical Duration (hh:mm) 70:00	Unique Equipment Required: Mock Drug-store & dispensary environment equipmedicines with their trade names alphabetically medicines, Schedule H medicines, Restricted medicines, Schedule H medicines, Restricted H medicines, Schedule H medicines, Restricted H medici	A to Z, OTC dicines, Racks and dicines, Cotton, Thermometer, a care products, gnancy test kit, ng tests, Walking old- chain, Sample of lage: (small, medium, foramycin Ointment, ety tools such as wheel cotton, bandages, ecords, Emergency tizers, PPE, Hand nan Skeleton, Register Order, Register for for store keeping and tation, samples of er, internet access, e- amples of Hazardous eves, eye- wear, etc.; ir registers and balance









Sr. No.	Module	Key Learning Outcomes	Equipment Required
		Others: Flash cards, e- modules, flannel board, cl materials	harts, Training
	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 <u>Healthcare sector skill council</u>)









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	Aptitude for conducting training, and pre/ post work to ensure competent,			
	Attributes	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	M. pharma with one year of experience, B. Pharma. with two years of experience			
	Educational	Or Diploma in Pharmacy with three years of experience			
	Qualifications				
4a	Domain	Certified for Job Role: "Pharmacy Assistant" mapped to QP: "HSS/ Q 5401,			
	Certification	version 1.0. Minimum accepted score is 80%			
4b	Platform	Recommended that the Trainer is certified for the Job Role: "Trainer", mapped to			
	Certification	the Qualification Pack: "SSC/Q1402". Minimum accepted % 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

Job Role	Pharmacy Assistant
Qualification Pack	
<u>Code</u>	HSS/ Q 5401
Sector Skill Council	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	2)			
			Marks	Allotted	
	Grand Total-1 (Subject Domain)			400	
Gra	and Total-2 (Soft Skills and Communication)		:	100	
	Grand Total-(Skills Practical and Viva)		į	500	
	Passing Marks (80% of Max. Marks)			400	
	Theory (20% weightage)				
			Marks	Allotted	
	Grand Total-1 (Subject Domain)			80	
Gra	and Total-2 (Soft Skills and Communication)				
	Grand Total-(Theory)			20	
	Passing Marks (50% of Max. Marks)		:	100 50	
Gra	and Total-(Skills Practical and Viva + Theory)		(500	
	Final Result	and pra in ar	ctical in	nss in both ndividuall of them, ate is fail	ly. If fail then
	Detailed Break Up of Marks	Sk	ills Pra	ctical & V	iva
	Subject Domain		•	OS each o	
Assessable		Total	Total Marks (400) Out		rks ation
Outcomes	Assessment Criteria for the Assessable Outcomes			Viva	Skills Practi cal
HSS / N 5401: Receive prescription	PC1. Read the prescription carefully		40	20	20
and assist pharmacist in verifying that	PC2. Assist pharmacist to maintain patient confidentiality when receiving verbal, electronic or transferred prescription	200	30	20	10
information is complete	PC ₃ . 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
	PC ₅ . 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	PC1. Record prescription information in the patient profile or health record		20	0	20
correct medicines for	PC2. Verify entered prescription information against the original prescription		10	5	5
dispensing	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
	PC ₅ . 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	200	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	PC1. Ensure confidentiality when gathering, using or providing patient information		50	30	20
patient profile, including lists of medications taken by individual patients	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	200	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:	PC1. How to identify the re-order level and send request		30	10	20
Manage and maintain the	PC2. How to maintain inventory to maximise safe and				
drugs supply	efficient drug distribution PC3. How to set order limits and calculate replenishment		20	5	15
and order	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	200	20	10	10
	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
			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	PC1. Identify pharmaceuticals, durable and non-durable medical equipment, devices, and supplies (including hazardous substances and investigational products) to be ordered		50	10	40
security	200.000	200	ی ا	10	40
condition for drugs	PC2. Remove from inventory expired/discontinued/slow moving/overstocked pharmaceuticals, durable and nondurable medical equipment, devices, and supplies		50	20	30









	PC ₃ . 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	rando from subjec	mly an part 2 ct dom	eld from p d pick on as per NO ain picked arks total	e field DS of d each
					rks
Assessable Outcomes	Assessment Criteria for the Assessable Outcomes	Total Marks (100)	Out Of	Viva	obser vation / Role Play
Part 1 (Pick one	e field randomly carrying 50 marks)				
1. Attitude					
HSS/ N 9603 (Act within the limits of	PC1. Adhere to legislation, protocols and guidelines relevant to one's role and field of practice		5	3	2
one's competence	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	50	5	0	5
	PC5. Use relevant research based protocols and guidelines as evidence to inform one's practice	5 5	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	PC1. Identify individual responsibilities in relation to maintaining workplace health safety and security requirements		5	3	2
working environment	PC2. Comply with health, safety and security procedures for the workplace	50	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
		T	50	24	26
	Attitude Total	100			
Gı	rand Total-2 (Soft Skills and Comunication)		1	100	
	Detailed Break Up of Marks		Th	eory	
	Subject Domain				
National Occupational Standards (NOS)	Assessment Criteria for the Assessable Outcomes	Total Marks (80)	Marks Allocation Theory		on
HSS / N 5401: Receive prescription	PC1. Read the prescription carefully PC2. Assist pharmacist to maintain patient			2	
and assist pharmacist in	confidentiality when receiving verbal, electronic or transferred prescription		5		
verifying that information is complete	PC ₃ . Assist pharmacist in reviewing prescriptions to confirm that they are complete, authentic and meet all current laws, regulations and policies	20	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	PC1. Record prescription information in the patient profile or health record			2	
select the correct medicines for	PC2. Verify entered prescription information against the original prescription	16		2	









dispensing			
i spa a g	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		О
	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
	PCg. 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	PC1. Ensure confidentiality when gathering, using or providing patient information		4
profile, including lists of medications taken by individual patients	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	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
	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
HSS/ N 5404: Manage and	PC5. How to identify and minimise risks associated with look-alike and sound alike products		3
maintain the drugs supply and order	PC6. How to acquire, receive, verify and store stock and supplies and identify, investigate and resolve or report any discrepancies	20	2
	PC7. How to support safe and effective drug distribution through workflow management, organising their roles and responsibilities to allow the priority to be on patient care and to minimize diversion and dispensing errors		4
	PC8. Schedule and perform routine equipment maintenance		2
	PC9. How to organise, file and store documents according to legal requirements and in a manner in which they can be retrieved readily		2
HSS / N 5405: Maintain	Total		20
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		4
ulogs	PC2. Remove from inventory expired/discontinued/slow moving/overstocked pharmaceuticals, durable and nondurable medical equipment, devices, and supplies	12	4
	PC3. Perform required inventories and maintain associated records		2
	PC4. Ensure proper and safe storage		2
	Grand Total-1 (Subject Domain)	80	
	. , ,	50	









Soft Skills and Communication		Select each part each carryin 10 marks totalling 20		
National Occupational Standards (NOS)	Assessment Criteria for the Assessable Outcomes	Total Marks (20)	Marks Allocation Theory	
Part 1 (Pick one	e field randomly carrying 50 marks)			
1. Attitude				
HSS/ N 9603 (Act within the limits of	PC1. Adhere to legislation, protocols and guidelines relevant to one's role and field of practice			
one's competence	PC2. Work within organisational systems and requirements as appropriate to one's role			
and authority)	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	10	10	
	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,	PC1. Identify individual responsibilities in relation to maintaining workplace health safety and security requirements			
and secure working environment	PC2. Comply with health, safety and security procedures for the workplace			
	PC ₃ . Report any identified breaches in health, safety, and security procedures to the designated person			
	PC4. Identify potential hazards and breaches of safe work practices	10	10	
	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		
PCg. 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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