

# Model Curriculum

## Pharmacy Assistant

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

 **Skill India**  
शिक्षण करो - कुशल बनो

 **Healthcare  
Sector  
Skill Council**

 **N · S · D · C**  
National  
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Transforming the skill landscape

# 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'**

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Date of Issuance: **October 31<sup>st</sup>, 2016**

Valid up to: **March 31<sup>st</sup>, 2018**

*\* 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

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



Sr. No.	Module	Key Learning Outcomes	Equipment Required
		anesthetic drugs and compressed gases.	
4	<p><b>Pharmacy laws and ethics</b></p> <p><b>Theory duration</b> (hh:mm) 03:00</p> <p><b>Practical Duration</b> (hh:mm) 0:00</p> <p><b>Corresponding NOS Code</b> <b>introduction</b></p>	<ul style="list-style-type: none"> <li>Understand and apply the ethical standards related to pharmacies &amp; pharmaceuticals in the country.</li> <li>Acquaint with various regulatory bodies operating in the country related to pharmacy industry</li> <li>Understand Government Regulations on Pharmaceutical Retail Outlets</li> <li>Follow Pharmacy laws &amp; regulations</li> <li>Explain the procedure to work in the purview of Pharma laws and regulations</li> <li>Follow the guidelines of Drugs and Cosmetic Act and Pharmacy Act</li> <li>Follow Quality Mechanisms</li> <li>Discuss on License requirements of a retail pharmacy</li> <li>Discuss on Legal Ramifications of non-compliance or faulty compliances</li> <li>Acquire knowledge about Legislation governing hospital operations including review of drug management and distribution systems.</li> </ul>	E-modules, internet access, various books on laws, regulations & ethics of pharmacy & pharmaceutical industry, charts, quiz
5	<p><b>Roles and responsibilities of pharmacy assistant</b></p> <p><b>Theory duration</b> (hh:mm) 02:00</p> <p><b>Practical Duration</b> (hh:mm) 01:00</p> <p><b>Corresponding NOS Code</b> <b>Introduction</b></p>	<ul style="list-style-type: none"> <li>Recognize the roles and responsibilities of a pharmacy assistant</li> <li>Recognize the various stakeholders involved in the pharmacy industry</li> <li>Apply the concept of personal grooming and understand the DOs and DON'Ts in grooming.</li> <li>Apply the concept of cleanliness, body language and aesthetics.</li> <li>Explain the basic steps to become a Pharmacy Assistant.</li> </ul>	e- modules, field visits
6	<p><b>Introduction to terminology and equipments related to pharmacy</b></p> <p><b>Theory duration</b> (hh:mm) 03:00</p> <p><b>Practical Duration</b> (hh:mm) 01:00</p>	<ul style="list-style-type: none"> <li>Identify the equipment used in pharmacy like refrigerators, sink and computers with printers, etc.</li> <li>Explain the terminology used in pharmacy industry</li> <li>Understand common disease terms</li> </ul>	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
		<b>Others:</b> Flash cards, e- modules, flannel board, charts, Training materials	
	<b>Total Duration for OJT 225:00</b>		

Grand Total Course Duration: 425:00 Hours (200 Hours for Class Room & Skill Lab Training + 225 Hours OJT/Internship/Clinical or Laboratory Training)

*(This syllabus/ curriculum has been approved by Healthcare sector skill council)*



### Annexure: Assessment Criteria

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

### Guidelines for Assessment

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC
3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below)
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria
5. To pass the Qualification Pack, every trainee should score as per assessment grid.
6. In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack

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

	PC4. Assist pharmacist in determining whether the prescription meets all legal requirements, and where it does not, notify the pharmacist and follow up using applicable policies and effective communication		40	30	10
	PC5. Assist pharmacist in inspecting the prescription for authenticity and signs of tampering and that prescription is as per current laws, regulations and policies for non-authentic or fraudulent prescriptions		20	10	10
	<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	



	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>Grand Total-1 (Subject Domain)</b>		<b>400</b>			
<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 (Act within the limits of one's competence and authority)	PC1. Adhere to legislation, protocols and guidelines relevant to one's role and field of practice	50	5	3	2
	PC2. Work within organisational systems and requirements as appropriate to one's role		5	3	2
	PC3. Recognise the boundary of one's role and responsibility and seek supervision when situations are beyond one's competence and authority		10	5	5
	PC4. Maintain competence within one's role and field of practice		5	0	5
	PC5. Use relevant research based protocols and guidelines as evidence to inform one's practice		5	2	3
	PC6. Promote and demonstrate good practice as an individual and as a team member at all times		5	3	2
	PC7. Identify and manage potential and actual risks to the quality and safety of practice		10	5	5
	PC8. Evaluate and reflect on the quality of one's work and make continuing improvements		5	2	3
		50	23	27	
HSS/ N 9606: Maintain a safe, healthy, and secure working environment	PC1. Identify individual responsibilities in relation to maintaining workplace health safety and security requirements	50	5	3	2
	PC2. Comply with health, safety and security procedures for the workplace		5	3	2
	PC3. Report any identified breaches in health, safety, and security procedures to the designated person		10	5	5







Soft Skills and Communication		Select each part each carrying 10 marks totalling 20	
National Occupational Standards (NOS)	Assessment Criteria for the Assessable Outcomes	Total Marks (20)	Marks Allocation
			Theory
<b>Part 1 (Pick one field randomly carrying 50 marks)</b>			
<b>1. Attitude</b>			
HSS/ N 9603 (Act within the limits of one's competence and authority)	PC1. Adhere to legislation, protocols and guidelines relevant to one's role and field of practice	<b>10</b>	<b>10</b>
	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>		
HSS/ N 9606: Maintain a safe, healthy, and secure working environment	PC1. Identify individual responsibilities in relation to maintaining workplace health safety and security requirements	<b>10</b>	<b>10</b>
	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>	<b>20</b>
	<b>Grand Total-2 (Soft Skills and Communication)</b>		<b>20</b>



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