

## 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 technicians 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 technicians 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 technicians 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 Technician        |                  |            |
|             | 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 Technician        | Next review date | 22/12/2016 |
|             | NSQC Clearance on        | 18/06/2015                 |                  |            |

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

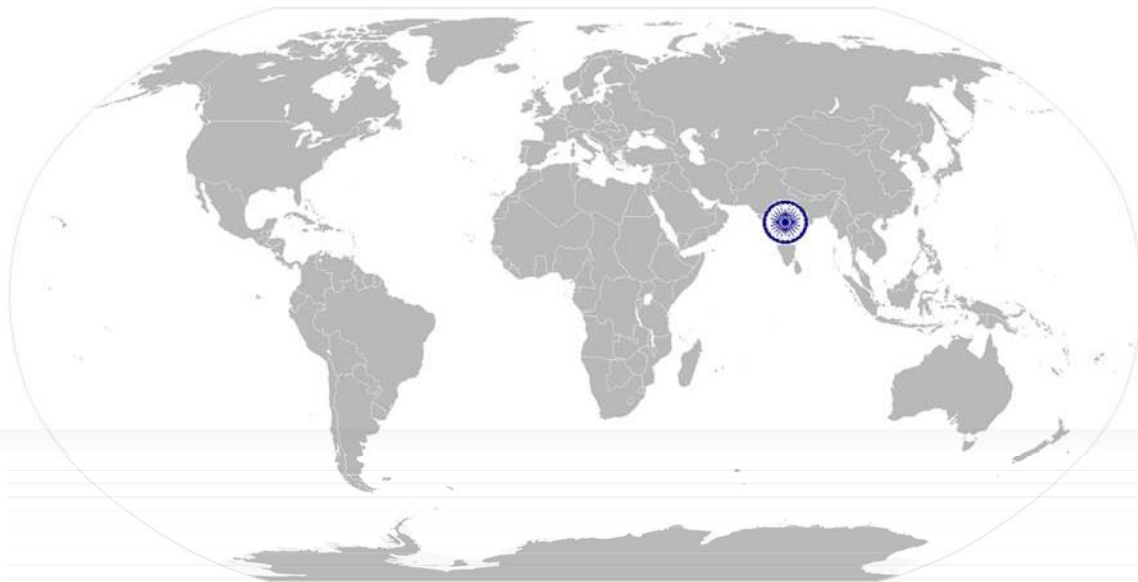
|       |   |
|-------|---|
| Scope | Scope is the set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on the quality of performance required. |
|-------|---|

|                        |   |
|------------------------|---|
| 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.   |
| <b>Keywords /Terms</b> | <b>Description</b>  |
| 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

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# 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

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



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

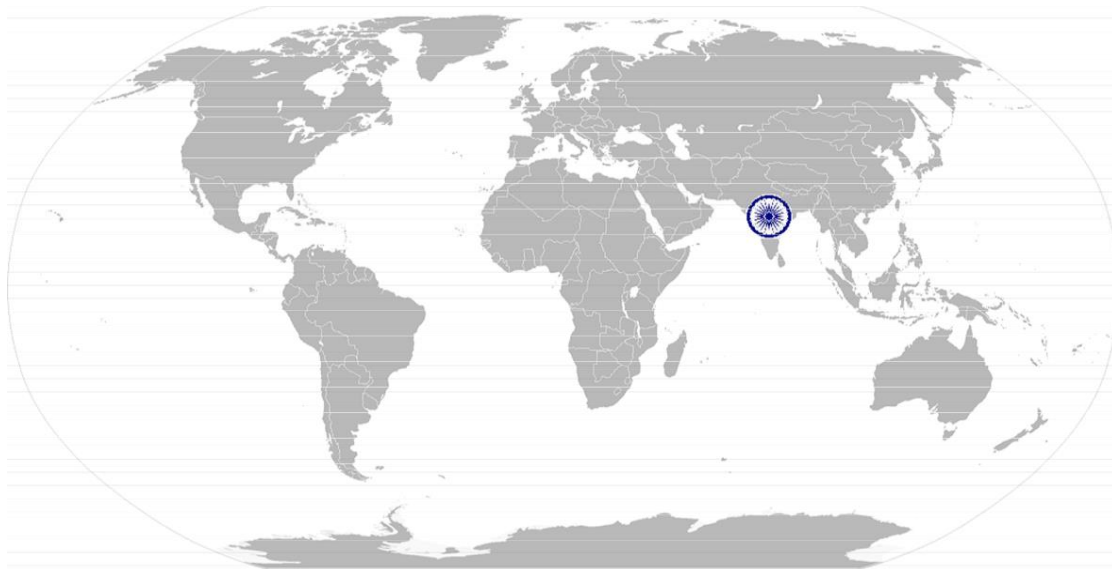
|                               |   |
|-------------------------------|---|
|                               | <p>The user/ individual on the job needs to know and understand how to:<br/>SA1. Write clearly and concisely<br/>SA2. Use effective written communication protocols</p>   |
|                 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



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

## NOS Version Control

| 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 |

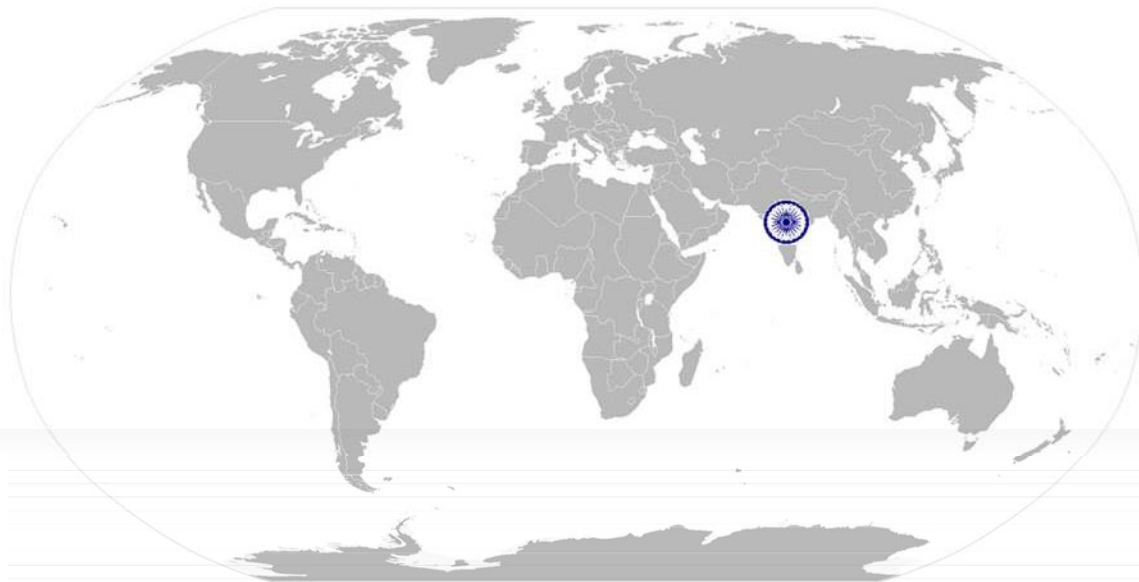


HSS/N5402

Record and select the correct medicines for dispensing

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# 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

|   |   |
|---|---|
| <b>Unit Code</b>  | HSS/N5402   |
| <b>Unit Title</b>   | <b>Record and select the correct medicines for dispensing</b>   |
| <b>(Task)</b>   |   |
| <b>Description</b>  | This OS unit is about the Pharmacy Assistant selecting the correct medicines for dispensing under the guidance of registered pharmacist.  |
| <b>Scope</b>  | This unit/task covers the following: <ul style="list-style-type: none"> <li>Reviewing the prescription</li> </ul> Assist registered pharmacist in selecting and despatching the correct medicines   |
| <b>Performance Criteria(PC) w.r.t. the Scope</b>  |   |
| <b>Element</b>  | <b>Performance Criteria</b>   |
|   | <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> |
| <b>Knowledge and Understanding (K)</b>  |   |
| <b>A. Organizational Context</b><br>(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>B. Technical Knowledge</b></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"> <li>1 Changes in the drug, dosage, directions for use, patient profile or health status of the patient</li> <li>1 Potential duplications in prescriptions</li> <li>1 Potential adherence problems</li> </ul> <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"> <li>1 The calculations have been performed correctly</li> <li>1 The proper amount of the drug is provided</li> <li>1 The drug is not expired and will not expire within the duration of use</li> <li>1 The labeling is accurate including the patient, prescriber and drug name, quantity, directions for use</li> </ul> <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><b>Skills (S)</b></p>                     |  |
| <p><b>A. Core Skills/ Generic Skills</b></p> | <p><b>Writing Skills</b></p> <p>The user/ individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> <li>SA1. Write clearly and concisely</li> <li>SA2. Use effective written communication protocols</li> </ul> <p><b>Reading Skills</b></p> <p>The user/individual on the job needs to:</p> <ul style="list-style-type: none"> <li>SA3. Read and understand information and clinical notes presented in writing</li> <li>SA4. How to read and understand the acts and policies</li> <li>SA5. How to read the electronic request for required medicines</li> </ul>   |
|  | <p><b>Oral Communication (Listening and Speaking skills)</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> <li>SA6. Practice effective communication with colleagues and other health professionals while maintaining a professional attitude</li> <li>SA7. Pronounce technical terms correctly</li> <li>SA8. Use listening skills effectively in performing job functions</li> <li>SA9. Use effective protocols for communicating with patients who are non-English speakers or who are impaired (e.g. blind, deaf, cognitively impaired, illiterate)</li> </ul>  |
| <p><b>B. Professional Skills</b></p>         | <p><b>Decision Making</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> <li>SB1. Make decisions safely and appropriately</li> </ul> <p><b>Plan and Organize</b></p>  |

HSS/N5402

**Record and select the correct medicines for dispensing**

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

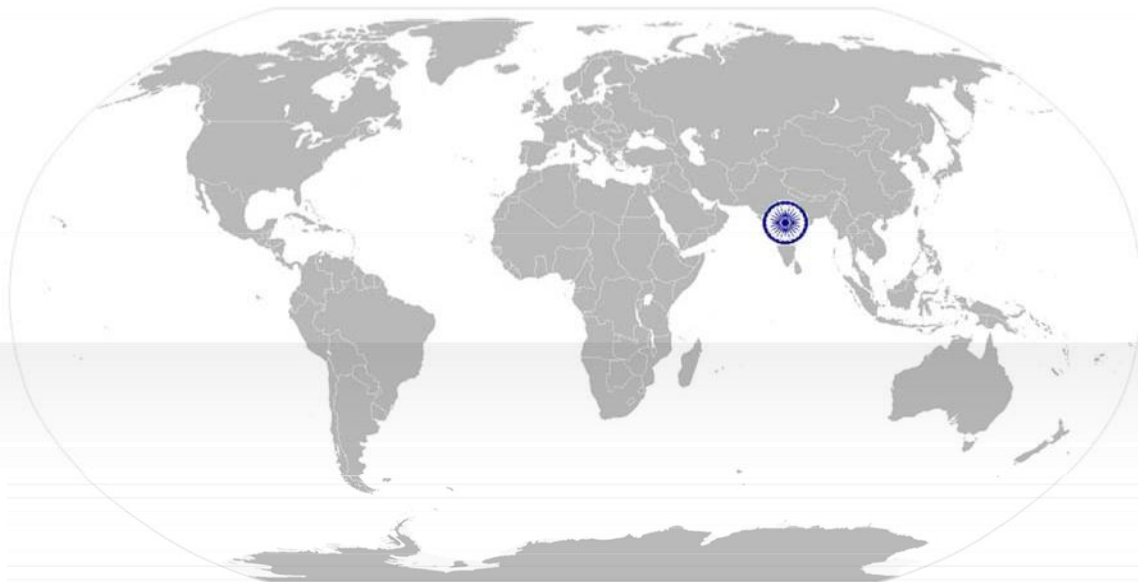
**NOS Version Control**

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

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

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# 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

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



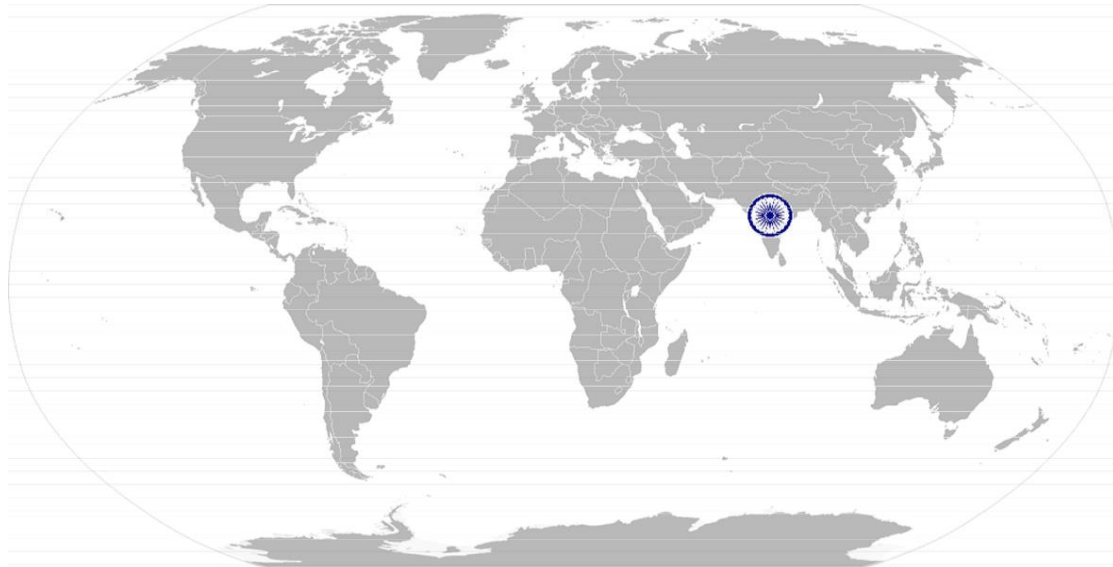
**HSS/N5403 Establish or maintain patient profile, including lists of medications taken by individual patients**

|                               |  |
|-------------------------------|--|
|                               | SA5. How to read the electronic request for required medicines   |
|                               | <b>Oral Communication (Listening and Speaking skills)</b>  |
|                               | The user/individual on the job needs to know and understand how to:<br>SA6. Practice effective communication with colleagues and other health professionals while maintaining a professional attitude<br>SA7. Pronounce technical terms correctly<br>SA8. Use listening skills effectively in performing job functions<br>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>B. Professional Skills</b> | <b>Decision Making</b>   |
|                               | The user/individual on the job needs to know and understand how to:<br>SB1. Make decisions safely and appropriately  |
|                               | <b>Plan and Organize</b>   |
|                               | The user/individual on the job needs to know and understand how to :<br>SB2. Plan and organise activities required to prepare work area for scheduled procedures   |
|                               | <b>Customer Centricity</b>   |
|                               | The user/individual on the job needs to know and understand how to:<br>SB3. Maintain patient confidentiality<br>SB4. Explain the prescription to patients calmly when they as  |
|                               | <b>Problem Solving</b>   |
|                               | The user/individual on the job needs to:<br>SB5. Identify source of error and initiates corrective action  |
|                               | <b>Analytical Thinking</b>   |
|                               | The user/individual on the job needs to know and understand how to:<br>SB6. Differentiate between the prescribed medicines and un-prescribed medicines   |
|                               | <b>Critical Thinking</b>   |
|                               | The user/individual on the job needs to know and understand how to:<br>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**

**NOS Version Control**

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

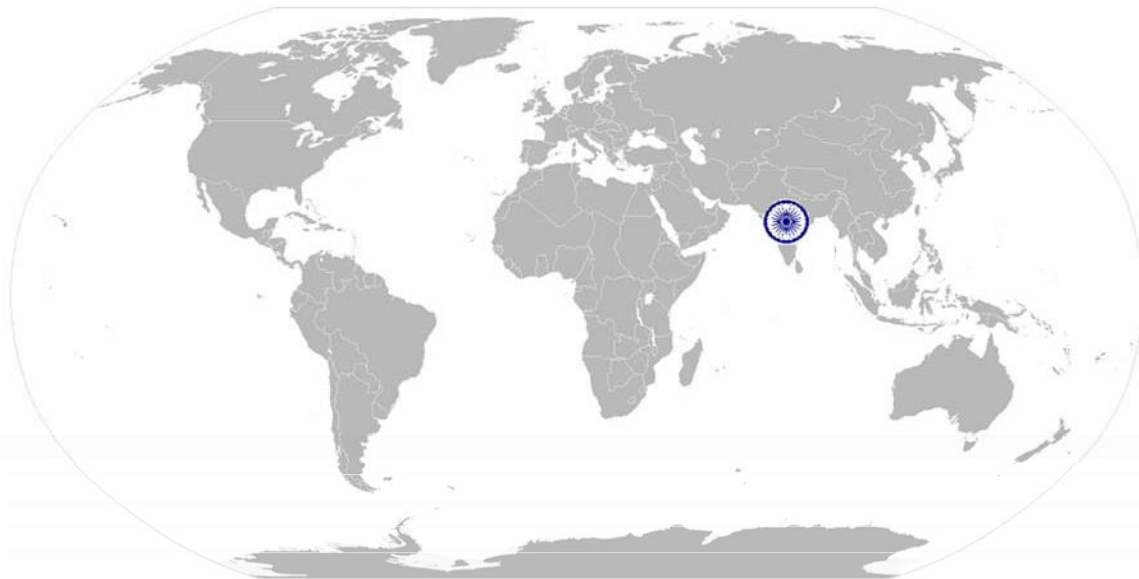


HSS/N5404

Manage and maintain the drugs supply and order

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# 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

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

HSS/N5404

Manage and maintain the drugs supply and order

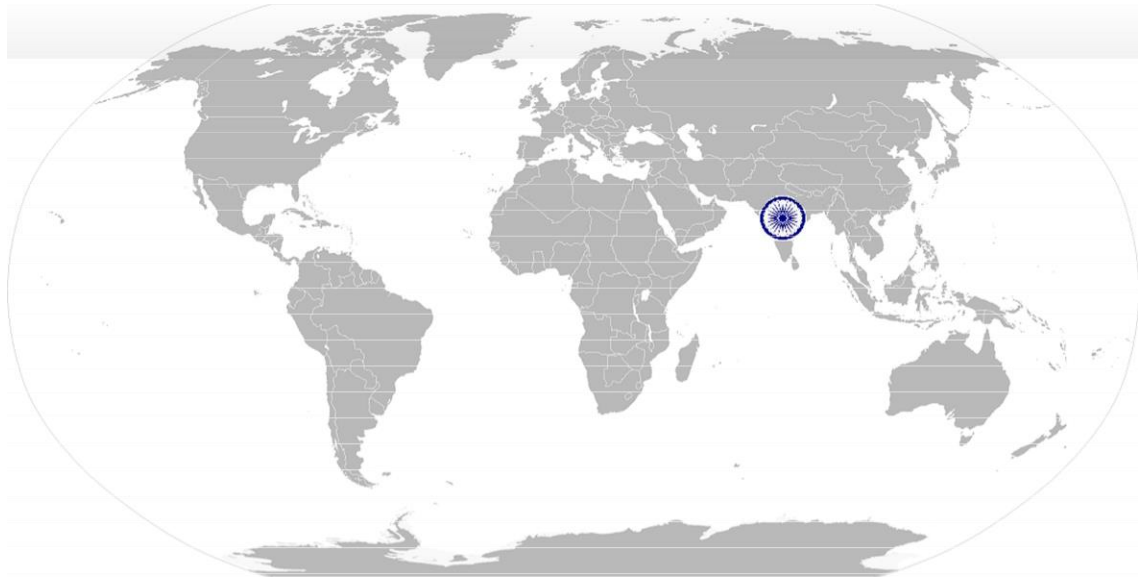
|  |   |
|--|---|
|  | <p>legislation</p> <p>KB4. How to maintain the cleanliness, functionality and integrity of compounding, packaging, dispensing and storage equipment</p>   |
| <b>Skills (S)</b>  |   |
| <b>A. Core Skills/<br/>Generic Skills</b>  | <b>Writing Skills</b>   |
|  | <p>The user/ individual 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>   |
|  | <b>Reading Skills</b>   |
|  | <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>  |
|  | <b>Oral Communication (Listening and Speaking skills)</b>   |
|  | <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>B. Professional Skills</b>  | <b>Decision Making</b>  |
|  | <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Make decisions safely and appropriately</p>  |
|  | <b>Plan and Organize</b>  |
|  | <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>   |
|  | <b>Customer Centricity</b>  |
|  | <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>  |
|  | <b>Problem Solving</b>  |
|  | <p>The user/individual on the job needs to:</p> <p>SB5. Identify source of error and initiates corrective action</p>  |
|  | <b>Analytical Thinking</b>  |
|  | <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>   |
| <b>Critical Thinking</b>   |   |
| <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

## NOS Version Control

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



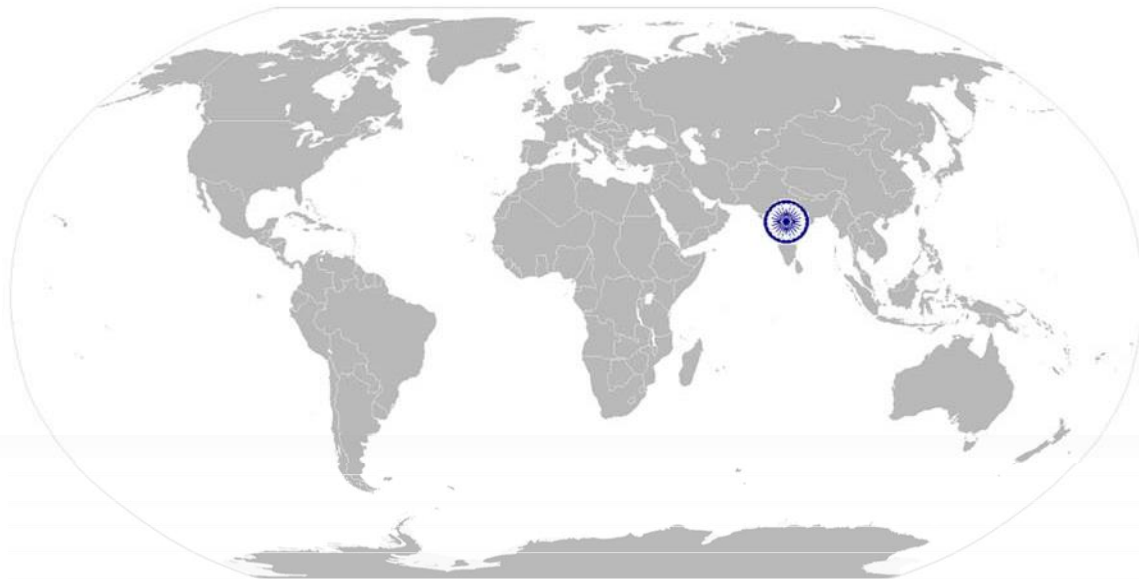


HSS/N5405

Maintain proper storage and security condition for drugs

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# 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

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

HSS/N5405

Maintain proper storage and security condition for drugs

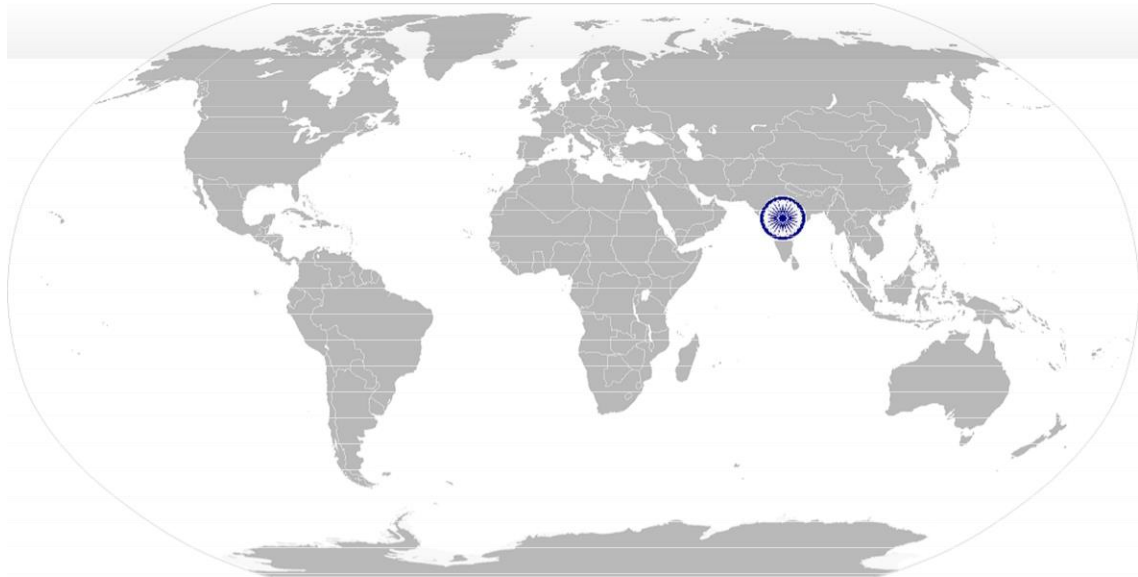
|   |  |
|---|--|
|   | <b>Oral Communication (Listening and Speaking skills)</b>  |
|   | The user/individual on the job needs to know and understand how to:<br>SA6. Practice effective communication with colleagues and other health professionals while maintaining a professional attitude<br>SA7. Pronounce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

HSS/N5405

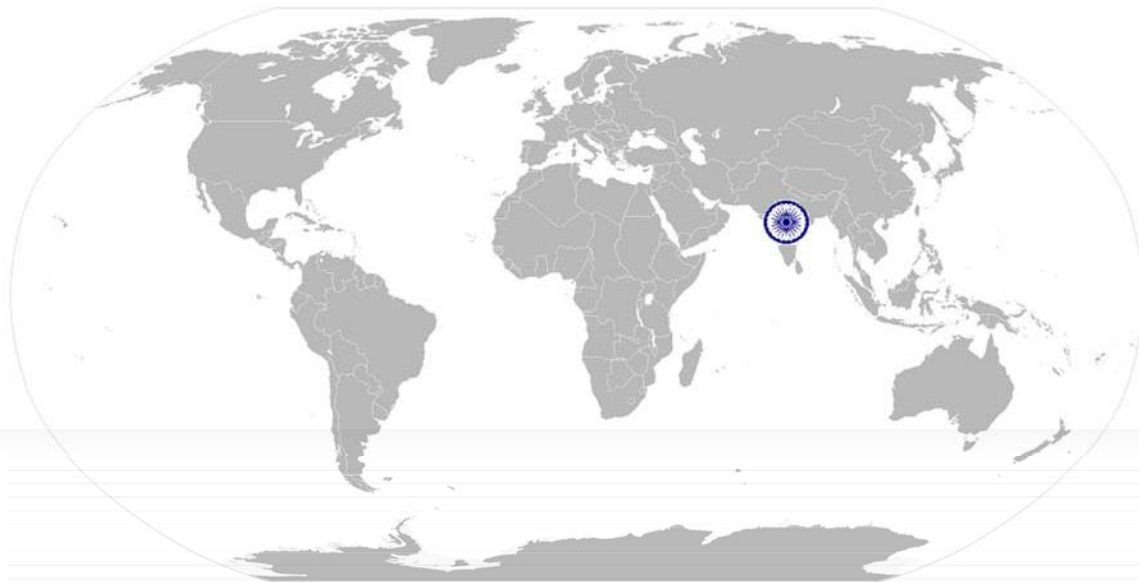
Maintain proper storage and security condition for drugs

## NOS Version Control

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



# 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

|   |   |
|---|---|
| <b>Unit Code</b>  | HSS/N9603   |
| <b>Unit Title</b>   | <b>Act within the limits of one's competence and authority</b>  |
| <b>Description</b>  | <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>  |
| <b>Scope</b>  | <p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Acting within the limit of one's competence and authority; <ul style="list-style-type: none"> <li>○ Knowing one's job role</li> <li>○ Knowing one's job responsibility</li> <li>○ Recognizing the job role and responsibilities of co workers</li> </ul> </li> </ul> <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>   |
| <b>Performance Criteria(PC) w.r.t. the Scope</b>  |   |
| <b>Element</b>  | <b>Performance Criteria</b>   |
|   | <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> |
| <b>Knowledge and Understanding (K)</b>  |   |
| <b>A. Organizational Context</b><br>(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

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



HSS/N9603

Act within the limits of one's competence and authority

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

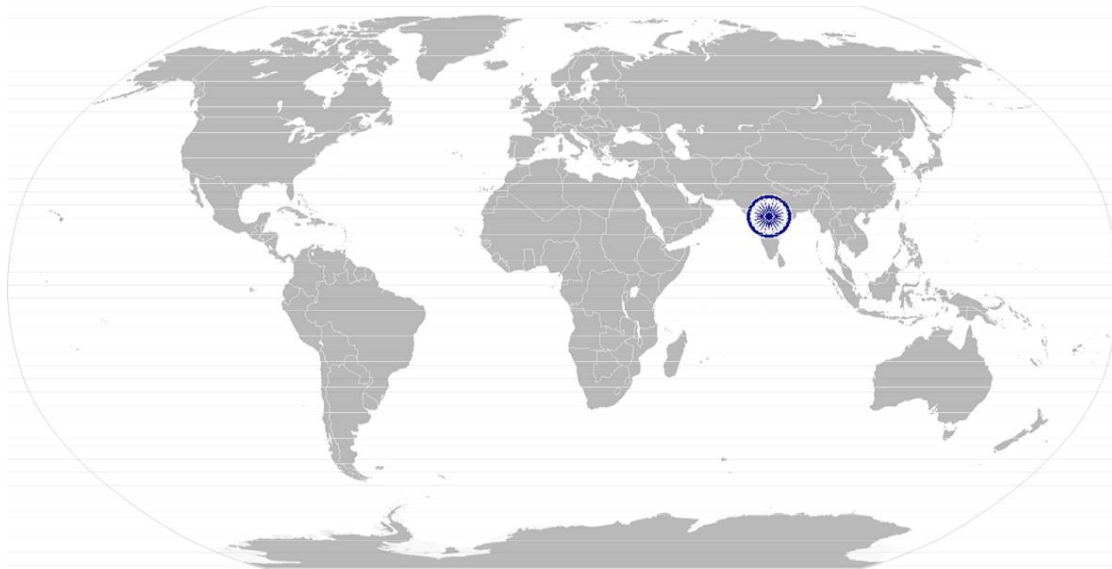


HSS/N9603

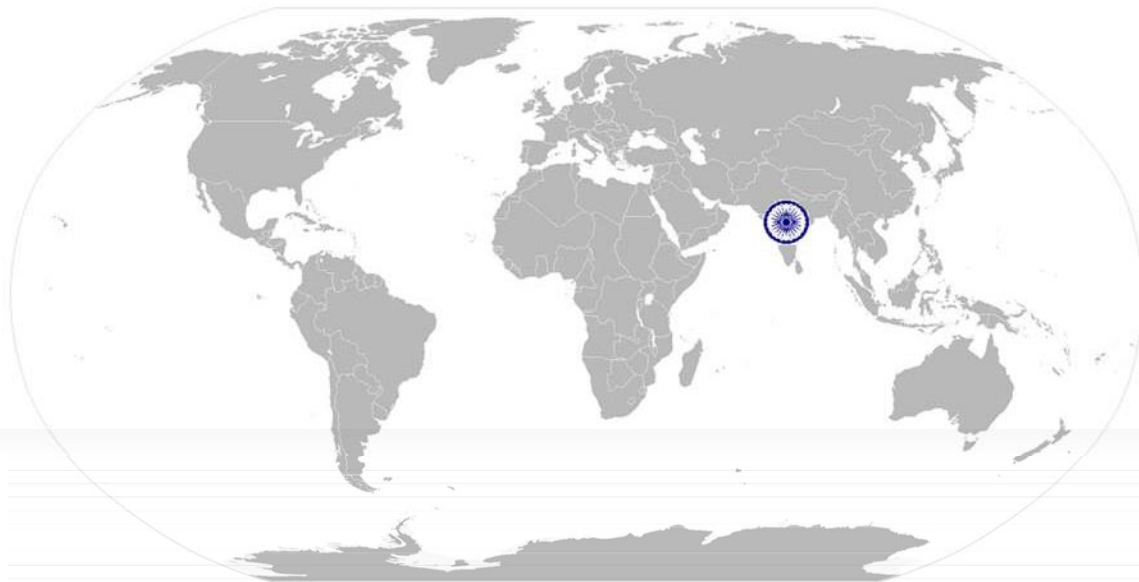
Act within the limits of one's competence and authority

## 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

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

HSS/N9606

**Maintain a safe, healthy, and secure working environment**

|  |  |
|--|--|
| <p><b>B. Technical Knowledge</b></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><b>Skills (S)</b></p>                     |  |
| <p><b>A. Core Skills/ Generic Skills</b></p> | <p><b>Writing Skills</b></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><b>Reading Skills</b></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><b>Oral Communication (Listening and Speaking skills)</b></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>B. Professional Skills</b></p>         | <p><b>Decision Making</b></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><b>Plan and Organize</b></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><b>Customer Centricity</b></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><b>Problem Solving</b></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**

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

## NOS Version Control

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

| <b>CRITERIA FOR ASSESSMENT OF TRAINEES</b>   |  |
|--|--|
| <b>Job Role</b> Pharmacy Assistant   |  |
| <b>Qualification Pack</b> HSS/Q5401  |  |
| <b>Sector Skill Council</b> Healthcare Sector Skill Council  |  |
| <b>Guidelines for Assessment</b>   |  |
| <ol style="list-style-type: none"> <li>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</li> <li>2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC</li> <li>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)</li> <li>4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria</li> <li>5. To pass the Qualification Pack, every trainee should score as per assessment grid.</li> <li>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</li> </ol> |  |

|   |            |
|---|------------|
| <b>Grand Total-1 (Subject Domain)</b>                   | <b>400</b> |
| <b>Grand Total-2 (Soft Skills and Communication)</b>    | <b>100</b> |
| <b>Grand Total-(Skills Practical and Viva)</b>          | <b>500</b> |
| <b>Passing Marks (80% of Max. Marks)</b>                | <b>400</b> |
|   |            |
| <b>Grand Total-1 (Subject Domain)</b>                   | <b>80</b>  |
| <b>Grand Total-2 (Soft Skills and Communication)</b>    | <b>20</b>  |
| <b>Grand Total-(Theory)</b>                             | <b>100</b> |
| <b>Passing Marks (50% of Max. Marks)</b>                | <b>50</b>  |
| <b>Grand Total-(Skills Practical and Viva + Theory)</b> | <b>600</b> |



| 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               |
|  | <b>Total</b>   |   | 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  |
|   | <b>Total</b>   |            | 200 | 42  | 158 |
| HSS / N 5403:<br>Establish or maintain patient profile, including lists of medications taken by individual patients | PC1. Ensure confidentiality when gathering, using or providing patient information   | <b>200</b> | 50  | 30  | 20  |
|   | PC2. Gather, review, enter and/or update the information required to create and/or maintain a patient record including:<br>Patient demographics<br>· Health history<br>· Allergies<br>· Drug and medical device use<br>· Payment information |            | 100 | 40  | 60  |
|   | PC3. Assist pharmacists in compiling best possible medication histories for patients, referring to the pharmacist patients who require assessment, clinical analysis or application of therapeutic knowledge                                 |            | 50  | 30  | 20  |
|   | <b>Total</b>   |            | 200 | 100 | 100 |
| HSS/ N 5404:<br>Manage and maintain the drugs supply and order  | PC1. How to identify the re-order level and send request   | <b>200</b> | 30  | 10  | 20  |
|   | PC2. How to maintain inventory to maximise safe and efficient drug distribution  |            | 20  | 5   | 15  |
|   | PC3. How to set order limits and calculate replenishment orders  |            | 20  | 10  | 10  |
|   | PC4. How to prepare and place orders in compliance with relevant legislation   |            | 20  | 10  | 10  |
|   | PC5. How to identify and minimise risks associated with look-alike and sound alike products  |            | 30  | 10  | 20  |

|   | PC6. How to acquire, receive, verify and store stock and supplies and identify, investigate and resolve or report any discrepancies   |   | 20     | 10               | 10                      |
|---|---|---|--------|------------------|-------------------------|
|   | PC7. How to support safe and effective drug distribution through workflow management, organising their roles and responsibilities to allow the priority to be on patient care and to minimize diversion and dispensing errors |   | 20     | 10               | 10                      |
|   | PC8. Schedule and perform routine equipment maintenance   |   | 20     | 10               | 10                      |
|   | PC9. How to organise, file and store documents according to legal requirements and in a manner in which they can be retrieved readily   |   | 20     | 10               | 10                      |
|   | <b>TOTAL</b>  |   | 200    | 85               | 115                     |
| HSS / N 5405:<br>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   | <b>200</b>  | 50     | 10               | 40                      |
|   | PC2. Remove from inventory expired/discontinued/slow moving/overstocked pharmaceuticals, durable and nondurable medical equipment, devices, and supplies  |   | 50     | 20               | 30                      |
|   | PC3. Perform required inventories and maintain associated records   |   | 50     | 25               | 25                      |
|   | PC4. Ensure proper and safe storage   |   | 50     | 20               | 30                      |
|   | <b>TOTAL</b>  |   | 200    | 75               | 125                     |
| <b>Soft Skills and Communication</b>                                      |   | <b>Pick one field from part 1 randomly and pick one field from part 2 as per NOS of subject domain picked each carrying 50 marks totaling 100</b> |        |                  |                         |
| Assessable Outcomes   | Assessment Criteria for the Assessable Outcomes   | Total Marks (100)   | Out Of | Marks Allocation |                         |
|   |   |   |        | Viva             | Observation / Role Play |
| <b>Part 1 (Pick one field randomly carrying 50 marks)</b>                 |   |   |        |                  |                         |
| <b>1. Attitude</b>  |   |   |        |                  |                         |
| HSS/ N 9603<br>(Act within the limits of one's competence)                | PC1. Adhere to legislation, protocols and guidelines relevant to one's role and field of practice   | <b>50</b>   | 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  |
|  | <b>Total</b>   |                         |                         | 50 | 23 |
| HSS/ N 9606:<br>Maintain a safe, healthy, and secure working environment | PC1. Identify individual responsibilities in relation to maintaining workplace health safety and security requirements   | <b>50</b>               | 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  |
| <b>Attitude Total</b>  |  | <b>100</b>              |                         |    |    |
| <b>Grand Total-2 (Soft Skills and Communication)</b>                     |  |                         |                         |    |    |
| <b>Detailed Break Up of Marks</b>  |  |                         | <b>Theory</b>           |    |    |
| <b>Subject Domain</b>  |  |                         |                         |    |    |
| <b>National Occupational Standards</b>                                   | <b>Assessment Criteria for the Assessable Outcomes</b>   | <b>Total Marks (80)</b> | <b>Marks Allocation</b> |    |    |

| (NOS)   |  |           | Theory    |
|---|--|-----------|-----------|
| HSS / N 5401:<br>Receive prescription and assist pharmacist in verifying that information is complete | PC1. Read the prescription carefully   | <b>20</b> | 2         |
|   | PC2. Assist pharmacist to maintain patient confidentiality when receiving verbal, electronic or transferred prescription   |           | 5         |
|   | PC3. Assist pharmacist in reviewing prescriptions to confirm that they are complete, authentic and meet all current laws, regulations and policies   |           | 4         |
|   | PC4. Assist pharmacist in determining whether the prescription meets all legal requirements, and where it does not, notify the pharmacist and follow up using applicable policies and effective communication      |           | 4         |
|   | PC5. Assist pharmacist in inspecting the prescription for authenticity and signs of tampering and that prescription is as per current laws, regulations and policies for non-authentic or fraudulent prescriptions |           | 5         |
|   | <b>Total</b>   |           | <b>20</b> |
| HSS / N 5402:<br>Record and select the correct medicines for dispensing                               | PC1. Record prescription information in the patient profile or health record   | <b>16</b> | 2         |
|   | PC2. Verify entered prescription information against the original prescription   |           | 2         |
|   | PC3. Select drugs consistent with applicable laws, regulations and policies including interchangeability   |           | 2         |
|   | PC4. Retrieve, count, or measure quantities of drugs   |           | 0         |
|   | PC5. Verify prescription products  |           | 0         |
|   | PC6. Ensure that the prescription product is verified via a final check prior to release   |           | 0         |
|   | PC7. Ensure that the right prescription products are released to the right patient in case of out-patient and to nurse in case of in-patient   |           | 2         |
|   | PC8. Answer patient's questions, referring them to the pharmacist if the question requires patient assessment, clinical analysis or application of therapeutic knowledge   |           | 2         |
|   | PC9. Reinforce the availability of the pharmacist for discussion or recommendations  |           | 2         |
|   | PC10. Manage billing and payment for prescription products/medicines   |           | 1         |
|   | PC11. Identify and resolve billing or adjudication issues encountered when processing prescriptions  |           | 1         |

|   |  |    |    |
|---|--|----|----|
|   | PC12. Identify and refer to the pharmacist patients who have discrepancies between their current drug therapy and their recent or intended drug therapy  |    | 1  |
|   | PC13. Provide information that does not require application of therapeutic knowledge to patients requiring assistance in selecting non-prescription drugs and medical devices  |    | 1  |
|   | PC14. Instruct patients about the operation and maintenance of medical devices   |    | 0  |
|   | <b>Total</b>   |    | 16 |
| HSS / N 5403:<br>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:<br>Patient demographics<br>· Health history<br>· Allergies<br>· Drug and medical device use<br>· 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:<br>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:<br>Maintain proper storage and security condition for drugs | <b>Total</b>  |   | 20               |
|   | PC1. Identify pharmaceuticals, durable and non-durable medical equipment, devices, and supplies (including hazardous substances and investigational products) to be ordered   | <b>12</b>   | 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                |
|   |   |   |                  |
| <b>Grand Total-1 (Subject Domain)</b>                                     |   | <b>80</b>   |                  |
| <b>Soft Skills and Communication</b>                                      |   | <b>Select each part each carrying 10 marks totalling 20</b> |                  |
| National Occupational Standards (NOS)                                     | Assessment Criteria for the Assessable Outcomes   | Total Marks (20)  | Marks Allocation |
|   |   |   | Theory           |
| <b>Part 1 (Pick one field randomly carrying 50 marks)</b>                 |   |   |                  |
| <b>1. Attitude</b>  |   |   |                  |
| HSS/ N 9603<br>(Act within the limits of one's competence and authority)  | PC1. Adhere to legislation, protocols and guidelines relevant to one's role and field of practice   | <b>10</b>   | 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  |           |           |
|  | <b>Total</b>   |           | 10        |
| HSS/ N 9606:<br>Maintain a safe, healthy, and secure working environment | PC1. Identify individual responsibilities in relation to maintaining workplace health safety and security requirements   | <b>10</b> | 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  |           |           |
|  | <b>PC5. Correct any hazards that individual can deal with safely, competently and within the limits of authority</b>   |           |           |
|  | PC6. Promptly and accurately report the hazards that individual is not allowed to deal with, to the relevant person and warn other people who may get affected |           |           |
|  | PC7. Follow the organisation's emergency procedures promptly, calmly, and efficiently  |           |           |
|  | PC8. Identify and recommend opportunities for improving health, safety, and security to the designated person  |           |           |
|  | PC9. Complete any health and safety records legibly and accurately   |           |           |
|  | <b>Total</b>   |           | 10        |
|  | <b>Attitude Total</b>  | <b>10</b> | 20        |
| <b>Grand Total-2 (Soft Skills and Communication)</b>                     |  |           | <b>20</b> |