South African Pharmacy Council

CONTINUING PROFESSIONAL DEVELOPMENT (CPD) FOR PERSONS REGISTERED WITH THE SOUTH AFRICAN PHARMACY COUNCIL

GUIDANCE DOCUMENT

Contents

1. DEFINITIONS

'Assessment' means a process of measuring compliance with the requirements of the criteria relating to Continuing Professional Development (CPD).

'Continuing Professional Development' is defined in the *Regulations relating to pharmacy education and training* published in terms of the Pharmacy Act, 53 of 1974, as follows: '*Continuing professional development means the process by which natural persons registered with Council continuously enhance their competence throughout their professional careers, and encompasses a range of activities including continuing education and supplementary training*'.

'Deferment' means a formal permission granted by the CPD Committee for a registered person to defer such a person from practising any of the scope of practice of a registered person for a specified period of time in response to an application.

'Exemption' means exclusion from an obligation to comply with requirements for CPD as determined by Council.

The designation **'practising'** will apply to persons who perform functions which fall within the scope of practice of the category in which they are registered.

The designation **'non-practising'** will apply to persons who are not performing functions which fall within the scope of practice of the category in which they are registered.

2. INTRODUCTION

(a) The South African Pharmacy Council (Council) has resolved on 12/13 October 2004 to introduce continuing professional development (CPD) for pharmacists and other persons registered with the Council.

(b) Patients have a right to expect that all professionals providing healthcare remain competent throughout their professional working lives. The mandate for the Council as the regulatory authority is to protect the public. Council needs to ensure that persons registered with the Council undertake CPD to maintain their competence to practise. CPD will assist Council to identify pharmacy personnel who have been unable to maintain their competence to practise. Implementation of CPD will improve the knowledge and skills of registered persons, and improve the quality of services provided to patients.

(c) It is imperative that CPD is relevant to the practice of the registered person and should encourage and enhance career development.

(d) Applicable, registered persons with the SAPC will be required to submit a record of their CPD activities in accordance with the CPD cycle. A web based system will be used for the submission of details of CPD activities.

(e) Registered persons will be required to keep copies of their own personal electronic portfolio of evidence, which Council may request from time to time.

(f) Council will assess submissions to ensure that registered persons have complied with the requirements relating to participation in, and recording of, CPD. Competence to practise will not be assessed at this stage but registered persons are reminded they have an ethical obligation to ensure they are competent to practise.

(g) CPD will be regulated in terms of the Pharmacy Act, 1974, and a set of rules titled *Regulations relating to continuing professional development for persons registered in terms of the Pharmacy Act* will be published. To accommodate the CPD process other sets of regulations or rules have been amended, for e.g. the *Rules relating to acts or omissions in respect of which the Council may take disciplinary steps* and the *Regulations relating to the registration of persons and the maintenance of registers.*

(h) It will be compulsory for all practising pharmacists to comply with CPD requirements once CPD regulations has been published for implementation.

3. POWERS OF THE CPD COMMITTEE

The powers of the CPD committee as approved by Council are to:

(a) promote an awareness of the need for continuing professional development;

(b) liaise with stake holders on matters relating to continuing professional development;

(c) appoint assessors for purposes of assessing the participation and recording of continuing professional development by persons registered with Council;

(d) Participation in and recording of continuing professional development by registered persons;

(e) set criteria for assessment of compliance with requirements for continuing professional development;

(f) adjudicate requests for deferment with the requirements relating to continuing professional development received from persons registered with Council;

(g) co-opt members to the Continuing Professional Development Committee as may be required from time to time;

(h) monitor and assess compliance with requirements and criteria relating to participation in and recording of continuing professional development;

(i) implement quality assurance of processes relating to continuing professional development;

(j) set standards for the approval of continuing professional development courses and activities;

(k) address all matters relating to continuing professional development or any other matter which may be referred to the committee by Council; and

(l) report to Council on all matters referred to.

4. WHY IS CONTINUING PROFESSIONAL DEVELOPMENT NECESSARY?

Pharmacists and pharmacy support personnel are healthcare professionals whose responsibilities include ensuring that people derive maximum therapeutic benefit from their treatment with medicines. This obligation requires them to keep abreast of developments in pharmacy practice and the pharmaceutical sciences, professional standards requirements, the laws governing pharmacy and medicines and advances in knowledge and technology relating to the use of medicines. This can only be achieved through an individual's personal commitment to CPD.

5. WHO MUST PARTICIPATE IN CONTINUING PROFESSIONAL DEVELOPMENT?

(a) Participation in CPD is mandatory for all persons registered with the Council and who have completed the relevant qualification and who perform any one or more of the functions that fall within the scope of practice of the category in which they are registered. This requirement is also applicable to pharmacists performing community service.

(b) All registered persons who perform any one or more of the functions relating to the scope of practice of a pharmacist or pharmacist's assistant as laid down in the *Regulations relating to the practice of pharmacy* published in terms of the Pharmacy Act, 53 of 1974, must comply with the requirements relating to CPD determined by the Council.

(c) Pharmacy schools will be required to prepare pharmacy students to participate in and record CPD activities.

(d) Provision will be made for persons registered with the Council to be designated on the applicable register as either practising or non-practising. The designation 'practising' will apply to those persons who are performing functions that fall within the scope of practice of the category in which they are registered. The designation 'non-practising' will apply to those persons who are not performing functions that fall within the scope of practice of the category in which they are registered.

6. DESIGNATION ON THE REGISTER

Practising

(a) All first time applicants and registered persons will be designated as practising until such time that they declare they are non-practising or fail to comply with the requirement relating to CPD.

(b) Any person who is registered as a pharmacist for the purpose of performing community service, tutors, responsible pharmacists.

(c) Council inspectors, assessors, examiners, moderators and any pharmacist involved in training of any category of registered person, will be considered practising and will not be permitted to be non-practising.

(d) A person who is designated on the register as practising will be able to change their designation online to non-practising.

(e) Persons who have declared they are practising will be issued with a 'practising' registration card.

Non-practising

(a) The following will apply to persons who have been designated or who have declared themselves as non-practising:

(i) they will have access to the online annual declaration;
(ii) they will not be able to record any CPD activities online;
(iii) they will be issued with a registration card.

(b) The following procedure and conditions will apply for a person wishing to change designation from non-practising to practising:

(i) a duly completed application form for the change of designation from non-practising to practising must be submitted to the Registrar;

(ii) payment of the prescribed fee;

(iii) the application must be received at least 30 days prior to commencing the performance of functions that fall within the scope of practice of the category in which such a person is registered;

(iv) in cases where the Registrar does not approve the application and an appeal is received, such an appeal will be forwarded to Council for consideration;

(v) each application will be evaluated and treated on its own merit.

(c) Persons who wish to be designated as practising after restoration or non-practising may be required to comply with certain conditions that the Council may determine. All persons whose names were removed and subsequently restored to the registers within a twelve (12) months period will be restored with the designation prior to the erasure date. Those who are registered as inactive prior to the mandatory implementation of CPD, upon restoration will be designated as non-practising.

7. ACCESS TO CPD RECORDING SYSTEM

(a) Access to the CPD recording system will be limited to registered persons.
(b) Persons whose names have been removed from the Council registers will not have access to the CPD recording system.

8. ANNUAL DECLARATION

(a) All registered persons will be expected to make an annual declaration online as to their practising or non-practising status, i.e. if they are performing functions relating to the scope of practice in the category for which they are registered or whether they intend to perform such functions in the following year.

(b) The online declaration must be completed:
(i) on an annual basis at the time of payment of the annual Council fee;
(ii) when a person registers with Council for the first time in a particular category;
(iii) when a person is restored to the Council register.

(c) The annual declaration will provide Council with an indication of who will be practising or non-practising and who will need to comply with CPD requirements.

(d) In addition, the annual declaration will provide a summary of a person's qualifications and area of practice, and allow the registered person an opportunity to reflect on the activities that form part of their daily practice and future

development. Registered persons must identify the competencies required for their daily practice.

(e) The following will be considered as CPD requirements:

(i) completion of the online annual declaration;
(ii) participation in CPD and recording a minimum of six CPD activities annually on a web-based system provided by Council;
(iii) recording CPD activities online following the CPD cycle in the format approved by Council;
(iv) maintaining an electronic portfolio of evidence.

9. REQUIREMENTS RELATING TO CPD FOR PERSONS REGISTERED WITH THE COUNCIL

(a) To comply with CPD requirements each pharmacist needs to submit a minimum number of six (6) CPD entries on an annual basis. Council may review the number of entries annually..

(b) Registered persons (excluding interns) are allowed to begin one third of the CPD entries anywhere on the cycle.

(c) Registered persons are urged to keep their own personal electronic portfolio of evidence and not upload their evidence on the CPD online system.

(d) Council may require evidence anytime during the assessment and may request registered persons individually to electronically upload their evidence.

(e) A person who is registered in one of the categories prescribed in terms of Section 14 of the Pharmacy Act, 1974, and who is designated as practising on the register, may have their designation changed by Council from practising to non-practising if they do not comply with Council's requirements relating to participation in CPD and the recording thereof in the format approved by Council.

(f) All registered persons who are designated as practising will be required to participate in CPD by following the CPD cycle shown in Figure 1 below. The CPD cycle is a process that involves four steps, namely:

Step 1: **Reflection on practice** (answers the questions: *What do I need to know*? and *What do I need to be able to do*?)

Step 2: **Planning** (answers the question: *How can I learn*?)

Step 3: **Implementation** (describes the action taken)

Step 4: **Evaluation or reflection on learning** (answers the questions: *What have I learnt*? and *How is it benefitting my practice*?).

10. THE CPD CYCLE

The CPD cycle assists the registered person to maintain, update and develop their competencies by:

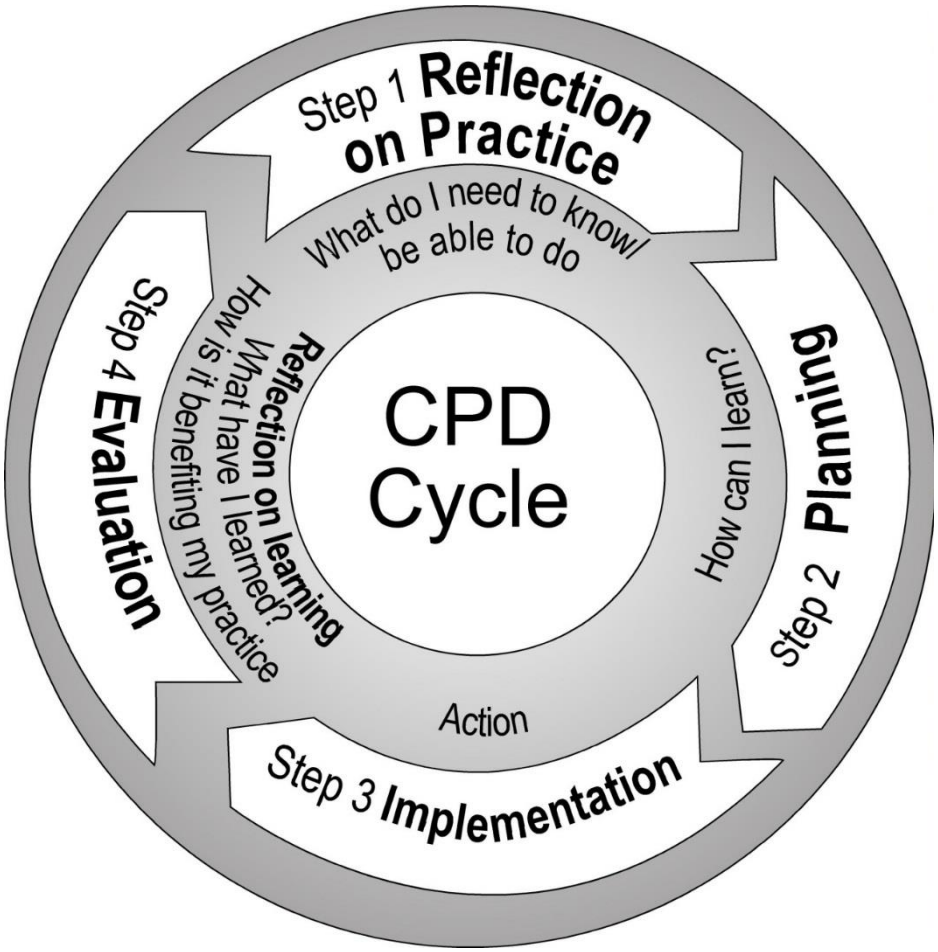

Figure1 – The CPD Cycle

- **Identifying individual learning needs**
- **Recognising the learning that may occur in the workplace**
- **Acknowledging that people learn in a variety of ways**
- **Planning and prioritising how to address the learning activities**
- **Choosing a preferred learning style to gain knowledge**
- **Evaluating the outcome of the learning activity**
- **Applying knowledge to the individual practice situation.**

- Each person who is required to participate in CPD must record their CPD activities in the web-based format approved by Council.
- Information must be provided on each step undertaken in the CPD cycle.
- Initially only pharmacists will be required to record their entries online.
- Registered persons will be required to keep an electronic portfolio of evidence. The format of the portfolio may be determined by the individual. Council could request the portfolio in cases where a registered person fails to record their activities or for any other reason that Council may determine. When requested, the portfolio of evidence must be submitted electronically.

STEP 1: Reflection on practice

(a) A key part of CPD is the identification of learning needs through reflection on practice. Each individual is best placed to identify these needs. It is important when identifying needs to be honest and open in reflecting on practice.

(b) A number of tools are available, but not compulsory, to assist in determining the learning needs. These include, but are not limited to, the Competence Standards Review (Appendix A) and the Personal Development Plan (Appendix B). Completion of the Competence Standards and the Personal Development Plan is NOT compulsory.

(c) Pharmacists may use the Competence Standards to determine their learning needs. The document includes the competence standards developed by Council, and will assist pharmacists to assess their learning needs. The competence standards are based on the seven unit standards for entry-level pharmacists which have been accepted as the minimum competencies required for entry into the profession. Three more standards have been added, namely:

(i) facilitate the development of pharmaceutical personnel
(ii) practise pharmacy professionally and ethically
(iii) manage the pharmacy/pharmaceutical service.

(d) The competence standards have been structured in such a way that pharmacists may identify areas within their practice setting which could be modified and/or improved. This will assist the pharmacist to identify gaps in knowledge and skills. The Personal Development Plan (Appendix B) may be used to analyse learning gaps and to link development, career and business plans to service needs and their delivery. Completion of a personal development plan will assist in the development of a CPD learning plan. This tool may be useful for any of the categories of persons registered with Council.

STEP 2: Planning

(a) Planning is the second step after reflection on practice or the self-audit. Having identified learning needs, pharmacists and pharmacy support personnel should prioritise, taking into consideration the relevance, urgency and importance of the

learning objectives. The importance of a learning objective with an identifiable outcome is a measure of the likely impact of meeting learning needs. The importance of the learning need will be determined by how frequently a pharmacist will use the acquired knowledge or skill in their work. Urgency is simply a measure of how soon pharmacists need to meet a learning need.

(b) The Learning Plan (Appendix C) is designed to assist pharmacists and pharmacy support personnel to record their planned learning activities.

STEP 3: Implementation

(a) Implementation is the step where pharmacists and pharmacy support personnel put into action what they have planned following identification of the learning needs and drafting a learning plan.

(b) Registered persons will be required to record any learning events/activities undertaken. These could include a wide range of activities including, self-study, attendance of journal clubs, lectures, symposia, attendance at courses and workshops, as well as formal education programmes. Instances where a person delivers a presentation or provides input at a course, symposium, workshop, etc., may be included if it contributes to the personal and professional growth/learning of the person.

(c) In cases where a formal course, workshop or symposium has been attended, evidence of learning must be retained in the practitioner's portfolio of evidence. Although this evidence will not be submitted on a regular basis, the Council, as part of the assessment process, could ask for the evidence at any stage.

(d) Registered persons will be required to record at least six learning events/activities per year. In cases where a person has been designated as practising on the applicable register for a portion of the period, they will be required to complete the specified number of events/activities on a pro rata basis.

(e) A CPD learning activity guide – not an exhaustive list (Appendix D) – has been compiled and lists different learning events and activities that will be considered for CPD purposes. The guide will facilitate the varying needs of registered persons with regard to CPD as well as differences in availability and access to formal learning activities.

(f) It must be noted that although assessments will be performed on the different learning activities submitted, the CPD system for persons registered with the Council is not a point-based system but rather a hybrid system involving the four steps in the CPD cycle.

STEP 4: Evaluation – Reflection on learning

(a) Evaluation is the step where pharmacists and pharmacy support personnel assess the progress made towards achieving their learning objectives. It is a reflection on what they have learnt and how they are able to apply the knowledge and skills gained. It is necessary at this stage to reflect on whether the need identified during the *Reflection on Practice* (Step 1) has been met. Evaluation can be used to identify further learning activities in an ongoing CPD cycle.

(b) Registered persons will have access to the website at all times to enter the details of their CPD activities.

(c) All the required entries relating to a person's CPD activities for the preceding year (1 January to 31 December) must be uploaded on the database by 1 February of the following year and submitted to Council. As is the case with the payment of annual fees, a three-month grace period for submission will be allowed. The time frames will thus be exactly the same as the payment of the pharmacists' annual Council fees.

(d) The assessment of a registered person's CPD entries for the preceding year will commence on 1 May the following year.

(e) If a person has not provided any details of CPD activities, the name of the person will be flagged automatically by the system.

(f) Council will monitor the level of activity of persons required to record CPD activities on an ongoing basis. Mechanisms will be put in place whereby persons registered with Council could be reminded of their obligation to comply with the CPD requirements, e.g. by SMS.

(g) An audit trail will be available for registered persons to view the history of their data capturing on the database.

11. TIME FRAME FOR IMPLEMENTATION OF MANDATORY CPD FOR PERSONS REGISTERED WITH THE SAPC

(a) The implementation plan of CPD for pharmacists registered with the SAPC has been developed (annexure E)

Phase	Description	Dates and status

(b) A phased approach, drawing on the lessons learned in the introduction of CPD for pharmacists, will be used in the roll out of CPD to pharmacy support personnel

12. ASSESSMENT OF COMPLIANCE WITH THE REQUIREMENTS RELATING TO CPD

(a) Assessment means a process of measuring compliance with the requirements of the criteria relating to CPD.

(b) The emphasis of the assessment will be on compliance with the requirements relating to CPD rather than on the competence of registered persons to practise. All persons registered with the Council will be expected to self-assess their competence to practise.

(c) The primary mode of assessment of CPD activity will be the review of the record of CPD activities with the focus of the assessment on compliance with CPD requirements. This differs from the internship portfolio where assessment is based on the measurement of competencies acquired.

(d) Where necessary, the Council may require a registered person to submit their portfolio of evidence.

(e) Council shall, on an annual basis, and in each category, assess the CPD compliance of a sample of registered persons designated as practising. The percentage of persons to be assessed will be determined by Council on an annual basis and may be increased as capacity to conduct assessments increases.

(f) As the primary mode of assessment of CPD activities will be a review of the record of CPD activities, the sample number will include those persons who are flagged on the system as a result of no CPD activities being recorded.

(g) Persons who have changed their designation from non-practising to practising within the last year will be included in the group of persons to be assessed.

(h) A set of assessment criteria has been developed as a tool to assess the level of compliance of persons.

(i) Assessors will be persons registered with Council as such, and appointed by Council in terms of the *Regulations relating to pharmacy education to assess the compliance of registered persons with the requirements relating to CPD*. Council will provide training for the assessors and pay them a fee for conducting the assessments.

(j) The assessor's performance will be continually monitored to ensure they remain fair and consistent in the assessment of records of CPD activities. Assessors will be required to maintain strict confidentiality at all times with regard to records of CPD activities assessed.

(k) The assessment process will be subject to the normal process of moderation and verification. Sample sizes for moderation will be determined by Council.

(l) If, following an assessment, a registered person is found to be non-compliant with the requirements relating to participation in and recording of CPD activities, Council may, after communicating with the person concerned, decide on one or more of the following options:

(i) request a further assessment;
(ii) grant the registered person a deferment for a specified period of time subject to compliance with certain conditions which may be determined by Council;
(iii) require the registered person to follow a support/remedial programme determined by Council;
(iv) require the registered person to be subject to another method of assessment;
(v) as a final step, take disciplinary action against the person in terms of Chapter V of the Pharmacy Act, 1974.

(m) The option to be followed in the case of a person who is non-compliant with the requirements relating to CPD will be discussed by the CPD or other relevant Council committee and the Registrar will inform the person concerned of the decision.

(n) If a registered person fails to comply with Council's decision regarding their CPD activities and the recording thereof within a stipulated time period, their registration designation may be changed from practising to non-practising.

13. DRAFT ASSESSMENT CRITERIA FOR CPD FOR PHARMACISTS

STEP 1: REFLECTION	ASSESSMENT CRITERIA	ASSESSOR	MODERATOR
Core competence/ outcome	The learning title is linked to the competence standard and selected outcome		
Learning title	There is a title which is descriptive and relevant to the outcome. The title is relevant to what the pharmacist needs to learn and is not the same as the competence standards or outcome		
Describe the learning need	There is a description of the identified learning need and what the pharmacist hopes to achieve in addressing the learning need. A description of how the pharmacist hopes to address the deficiency or 'what the pharmacist wants or needs to learn about'		
Assessor Comments :		**Moderator Comments :**	

STEP 2: PLANNING	ASSESSMENT CRITERIA	ASSESSOR	MODERATOR
Start date	The date is current, i.e. during the current year		
Brief description	The pharmacist must describe the plan and provide a brief description of the reasoning behind the planned selection		
Assessor Comments :		**Moderator Comments :**	

STEP 3: IMPLEMENTATION	ASSESSMENT CRITERIA	ASSESSOR	MODERATOR
Supporting documentation – evidence	At the request of Council the pharmacist will be required to upload evidence or supporting documents. The evidence is to be: • valid – relevant to the outcome • current – collected during the current year		
Achievement date	The achievement date is current.		
Description	A brief description of what the pharmacist has **LEARNT** – learning is relevant to the evidence. The pharmacist has contextualised what he/she has learned		
Assessor Comments :		**Moderator Comments**	

STEP 4: EVALUATION	ASSESSMENT CRITERIA	ASSESSOR	MODERATOR
Description	Provide a description of how the learning has been applied and feedback on the impact on practice. Provide examples of where the knowledge and skills acquired have been applied		
Assessor Comments:		**Moderator Comments:**	
Overall Comments: Assessors should be able to make a final decision that the pharmacist has met or not yet met the requirement **Note: Assessors must ensure that the question as they appear on the CPD cycle are answered. There must be a relationship between all the steps.**			

14. NON–COMPLIANCE WITH CPD REQUIREMENTS

(a) Non-compliance with CPD requirements will be managed in terms of Regulation 6(1) of the *Regulations relating to continuing professional development for persons registered with Council.*

15. APPEALS

(a) If a person registered with the Council feels their rights have been adversely affected by Council's decision, they may lodge an appeal with the appeal committee appointed in terms of Chapter XII of the *Regulations relating to the registration of persons and the maintenance of registers.*

16. DEFERMENT

(a) A person registered with Council may submit an application for deferment from compliance with the requirements relating to CPD for reasons acceptable to Council. Council will consider reasons such as:

(i) Temporary incapacity as defined in the Labour Relations Act,
(ii) A person having no access to the online CPD recording system by virtue of being suspended;
(iii) A person who has been deployed on assignment whereby performance of certain functions may lead to a breach of national security;
(iv) National deployment to a country where there is no internet connection;
(v) Other reasons substantiated by the applicant and deemed fit by Council.

(b) Such applications may be prospective or retrospective. Deferment may only be granted by Council for a period not exceeding twelve (12) months. Any person who wishes to apply for deferment for a period exceeding twelve (12) months will be advised to move to the register of non-practising persons. Applications for deferment will be dealt with on a case-by-case basis.

17. EXEMPTION

(a) Practising in another country where there is mandatory CPD, on condition that the person submits documentary evidence showing they were compliant with the CPD requirements of that country. If CPD is not mandatory at the country of practice, registered persons will be required to comply with the Council requirements.

(b) May be approved for persons from time to time as determined by Council.

18. LIST OF APPENDICES

(a) Appendix A – Competence Standards Review

(b) Appendix B – Personal Development Plan

(c) Appendix C – Learning Plan

(d) Appendix D – CPD Learning Activities

Appendix A - Competence Standards Review – Not Compulsory

COMPETENCE STANDARD MAIN REVIEW

Introduction

(a) Pharmacists in each field of practice need to accept responsibility for the self-assessment and maintenance of their competence throughout their professional lives. Pharmacists are thus encouraged to identify their own learning needs in the context of their practice setting. They should plan how these needs will be met and then assess the impact of what has been achieved on their day-to-day practice.

(b) Continuing professional development of a pharmacist is thus a cyclical process. The first step is to review and reflect on your practice as a pharmacist. This review should include an assessment of your knowledge, skills and attitudes. The second step is to plan what learning activities you can undertake or other steps you need to take to address the gaps in knowledge and skills identified. In this process, areas in your practice as a pharmacist that need to improve can also be identified and addressed. Learning activities could include both informal and formal activities such as distance education, work shadowing, study groups, coaching, attendance of formal lectures, conferences and workgroups, special projects and assignments, computer-aided learning and the reading of articles/journals. The third step is to undertake in your practice environment the actions that you have identified as being important in the learning process. Learning activities undertaken and changes made to your practice must be documented in your portfolio. The fourth step is to reflect on and assess the impact these efforts have had on both your development as a person and as a pharmacist, and the impact on your practice of the profession.

(c) Competence standards have been developed as a tool to help you assess your own learning needs. Gaps in your knowledge and skills can be identified by comparing your own knowledge and skills with those required by the standards. Competence standards have been structured in such a way that it will help you to identify areas within your practice setting that could be modified and/or improved. Competence standards are based on the seven unit standards for entry-level pharmacists, which have been accepted by the South African Pharmacy Council as the minimum competencies required for entry into the profession. Three additional sections have been added, dealing with facilitating the development of pharmaceutical personnel, practising pharmacy professionally and ethically, and the management of a pharmacy/pharmaceutical service. Because pharmacists practise in such a variety of practice settings, provision has been made for you to check in the introduction of each standard whether or not the standard applies to you. This provision should be used in instances where the aspect of practice identified does not relate to your particular practice setting.

(d) For example, if you are practising as a pharmacist in a community pharmacy, the section of the questionnaire relating to manufacturing, compounding and packaging need not be completed if you do not perform these functions in your day-to-day practice.

(e) Please take the time to use this tool.

1. COMPETENCE STANDARD ONE: ORGANISE AND CONTROL THE MANUFACTURING, COMPOUNDING AND PACKAGING OF PHARMACEUTICAL PRODUCTS

Does this standard apply to me?
The standard applies to all pharmacists whose practice includes the manufacturing, compounding and packaging of pharmaceutical products

1.1 INTRODUCTION

(a) The pharmacist has a crucial role to play in the manufacturing, compounding and packaging of pharmaceutical products.

(b) In terms of the manufacturing of medicines, the entry-level pharmacist must be competent in the relevant baseline functions within the manufacturing processes. They must be competent in the compounding of medicine on a small scale, as well as the packaging of products.

(c) The pharmacist should have at least a good theoretical knowledge of the manufacture of all dosage forms, including:

(i) the properties of ingredients used in the manufacturing process
(ii) manufacturing processes and apparatus
(iii) the properties of various dosage forms
(iv) the legal aspects relating to registration, clinical testing, storage and distribution of medicines and finished products
(v) logistical aspects including acquisition, storage and distribution of material, ingredients and finished products
(vi) packaging of finished products, including stability characteristics and storage requirements
(vii) Understanding the principles of good management with respect to the manufacturing, compounding, packing and distribution of medicines to ensure a continuing comprehensive, ethical and cost-effective pharmaceutical service to the public/community.

(d) The pharmacist should be expected to have a solid theoretical baseline knowledge in manufacturing processes, which may be expanded upon as an elective to further education and training for a specialisation in the manufacturing pharmacy sector.

(e) The competence standard presented here reflects those competencies required for the manufacturing pharmacist as determined in consultation with the pharmaceutical manufacturing industry. There are aspects of the standard that also apply to the pharmacist working in a community or hospital pharmacy.

(f) The outcomes and assessment criteria are workplace-related and represent the minimum assessment criteria for evaluations of competency within the pharmaceutical manufacturing workplace.

1.2 CAPABILITY AND OUTCOMES

A person who has achieved this standard is capable of authorising and controlling personnel, materials and equipment in the manufacturing, compounding and packaging of pharmaceutical products according to Good Manufacturing Practice, and controlling the quality of these; leading the work team and assisting in the training of pharmacist's assistants.

The following outcomes of this capability should be demonstrated by the pharmacist:

1.2.1 Plan the production process (manufacturing, community, hospital)

A person who has achieved this outcome is capable of:
(a) Scheduling the process in the work plan according to production requirements, area allocation, manpower, equipment and time (b) **Assuring** availability of resources (**materials**, componentry) in the correct quantities (c) Assuring documentation is available and correct
Assessment (Tick appropriate box) Does this outcome form part of my current practice of pharmacy? **Yes**☐ **No**☐
IF YES, on the basis of the evidence I have identified I can do this

1.2.2 Organise resources and prepare materials in accordance with process documentation (manufacturing)

A person who has achieved this outcome is capable of:
(a) Assembling the production team according to the work schedule (b) Assembling the materials/componentry as per batch documentation (c) Assuring all materials/componentry have been released according to specifications (d) **Controlling** and checking accurate weighing/measurement of raw materials according to documentation and **standard operating procedures** (e) Assuring that equipment/machinery is available as per the work schedule (f) **Ensuring** environmental control where applicable (g) **Ensuring** preparation of production/compounding processes according to product specifications, labelling and batching and legal requirements
Assessment (Tick appropriate box) Does this outcome form part of my current practice of pharmacy? **Yes**☐ **No**☐
IF YES, on the basis of the evidence I have identified I can do this

1.2.3 Organise resources and prepare materials in accordance with process documentation (hospital, community)

A person who has achieved this outcome is capable of:
(a) Assembling the materials/componentry (b) Controlling and checking accurate weighing/measurement of raw materials according to documentation and **standard operating procedures** (c) Assuring that equipment/machinery is available (d) **Ensuring environmental control where applicable** (e) **Ensuring preparation of production/compounding processes according to product specifications, labelling and batching and legal requirements**
Assessment (Tick appropriate box) Does this outcome form part of my current practice of pharmacy? **Yes**☐ **No**☐
IF YES, on the basis of the evidence I have identified I can do this

1.2.4 Prepare for line-opening/line clearance (manufacturing)

A person who has achieved this outcome is capable of
(a) Ensuring that the work stations are clear of materials and products (b) Performing line-opening according to standard operating procedures (c) Ensuring that personnel adhere to **procedures** insofar as hygiene and dress (d) **Checking batch records and other applicable documentation with respect to the process being performed for the correct identity and batch details**
Assessment (Tick appropriate box) Does this outcome form part of my current practice of pharmacy? **Yes**☐ **No**☐
IF YES, on the basis of the evidence I have identified I can do this

1.2.5 Control the production of pharmaceutical products (manufacturing)

A person who has achieved this outcome is capable of:
(a) Ensuring the addition of raw materials according to batch documentation and **standard operating procedures** (b) Assuring the mixture is processed/compounded according to production procedures/method on manufacturing record sheet (c) Controlling and **authorising** preparation process up to final dosage form (d) Monitoring and adjusting process to ensure compliance with product specifications where necessary (in-process quality control) according to batch documentation (e) Ensuring that any other related actions to enable the manufacturing/ compounding process to run according to schedule are carried out (f) Controlling and authorising the packaging of bulk products in containers or into patient ready units (g) **Controlling and authorising the labelling of containers according to product specifications**
Assessment (Tick appropriate box) Does this outcome form part of my current practice of pharmacy? **Yes**☐ **No**☐
IF YES, on the basis of the evidence I have identified I can do this

1.2.6 Control the production of pharmaceutical products (manufacturing)

A person who has achieved this outcome is capable of:
(a) Ensuring the addition of raw materials or component products according to standard operating procedures (b) Assuring that the mixture is processed/compounded according to correct procedures/methods (c) Packaging of products in containers or into patient ready units (d) **Labelling of containers according to legal requirements**
Assessment (Tick appropriate box) Does this outcome form part of my current practice of pharmacy? **Yes**☐ **No**☐
IF YES, on the basis of the evidence I have identified I can do this

1.2.7 Ensure that in-process control, quality testing and quality awareness is maintained throughout the process (manufacturing)

A person who has achieved this outcome is capable of:
(a) Ensuring that all raw materials and componentry are tested and released according to standard operating procedures prior to use (b) Ensuring that batch integrity is maintained according to batch documentation and standard operating procedures (c) Ensuring that cross-contamination cannot occur according to standard operating procedures (d) Ensuring that in-process testing is carried out in accordance with documentation and procedures (e) Ensuring that all personnel adhere to quality measures and systems according to Good Manufacturing Practices (f) **Ensuring that the final product is released according to specifications**
Assessment (Tick appropriate box) Does this outcome form part of my current practice of pharmacy? **Yes**☐ **No**☐
IF YES, on the basis of the evidence I have identified I can do this

1.2.8 Manage deviations, take corrective action and record findings (manufacturing)

A person who has achieved this outcome is capable of:
(a) Evaluating discrepancies and taking corrective action according to standard operating procedures (b) Recording findings and reporting to management where applicable (c) Taking measures to prevent reoccurrence of deviations according to standard operating procedures
Assessment (Tick appropriate box) Does this outcome form part of my current practice of pharmacy? **Yes**☐ **No**☐
IF YES, on the basis of the evidence I have identified I can do this

1.2.9 Ensure systems and procedures are adhered to (manufacturing, community, hospital)

A person who has achieved this outcome is capable of:
(a) Adhering to and applying standard operating procedures during pharmaceutical operations
Assessment (Tick appropriate box) Does this outcome form part of my current practice of pharmacy? **Yes**☐ **No**☐
IF YES, on the basis of the evidence I have identified I can do this

1.2.10 Ensure documents are completed and records maintained (manufacturing)

A person who has achieved this outcome is capable of:
(a) Demonstrating and understanding the application and importance of documentation (b) Assisting in the compilation, control and maintenance of documentation (c) Controlling record keeping and the application of documentation in the pharmaceutical processes
Assessment (Tick appropriate box) Does this outcome form part of my current practice of pharmacy? **Yes**☐ **No**☐
IF YES, on the basis of the evidence I have identified I can do this

1.2.11 Control and lead the line-closing/shutdown of the pharmaceutical process (manufacturing)

A person who has achieved this outcome is capable of:
(a) Ensuring that the area is cleared and cleaned according to standard operating procedures (b) Checking for completion of documentation and records (c) Controlling the reconciliation of product/componentry/printing material (d) Controlling returns to the correct storage bins according to standard operating procedures (e) Evaluating discrepancies and taking corrective actions (f) Ensuring the correct disposal of waste products and hazardous substances according to standard operating procedures (g) Assuring that products are placed in quarantine awaiting final release
Assessment (Tick appropriate box) Does this outcome form part of my current practice of pharmacy? **Yes**☐ **No**☐
IF YES, on the basis of the evidence I have identified I can do this

1.2.12 Lead and participate in the work team (manufacturing)

A person who has achieved this outcome is capable of:
(a) Planning and **organising** the work team to optimise output, quality and cost (b) Identifying, clarifying, responding to and resolving work-related problems within the team to achieve optimum performance (c) Identifying and responding to industrial relations issues timeously in a way that balances the interests of worker and management within the legal requirements (d) Organising and conducting regular meetings with team members to determine courses of action to deal with problems affecting productivity (e) Evaluating staff performance in key performance areas against agreed outcomes (f) Establishing and maintaining effective lines of communication within the team
Assessment (Tick appropriate box) Does this outcome form part of my current practice of pharmacy? **Yes**☐ **No**☐
IF YES, on the basis of the evidence I have identified I can do this

1.2.13 Training of pharmacist interns and pharmacist's assistants to achieve capability in manufacturing, compounding and packaging of pharmaceutical products (manufacturing, community, hospital)

A person who has achieved this outcome is capable of:
(a) Familiarising the pharmacist interns and pharmacist's assistants with the standard operating procedures in manufacturing, compounding and packaging/ pre-packing of pharmaceutical products (b) Familiarising the pharmacist interns and the pharmacist's assistants with the terminology in manufacturing, compounding, packaging/pre-packing of pharmaceutical products (c) Familiarising the pharmacist interns and the pharmacist's assistants with the equipment and machinery in manufacturing, compounding, packaging/pre-packing of pharmaceutical products (d) Familiarising the pharmacist interns and the pharmacist's assistants with the operating processes in manufacturing, compounding, packaging/pre-packing of pharmaceutical products (e) Familiarising the pharmacist's assistants and pharmacist interns with the quality control procedures in the manufacturing, compounding and packaging of pharmaceutical products (f) Assisting the pharmacist interns and pharmacist's assistants in the self-assessment of their capabilities against determined unit standards (g) Assisting tutor and providing in-service guidance to the pharmacist interns and the pharmacist's assistants in manufacturing, compounding, packaging/pre-packing of pharmaceutical products (h) Assessing progress of the pharmacist interns and the pharmacist's assistants and providing feedback (i) Assisting the pharmacist interns and pharmacist's assistants in solving relevant learning problems experienced in manufacturing, compounding, packaging/pre-packing of pharmaceutical products
Assessment (Tick appropriate box) Does this outcome form part of my current practice of pharmacy? **Yes**☐ **No**☐
IF YES, on the basis of the evidence I have identified I can do this

RANGES

NOTE: BOLD PRINT IN THE TEXT OF ACTIVITIES IS EXPANDED IN THE RANGES	
Ensure	• To assume the responsibility that the critical outcomes are achieved to the required standards
Control	• To confirm outcomes against specified standards
Assure	• To confirm and certify that the specified outcomes have been achieved
Authorise	• To confirm, approve and allow manufacturing, compounding and packaging processes according to batch specifications
Organise	• To coordinate, arrange and take responsibility for the achievement of the specified outcomes
Information	• Information on the packaging processes, materials and packaging criteria is obtained from either standard operating procedures or from Good Manufacturing Practices documentation • Sources of authority and information will be the standard operating procedures
Packaging process	• Identified as the process which divides the bulk product into smaller packs in accordance with the manufacturing specification, documentation and consumer needs

NOTE: BOLD PRINT IN THE TEXT OF ACTIVITIES IS EXPANDED IN THE RANGES	
	• Assessment criteria should be measured within the specific packaging process, namely tablets, liquids, ointments, and according to standard operating procedures and good manufacturing practices described for each of these packaging processes
Documentation	• Documentation includes Master Manufacturing Schedules, Master Packaging Schedules and other records • Initiation and/or provision of documentation for the initiation, control of packaging run, specifying materials, controlling over-printing of batch numbers and facilitating reconciliation after packaging • Work schedule documentation is prescribed by the standard operating procedures.
Packaging machinery and pre-packing equipment	• Packaging machinery or pre-packing equipment applicable to the designated work area
Production machinery (equipment)	• Knowledge and competence on production machinery is applicable to the equipment/machinery used in the designated area
Materials	• Materials include raw materials and bulk materials ready for processing • Bulk products processed and ready for processing or packaging into smaller units
Standard operating procedures	• Procedures as determined for the manufacturing process that defines the purposes, performance outcomes, performance standards for the manufacturing process • Procedures that define the patient responsible for the performance, and the source and date of authority for these definitions for each function performed in the pharmaceutical environment
Good Manufacturing Practices:	• Internationally accepted standards of manufacturing practice (e.g. currently embodied in the Good Manufacturing Practices document)
Compounding	• Includes calculations, preparation from manufacture record sheets, weighing and temperature controls in the small scale manufacturing of pharmaceutical products • Includes sterile and non-sterile manufacturing according to a protocol or formulary
Resources	• Human, raw and packaging materials, equipment, time
Legal requirements	• Drug control legislation • Health and safety legislation • Legislation regulating the pharmacy profession • Labour legislation

Assessment (Tick appropriate box) - In general, does **Standard 1** form part of my current practice of pharmacy?

Yes ☐ **No** ☐

IF YES,

☐ I have assessed my competence in this standard and can provide evidence in all of the elements

☐ I have assessed my competence in this standard and will undertake CPD in the outcomes that I currently cannot provide evidence for in order to meet all the requirements of this standard

2. COMPETENCE STANDARD TWO: ORGANISE THE PROCUREMENT, STORAGE AND DISTRIBUTION OF PHARMACEUTICAL MATERIALS AND PRODUCTS

Does this standard apply to me?
The standard applies to all pharmacists who play a role in organising the procurement, storage and distribution of pharmaceutical materials and products

INTRODUCTION

(a) The procurement, storage and distribution of pharmaceutical products is a major determinant in the availability of drugs and healthcare costs. Given the impact of procurement activities on the operation and effectiveness of health services, it is essential these activities are managed by pharmacists trained in using sound procedures, with access to reliable stock control, consumption and distribution information. Effective procurement, storage and distribution of medicines require managerial, pharmaceutical and economic expertise.

(b) The pharmacist plays an important role in the procurement of medicines, quantification of drug requirements, approval and selection of suppliers, quality control programmes and the relevant financial mechanisms required in this process. The management of effective medicine stock levels and the maintenance of the safety and efficacy of stock are also an important responsibility of the pharmacist.

(c) Obtaining good quality drugs involves careful selection of suppliers and products that adhere to Good Manufacturing Practices, knowledge of packaging, storage and transport requirements of drugs and a sound knowledge of the relevant legislation.

(d) The pharmacist is an important role player in the distribution of medicines. Effective drug distribution ensures a constant supply of drugs, effective storage of drugs and cost-effective accessibility of medicines to the community at large. Operational planning and logistic skills are essential in maintaining a cost-effective distribution system.

(e) The pharmacist should at least have a good knowledge of the components of the procurement, storage and distribution of pharmaceutical products including but not limited to:

(i) the principles of stock control with respect to storage conditions, security, legal aspects and stock rotation;
(ii) the financial implications of procurement, storage and distribution of medicines;
(iii) an understanding of the management principles involved in the procurement, storage and distribution of medicines and other pharmaceutical products;
(iv) the relevant legislation applicable in the effective control of medicines and other related substances
(v) communication skills, including the ability to apply technological advances in communication in the procurement and distribution process, and to maintain effective communication lines between suppliers and users of medicines

(vi) record keeping, statistical methodologies and research methods to ensure optimum medicine supplies to the patient and/or community

(vii) The competencies required for the procurement, storage and distribution of medicines include the ability to lead and participate in a work team, and to assist in the training of staff members to ensure that effective medicine distribution occurs

(viii) The standard presented here reflects those competencies required for the pharmacist to demonstrate capability in controlling the acquisition, storage and distribution of pharmaceutical materials as determined by consultation with the pharmaceutical manufacturing industry, the pharmaceutical distribution industry, hospital pharmacy and community pharmacy

(ix) The outcomes and assessment criteria are workplace related and represent the minimum assessment criteria for the evaluation of competency within the pharmacy workplace.

2.1 CAPABILITY AND OUTCOMES

A person who has achieved this standard is capable of controlling the procurement, ordering, receiving, sampling, releasing, storing, preparing for dispatch, controlling transport and keeping records of pharmaceutical materials and products in compliance with legal and technical requirements.

The following outcomes of this capability should be demonstrated by the candidate:

2.1.1 Organise and control the procurement and receipt of pharmaceutical materials and products

A person who has achieved this outcome is capable of:
(a) Establishing the items and quantities to be procured according to requirements and procurement policies (b) Identifying and authorising suppliers according to legal requirements and standard procurement policy (c) Authorising and controlling placement of orders according to legal requirements and procurement policy (d) Controlling the receipt of new stock according to legal and documentation requirements, i.e. scheduled products (e) Controlling and maintaining batch traceability (f) Confirming the integrity and quality of the materials and products received (g) Managing identified stock shortages and breakages according to standard operating procedures (h) Demonstrating a knowledge of processing the needs and requirements of the supplier
Assessment (Tick appropriate box) Does this outcome form part of my current practice of pharmacy? **Yes**☐ **No**☐
IF YES, on the basis of the evidence I have identified I can do this

2.1.2 Organise and control the storage of stock

A person who has achieved this outcome is capable of:
(a) Organising and controlling storage conditions to maintain product integrity (b) Controlling and maintaining batch traceability (c) Controlling working stock levels according to issuing requirements (d) Identifying causes for reported deviations and taking appropriate corrective action (e) Handling returned, damaged and expired stock according to legal requirements and standard operating procedures (f) Authorising and maintaining documentation according to legal requirements and standard operating procedures (g) Assuring product security according to legal requirements and standard operating procedures (h) Organising and controlling stocktaking according to standard operating procedures (i) Ensuring the maintenance of record keeping to enable the detection of discrepancies and to monitor stock levels
Assessment (Tick appropriate box) Does this outcome form part of my current practice of pharmacy? **Yes**☐ **No**☐
IF YES, on the basis of the evidence I have identified I can do this

2.1.3 Organise and control the distribution of pharmaceutical materials and products

A person who has achieved this outcome is capable of:
(a) Controlling and organising the processing of received orders according to legal requirements, product characteristics and good distribution practices (b) Controlling and authorising the packaging of orders for pharmaceutical materials and products to ensure product integrity and security (c) Controlling and organising the handling of hazardous substances according to safety and legal requirements (d) Controlling packaging and handling procedures to assure product integrity, security and breakage avoidance (e) Controlling and maintaining batch traceability to account for defective stock control (f) Controlling and organising delivery schedules and endpoints timeously and according to legal requirements (g) Authorising the procedures taken on the receipt of returned products (h) Demonstrating a knowledge of the processing of the needs and requirements of the customer
Assessment (Tick appropriate box) Does this outcome form part of my current practice of pharmacy? **Yes**☐ **No**☐
IF YES, on the basis of the evidence I have identified I can do this

2.1.4 Lead and participate in the work team

A person who has achieved this outcome is capable of:
(a) Planning and organising the work team to optimise output, quality and cost (b) Identifying, clarifying, responding to and resolving work-related problems within the team to achieve optimum performance (c) Training team members in the implementation of standard operating procedures (d) Identifying and responding to industrial relations issues timeously in a way that balances the interests of worker and management within the legal requirements (e) Organising and conducting regular meetings with team members to determine courses of action to deal with problems affecting productivity (f) Evaluating staff performance in key performance areas against agreed outcomes (g) Establishing and maintaining effective lines of communication within the team
Assessment (Tick appropriate box) Does this outcome form part of my current practice of pharmacy? **Yes**☐ **No**☐
IF YES, on the basis of the evidence I have identified I can do this

2.1.5 Training of pharmacist interns and pharmacist's assistants to achieve capability in the procurement, storage and distribution of pharmaceutical materials and products

A person who has achieved this outcome is capable of:
(a) Familiarising pharmacist interns and pharmacist's assistants with the standard operating procedures in the procurement, storage and distribution of pharmaceutical materials and products (b) Familiarising the pharmacist interns and pharmacist's assistants with the terminology in the procurement, storage and distribution of pharmaceutical materials and products (c) Familiarising the pharmacist interns and pharmacist's assistants with the equipment and machinery in the procurement, storage and distribution of pharmaceutical materials and products (d) Familiarising the pharmacist interns and pharmacist's assistants with operating processes in the procurement, storage and distribution of pharmaceutical materials and products (e) Familiarising the pharmacist interns and pharmacist's assistants with the quality control procedures in the procurement, storage and distribution of pharmaceutical materials and products (f) Assisting the pharmacist interns and pharmacist's assistants in the self-assessment of their capabilities against determined unit standards (g) Providing in-process guidance to the pharmacist interns and pharmacist's assistants in the procurement, storage and distribution of pharmaceutical materials and products (h) Assessing progress of the pharmacist interns and pharmacist's assistants and providing feedback (i) Assisting the pharmacist interns and pharmacist's assistants to solve relevant learning problems
Assessment (Tick appropriate box) Does this outcome form part of my current practice of pharmacy? **Yes**☐ **No**☐
IF YES, on the basis of the evidence I have identified I can do this

RANGES

NOTE: BOLD PRINT IN THE TEXT OF ACTIVITIES IS EXPANDED IN THE RANGES	
Ensure	• To assume the responsibility that the critical outcomes are achieved to the required standards
Batch traceability	• Integrity of batch traceability • Mock recall and systems checks • Stock warehouse movement and maps • Order processing • Goods returned for credit • Goods dispatched • Batch trace reports
Product integrity	• Maintenance of physical and chemical properties (e.g. by means of cold chain)
Control	• To confirm outcomes against specified standards
Assure	• To confirm and certify that the specified outcomes have been achieved
Authorise	• To confirm, approve and allow the procurement, storage and distribution of pharmaceutical products
Organise	• To coordinate, perform, arrange and take responsibility for the achievement of the specified outcomes
Standard procurement policies include	• Availability • Price where appropriate • Delivery time • Quality • Service/guarantees • Credit facilities where appropriate • Legal requirements. • Maintain the integrity of the product
Appropriate storage conditions	• Stocks are stored according to correct temperatures, light, and humidity • Stocks are stored in environmentally controlled conditions • Stocks stored in correct areas allowing effective stock control • Stocks stored maintaining cold chain where appropriate • Correct storage of hazardous substances and surgicals

Assessment (Tick appropriate box) - In general, does **Standard 2** form part of my current practice of pharmacy?

Yes ☐ **No** ☐

IF YES,

☐ I have assessed my competence in this standard and can provide evidence in all of the elements

☐ I have assessed my competence in this standard and will undertake CPD in the outcomes that I currently cannot provide evidence for in order to meet all the requirements of this standard

3. COMPETENCE STANDARD THREE: DISPENSE AND ENSURE THE OPTIMAL USE OF MEDICINES PRESCRIBED TO THE PATIENT

Does this standard apply to me?
The standard applies to all pharmacists who are required to dispense medicines in their current pharmacy practice

3.1 INTRODUCTION

(a) The role of the pharmacist in drug supply has altered significantly by moving from a product-centred approach to pharmaceutical care which is patient centred. A decrease in the need to compound medicines and an increase in the complexity and potency of available medicines have resulted in the need for the pharmacist's involvement in the patients' use of the drugs. The pharmacist plays a crucial role in the therapeutic process by ensuring the quality use of medicine in the country.

(b) The quality use of medicines includes patient care encounters, prescription review, and medicine utilisation review. It includes the dispensing process and the provision of pharmaceutical care by the pharmacist. Pharmaceutical care may be defined as 'to find and solve the drug therapy problems of each individual patient' and has three essential elements, namely:

(i) a philosophy of practice
(ii) the patient care process
(iii) a practice management system.

This includes addressing and caring for the needs of the patient by practising according to a patient care model in the pharmacy, developing an appropriate care plan to resolve problems and determine the goals of therapy and to do follow-up evaluations. An effective practice management system must also be developed by the pharmacist.

(c) The dispensing process, as a component of pharmaceutical care, may be seen as that process in which the pharmacist prepares and distributes to a patient a course of therapy on the basis of a prescription. It involves the correct interpretation of the wishes of the prescriber and the accurate preparation and labelling of medicine for use by the patient as advised. The term *dispensing process* may be seen as covering all the activities involved, from receiving the prescription to issuing the prescribed medicine to the patient including:

(i) receiving and validating the prescription
(ii) understanding and interpreting the prescription
(iii) preparing the items for issue
(iv) recording the actions taken
(v) issuing the medicine to the patient with clear instructions and advice.

(d) **The aim of any drug management system is to deliver the correct medicine to the patient requiring such medicine. The pharmacist is also required to demonstrate competence in the management of rational drug use with underpinning knowledge that will ensure that the quality use of medicines provides for:**

(i) the provision of the correct drug for a particular indication
(ii) the appropriate drug in terms of safety, efficacy, and suitability
(iii) the appropriate dosage

(iv) correct dispensing, including the provision of the correct information about the prescribed medicines
(v) ensuring patient adherence to the treatment.

Pharmacist intervention plays a major role in the provision of medicines to the patient, and the pharmacist should demonstrate an understanding of the reasons for pharmacist interventions, how to identify problems, how to correct the problems, and how and when to provide possible alternatives to ensure the quality use of medicines.

(e) Good dispensing practices ensure that an effective form of the correct drug is delivered to the right patient, in the prescribed dosage and quantity, with clear instructions, and in a package that maintains the efficacy of the drug. The pharmacist should have a knowledge of the components of the dispensing process and ensuring the optimal use of medicines as prescribed to the patient, including but not limited to the following:

(i) an understanding of how medicines are formulated and manufactured
(ii) the capability to prepare medicine extemporaneously
(iii) the interpretation of prescriptions and other orders for medicines in accordance with legislation and codes of professional conduct and practice
(iv) the selection of drugs and the use of essential drug lists and formularies
(v) the provision of advice to patients and other healthcare professionals about medicines and their usage, including knowledge of healthcare systems and the relationships of the community/patient to healthcare in general
(vi) the pharmacotherapy of various conditions for which treatment may be initiated at a primary level
(vii) communication skills, including the ability to illicit an appropriate patient profile and the ability to provide information to ensure the quality use of medicines and/or non-treatment advice
(viii) the pharmacodynamics, pharmacokinetics and pharmacoeconomics of medicine therapy
(ix) the legal aspects relating to the practice of pharmacy
(x) an understanding of the principles of good management good pharmacy practice, and multidisciplinary cooperation.

The standard presented here reflects those competencies required for the pharmacist to demonstrate capability in dispensing medicines and ensuring the optimum use of prescribed medicines by the patient, including the implementation and monitoring of a pharmaceutical care plan. The standard was determined through consultation with hospital and community pharmacists and other relevant health professionals. The outcomes and assessment criteria are workplace related and represent the minimum assessment criteria for the evaluation of competency within the pharmacy workplace.

3.2 CAPABILITY AND OUTCOMES

A person who has achieved this standard is capable of supplying medicines to humans and animals on the prescription of an authorised prescriber. This implies the gathering of all information required to assess and prepare a prescription, applying pharmaceutical techniques and principles; providing information and counselling to the patient/care giver on the optimal use of the prescribed medicine; implementing a care plan and monitoring the therapeutic outcomes thereof.

3.2.1 Read and evaluate the prescription

A person who has achieved this outcome is capable of:
(a) Verifying the authenticity and validity of the prescription (b) Verifying patient and **prescriber** information according to legal requirements (c) Ensuring **completeness** of prescription information and identify entity responsible for payment (d) Identifying prescription **anomalies** that may prevent dispensing (e) Assisting the patient in resolving identified anomalies where possible or communicating with the prescriber where appropriate
Assessment (Tick appropriate box) Does this outcome form part of my current practice of pharmacy? **Yes** ☐ **No** ☐
IF YES, on the basis of the evidence I have identified I can do this

3.2.2 Communicate with the prescriber where necessary

A person who has achieved this outcome is capable of:
(a) Contacting the **prescriber** and communicating identified anomalies clearly, accurately and professionally (b) Working out an **alternative plan** of action for the prescriber and/or patient that resolves the identified anomalies
Assessment (Tick appropriate box) Does this outcome form part of my current practice of pharmacy? **Yes**☐ **No**☐
IF YES, on the basis of the evidence I have identified I can do this

3.2.3 Obtain patient profile

A person who has achieved this outcome is capable of:
(a) Accessing a **patient profile** or obtaining the necessary information required to produce a patient profile (b) Obtaining personal, medication and clinical information from the patient, their care giver or prescriber (c) Reviewing the patient's medication history (d) Identifying patient, prescriber and entity responsible for payment
Assessment (Tick appropriate box) Does this outcome form part of my current practice of pharmacy? **Yes**☐ **No**☐
IF YES, on the basis of the evidence I have identified I can do this

3.2.4 Interpret the prescription

A person who has achieved this outcome is capable of:
(a) Reading and interpreting the prescriber's instructions correctly (b) Interpreting suitability of the prescribed items according to **item descriptors** (c) Interpreting specific instructions from the prescriber (d) Verifying the prescribed medication with the patient medication history (e) Determining the feasibility of generic substitution according to legal requirements and communicating this to the patient.
Assessment (Tick appropriate box) Does this outcome form part of my current practice of pharmacy? **Yes**☐ **No**☐
IF YES, on the basis of the evidence I have identified I can do this

3.2.5 Verify prescription with patient profile to ensure the optimal use of medicines

A person who has achieved this outcome is capable of:
(a) Assessing the prescription to ensure optimal use of medicines in terms of: • **therapeutic aspects** • appropriateness for the individual • social, legal and economic aspects (b) Acquiring and documenting relevant information from accepted sources according to Good Pharmacy Practice guidelines and legal requirements (c) Deciding on the need for referral back to the prescriber (d) Demonstrating sensitivity for **alternative customs** and approaches to healthcare
Assessment (Tick appropriate box) Does this outcome form part of my current practice of pharmacy? **Yes☐ No☐**
IF YES, on the basis of the evidence I have identified I can do this

3.2.6 Implement a care plan

A person who has achieved this outcome is capable of:
(a) Giving appropriate advice clearly and accurately where necessary (b) Issuing appropriate medicine and providing advice on medicine where appropriate (c) Recommending non-drug management including no treatment and appropriate information and/or advice (d) Ascertaining whether the patient understood the information and/or advice given (e) Administering drug or treatment (f) Intervening in the medicine needs of the patients where appropriate (g) Completing all records and keeping them in the appropriate prescribed manner in accordance with legal requirements
Assessment (Tick appropriate box) Does this outcome form part of my current practice of pharmacy? **Yes☐ No☐**
IF YES, on the basis of the evidence I have identified I can do this

3.2.7 Prepare the prescription

A person who has achieved this outcome is capable of:
(a) Identifying generic substitutes for the issuing of prescription items according to legal requirements (b) **Preparing** prescription items according to Good Pharmacy Practice and legal requirements (c) Applying **pharmaceutical principals and techniques** to the preparation of the prescription
Assessment (Tick appropriate box) Does this outcome form part of my current practice of pharmacy? **Yes☐ No☐**
IF YES, on the basis of the evidence I have identified I can do this

3.2.8 Provide drugs, instructions and advice on the use of the prescribed medication

A person who has achieved this outcome is capable of:
(a) Handling the medicine to the patient in a **professional and ethical manner** (b) Communicating in a manner which demonstrates sensitivity for **alternative customs** and approaches to health care (c) Providing the patient with instructions on the **safe and efficacious use of medicines** (d) Providing additional instruction using **instructional aids** where appropriate (e) Demonstrating the correct method of administration of the medicine where appropriate
Assessment (Tick appropriate box) Does this outcome form part of my current practice of pharmacy? **Yes**☐ **No**☐
IF YES, on the basis of the evidence I have identified I can do this

3.2.9 Counsel patients to encourage compliance with the recommended therapy regimens

A person who has achieved this outcome is capable of:
(a) Establishing what the patient already knows about the medicine and the needs for counselling (b) Formulating a counselling plan according to the needs of the patient to ensure the **safe and efficacious use of medicines** (c) Requesting feedback from the patient to confirm understanding of the information provided in the counselling process
Assessment (Tick appropriate box) Does this outcome form part of my current practice of pharmacy? **Yes**☐ **No**☐
IF YES, on the basis of the evidence I have identified I can do this

3.2.10 Maintain records

A person who has achieved this outcome is capable of:
(a) Maintaining the necessary legal and **professional records** according to Good Pharmacy Practice guidelines and regulatory requirements
Assessment (Tick appropriate box) Does this outcome form part of my current practice of pharmacy? **Yes**☐ **No**☐
IF YES, on the basis of the evidence I have identified I can do this

3.2.11 Monitor the drug therapy

A person who has achieved this outcome is capable of:
(a) Assessing the patient for signs of **compliance** with, effectiveness and safety of the medicine (b) Identifying areas for **modification** and taking the appropriate action
Assessment (Tick appropriate box) Does this outcome form part of my current practice of pharmacy? **Yes**☐ **No**☐
IF YES, on the basis of the evidence I have identified I can do this

3.2.12 Training of pharmacist interns and pharmacist's assistants to achieve capability in dispensing and to ensure the optimal use of medicines prescribed to the patient

A person who has achieved this outcome is capable of:
(a) Familiarising the pharmacist interns and pharmacist's assistants with the correct procedures in dispensing to ensure the optimal use of medicines prescribed to the patient (b) Familiarising the pharmacist interns and pharmacist's assistants with the terminology used in dispensing to ensure the optimal use of medicines prescribed to the patient (c) Familiarising the pharmacist interns and pharmacist's assistants with the equipment and pharmaceutical processes in dispensing to ensure the optimal use of medicines prescribed to the patient (d) Familiarising the pharmacist interns and pharmacist's assistants with the quality control procedures in dispensing to ensure the optimal use of medicines prescribed to the patient (e) Assisting pharmacist interns and pharmacist's assistants in the self-assessment of their capabilities against determined unit standards (f) Providing in-process guidance to the pharmacist interns and pharmacist's assistants in dispensing to ensure the optimal use of medicines prescribed to the patient (g) Assessing progress of the pharmacist interns and pharmacist's assistants and providing feedback (h) Assisting pharmacist interns and pharmacist's assistants with solving relevant learning problems in dispensing to ensure the optimal use of medicines prescribed to the patient
Assessment (Tick appropriate box) Does this outcome form part of my current practice of pharmacy? **Yes**☐ **No**☐
IF YES, on the basis of the evidence I have identified I can do this

RANGES

NOTE: BOLD PRINT IN THE TEXT OF ACTIVITIES IS EXPANDED IN THE RANGES	
Patient profile	• Personal, medication and clinical information of a patient
Completeness	• The name, gender, age, address of the patient • Prescribers name, qualifications and address • Prescription date • Drug name, quantity and directions • Repeatability and repeat intervals of the prescription
Anomalies	• Completeness of the prescription • Entity responsible for payment
Item descriptors	• Product name, ingredients, quantities, dosage, instructions • Side effects, drug misuse or abuse, contra-indications, incompatibilities, adverse drug reactions • Non-compliance, prolonged use, drug interactions • Therapeutic use and pharmacological indications • Dosage form, strength, method of administration, duration of treatment
Prepare	• Calculations • Counting quantities required • Selection, admixing and/or extemporaneous preparation • Packing and labelling
Professional and ethical manner	• As embodied in Supply to the Patient and the Code of Ethics in the current Good Pharmacy Practice in South Africa document
Safe and efficacious use of medicines	• Dose levels and frequency, appropriate administration times, methods of administration, duration of therapy • Concomitant intake of food, alcohol and other medicines • Storage conditions • Changes in drug formulations and/or drug dosage forms

NOTE: BOLD PRINT IN THE TEXT OF ACTIVITIES IS EXPANDED IN THE RANGES	
	• Side effects of medicines • Special precautions • Indications for use and the benefits of the medicine
Instructional aids	• Pictograms • Written instructions and/or explanations • Braille • Product information leaflets • Appropriate languages
Therapeutic aspects	• Laboratory results • Standard treatment protocols • Multi-drug treatments • Drug characteristics • Disease/symptoms/syndrome
Alternative customs	• Homeopathy • Traditional medicine • Herbalism • Ayurvedic medicine • Other complementary medicine
Alternative plan	• Substitution of generic • Alternate therapy • Omit medicine • Refer back to prescriber • Change dose
Professional Records	• Prescription record • Schedule and substance registers required by law • Patient clinical profile • Patient medication record
Compliance	• Dose and dose schedule • Method of administration • Storage • Duration of therapy
Modification	• Education on compliance • Dose • Choice of therapy • Dosage form • Dose schedule • Duration of therapy • Referral • Adverse drug reactions
Pharmaceutical principles and techniques	• Physical and chemical medicine properties • Physical and chemical medicine incompatibilities • Physical and chemical container incompatibilities • Pharmaceutical preparation techniques • Sterile dispensing principles and techniques
Prescriber	• Medical practitioners • Veterinarian • Other persons authorised by current legislation

Assessment (Tick appropriate box) –

In general, does **Standard 3** form part of my current practice of pharmacy?

Yes ☐ **No** ☐

IF YES,

☐ I have assessed my competence in this standard and can provide evidence in all of the elements

☐ I have assessed my competence in this standard and will undertake CPD in the outcomes that I currently cannot provide evidence for in order to meet all the requirements of this standard

4. COMPETENCE STANDARD FOUR: PROVIDE PHARMACIST INITIATED CARE TO THE PATIENT AND ENSURE THE OPTIMAL USE OF MEDICINE

Does this standard apply to me?
The standard applies to all pharmacists who are required to give advice and recommendations, and whose actions have a direct impact on patient outcome

4.1 INTRODUCTION

(a) The pharmacist plays an important role in the provision of accessible and affordable healthcare to the community. The availability of specialised pharmaceutical knowledge at a primary level is an important component in the delivery of effective primary healthcare.

(b) The pharmacist is often required to make important clinical decisions in the pharmacy based entirely on the patient's history, observation of symptoms, and the application of the pathogenesis and symptomology of a variety of disease conditions. Specific competencies and skills are required by the pharmacist to develop a pharmaceutical care plan that will result in the appropriate treatment of the identified condition, the provision of advice and/or the referral of the patient for further medical attention. Of particular importance is that the pharmacist knows when to refer a patient to a medical practitioner or other healthcare professional.

(c) The provision of pharmacist initiated care incorporates the practice of pharmaceutical care in ensuring the quality use of medicines by the patient. It includes the dispensing process and the provision of pharmaceutical care by the pharmacist.

(d) Pharmaceutical care may be defined as 'to find and solve the drug therapy problems of each individual patient' and has three essential elements, namely:

(i) a philosophy of practice
(ii) the patient care process
(iii) a practice management system.

This includes addressing and caring for the needs of the patient by practising according to a responsible patient care model in the pharmacy, developing an appropriate care plan to resolve problems and determine the goals of therapy and to do follow-up evaluations. An effective practice management system must also be developed by the pharmacist.

(e) In the provision of rational pharmacist initiated care to the patient and ensuring the quality use of medicines, emphasis is placed on the ability of the pharmacist to develop a pharmaceutical care plan that will result in the appropriate treatment of the identified condition, the provision of advice and/or the referral of the patient for further medical attention.

(f) The pharmacist should at least have a good knowledge of the components of providing care at a primary level including but not limited to the following:

(i) the pathogenesis and symptomology of a variety of disease conditions encountered at a primary care level

(ii) the pharmacotherapy of various conditions for which treatment may be initiated at a primary level

(iii) communication skills, including the ability to illicit an appropriate patient profile and the ability to provide information to ensure the quality use of medicines and/or non-treatment advice

(iv) the pharmacodynamics, pharmacokinetics and pharmacoeconomics of medicine therapy at a primary care level

(v) the properties of various dosage forms and their application in pharmacy practice

(vi) the legal aspects relating to the practice of pharmacy

(vii) an understanding of the principles of good management, good pharmacy practice, and multidisciplinary cooperation

(viii) treatment modalities, including the use of essential drug list medicines, applied drug information and the monitoring of therapeutic outcomes to ensure positive outcomes of pharmacist initiated treatment at primary care levels

(ix) pharmaceutical knowledge, including dosage forms, quality assurance, pharmaceutical stability, and good dispensing practice

(x) an understanding of the promotion of animal health and the effects thereof on the healthcare of the community.

(g) The pharmacist is expected to have a solid baseline knowledge of disease pathogenesis, symptomology, epidemiology, treatment modalities and pathophysiology to ensure competence in the provision of primary care therapy to the community.

(h) The pharmacist must have an understanding of the components of providing rational pharmacist initiated care to the patient and ensuring the quality use of medicines including the principles of patient profiles, pharmacist initiated treatment and pharmaceutical care in primary care treatment.

The standard presented here reflects those competencies required for the entry-level pharmacist to demonstrate capability in assessing the medicine and health needs of the patient, identifying signs and symptoms of various disease conditions, and implementing and monitoring a pharmaceutical care plan. The standard was determined through consultation with hospital and community pharmacists and other relevant health professionals. The outcomes and assessment criteria are workplace related and represent the minimum assessment criteria for the evaluation of competency within the pharmacy workplace.

4.2 CAPABILITY AND OUTCOMES

A person who has achieved this standard is capable of assessing the medicine and health needs of the patient, identifying the patient's signs and symptoms, devising, documenting and implementing a pharmaceutical care plan and monitoring the outcome.

The following outcomes of this capability should be demonstrated by the candidate:

4.2.1 Determine the reason for request for service

A person who has achieved this outcome is capable of:
(a) Communicating effectively to determine the person's needs (b) Approaching a person in a manner which shows sensitivity to needs and culture (c) Deciding on the basis of information obtained to provide product, advice or information or to **take patient history** (d) Refer the person for further investigation by another healthcare professional where warranted
Assessment (Tick appropriate box) Does this outcome form part of my current practice of pharmacy? **Yes** ☐ **No** ☐
IF YES, on the basis of the evidence I have identified I can do this

4.2.2 Provide requested information

A person who has achieved this outcome is capable of:
(a) Interpreting request for level, content and final use (b) Deciding whether to refer or accept the request (c) Sourcing information and evaluating for relevance and scientific correctness (d) Communicating information promptly, clearly and accurately (e) Checking the recipient's understanding (f) Ascertaining that the information supplied meets the needs of the recipient
Assessment (Tick appropriate box) Does this outcome form part of my current practice of pharmacy? **Yes** ☐ **No** ☐
IF YES, on the basis of the evidence I have identified I can do this

4.2.3 Provide and advise on the appropriate and safe use of products where requested

A person who has achieved this outcome is capable of:
(a) Determining whether a product can be provided according to legal and good pharmacy practice requirements, e.g. age of person (b) Ensuring the **safe use** of products
Assessment (Tick appropriate box) Does this outcome form part of my current practice of pharmacy? **Yes** ☐ **No** ☐
IF YES, on the basis of the evidence I have identified I can do this

4.2.4 Elicit patient history

A person who has achieved this outcome is capable of:
(a) Deciding on an appropriate environment to use for consultation according to Good Pharmacy Practice guidelines (b) Accessing previous patient medication records where available (c) Taking an accurate, complete and systematic patient history (d) Interpreting history to decide whether to refer, apply first aid or proceed with symptom identification
Assessment (Tick appropriate box) Does this outcome form part of my current practice of pharmacy? **Yes** ☐ **No** ☐
IF YES, on the basis of the evidence I have identified I can do this

4.2.5 Refer patient to other healthcare professionals where appropriate

A person who has achieved this outcome is capable of:
(a) Referring a patient to an appropriate healthcare professional if: • patient condition warrants further investigation • therapy taken by patient fails in purpose • therapy taken by patient causes an untoward effect • consequences of drug abuse or toxic doses of drugs or chemicals cannot be treated (b) Referring a patient in a professional and ethical manner
Assessment (Tick appropriate box) Does this outcome form part of my current practice of pharmacy? **Yes** ☐ **No** ☐
IF YES, on the basis of the evidence I have identified I can do this

4.2.6 Identify patient signs and symptoms

A person who has achieved this outcome is capable of:
(a) **Observing patient for behaviour and obvious physical signs** (b) Identifying signs and symptoms (c) Performing appropriate **diagnostic tests** (d) **Using correct test methodology and sampling procedures** (e) **Interpreting signs, symptoms and data correctly** (f) **Demonstrating sensitivity for alternative customs and approaches to healthcare**
Assessment (Tick appropriate box) Does this outcome form part of my current practice of pharmacy? **Yes** ☐ **No** ☐
IF YES, on the basis of the evidence I have identified I can do this

4.2.7 Devise an appropriate care plan in consultation with patient

A person who has achieved this outcome is capable of:
(a) Identifying the cause of observed signs and symptoms by reconciling the latter with the history, observations, examination, and the diagnostic tests performed (b) **Referring a** patient if the interpreted information requires further investigation by another healthcare professional in accordance with Good Pharmacy Practice guidelines (c) Selecting an appropriate **care plan** according to the interpretation of patient information (d) Devising an appropriate plan to provide for patient advice, treatment or intervention if not referred (e) Demonstrating sensitivity for **alternative approaches** and customs in healthcare (f) Applying **first aid measures** where necessary (g) Planning follow-up monitoring and evaluation processes in consultation with the patient
Assessment (Tick appropriate box) Does this outcome form part of my current practice of pharmacy? **Yes** ☐ **No** ☐
IF YES, on the basis of the evidence I have identified I can do this

4.2.8 Monitor, evaluate and adjust care plan

A person who has achieved this outcome is capable of:
(a) Following up a care plan and assessing the patient for compliance, effectiveness and safe use of the medicine (b) Evaluating feedback and adjusting the care plan appropriately
Assessment (Tick appropriate box) Does this outcome form part of my current practice of pharmacy? **Yes** ☐ **No** ☐
IF YES, on the basis of the evidence I have identified I can do this

4.2.9 Implement the care plan

A person who has achieved this outcome is capable of:
(a) Referring the patient professionally and ethically where necessary (b) Providing an emergency supply of medicines where a situation warrants it (c) Giving appropriate advice clearly and accurately where necessary (d) Issuing appropriate medicine and providing advice on medicine where appropriate (e) Recommending non-drug management including no treatment and appropriate information and/or advice (f) Ascertaining whether the patient understood the information and/or advice given (g) Administering drug or treatment (h) Intervening in the medicine needs of the patients (i) Keeping all records in the appropriate prescribed manner in accordance with legal requirements
Assessment (Tick appropriate box) Does this outcome form part of my current practice of pharmacy? **Yes** ☐ **No** ☐
IF YES, on the basis of the evidence I have identified I can do this

4.2.10 Training pharmacist interns to provide pharmacist initiated care to the patient and ensuring the optimal use of medicines

A person who has achieved this outcome is capable of:
(a) Familiarising the pharmacist interns with the correct procedures in providing pharmacist initiated care to the patient to ensure the optimal use of medicine (b) Familiarising the pharmacist interns with the terminology used in providing pharmacist initiated care to the patient to ensure the optimal use of medicine (c) Familiarising the pharmacist interns with the correct methods of eliciting patient history, referring the patient to another healthcare professional where appropriate and advising the patient on the safe use of requested medicines (d) Familiarising the pharmacist interns with the principles of identifying patient signs and symptoms, and devising, implementing and monitoring an appropriate care plan in consultation with the patient (e) Assisting the pharmacist interns in the self-assessment of their capabilities against determined unit standards (f) Providing guidance to the pharmacist interns in providing pharmacist initiated care to the patient to ensure the optimal use of medicine (g) Assessing progress of the pharmacist interns and providing feedback (h) Assisting the pharmacist interns in solving relevant learning problems in providing pharmacist initiated care to the patient to ensure the optimal use of medicine
Assessment (Tick appropriate box) Does this outcome form part of my current practice of pharmacy? **Yes** ☐ **No** ☐
IF YES, on the basis of the evidence I have identified I can do this

RANGES

NOTE: BOLD PRINT IN THE TEXT OF ACTIVITIES IS EXPANDED IN THE RANGES	
Safe use of chemicals	• Identification of chemical • Label clearly and completely • Attach cautionary and advisory instructions • Correct and safe storage • Appropriate packaging • Safe disposal
Patient history	• Past conditions • Present symptoms • Past treatments • Drug history • Clinical history • Demographics • Socio-economic milieu • Family history
Identify signs and symptoms	• Verbal information • Visual examination • Vital signs observation • Basic examination of identified areas related to disease conditions • Physical • Behavioural
First aid measures	• Current and recognised first aid principles • The symptoms of poisoning, drug abuse, drug overdose and other toxic substances • Appropriate treatment of: • exposure to toxic doses of drugs or chemicals • ingestion of toxic doses of drugs or chemicals • substance abuse
Diagnostic tests	• In accordance with current Specific Guidelines for Pharmacy Practice document • Tests performed: • Diabetes (blood, glucose) • Blood cholesterol levels and hypertension • Malaria infection • HIV (if qualified as a counsellor) • Fertility and pregnancy (urinary) • Peak respiratory flow rate (peak flow meter) • Urine diagnostic testing for: • infection • renal disorders • metabolic diseases (diabetes mellitus) • Pharmacist
Referral	• In accordance with the current Specific Guidelines for Pharmacy Practice document
Alternative approach	• Homeopathy • Traditional medicine • Herbalism • Ayurvedic medicine • Other complementary medicine
Care plan	• Referral • Provision of advice • Pharmacist initiated prescription • Treatment or intervention (singly or in combination) • Chronic patient care • First aid
Treatment	• Immunise • Dress wound • Administer initial dose

NOTE: BOLD PRINT IN THE TEXT OF ACTIVITIES IS EXPANDED IN THE RANGES	
	• Administer injections • Cardiopulmonary resuscitation • Administer first aid
Intervened	• Change of dose • Change of therapy
Records	• Patient history • Examination and test results • Care plan implementation • Therapy or drugs administered • Outcomes
General Care giver	• The person other than the patient receives the medicine on behalf of the patient

Assessment (Tick appropriate box) - In general, does **Standard 4** form part of my current practice of pharmacy?

Yes ☐ **No** ☐

IF YES,

☐ I have assessed my competence in this standard and can provide evidence in all of the elements

☐ I have assessed my competence in this standard and will undertake CPD in the outcomes that I currently cannot provide evidence for in order to meet all the requirements of this standard

5. COMPETENCE STANDARD FIVE: PROVIDE INFORMATION AND EDUCATION ON HEALTH CARE AND MEDICINE

Does this standard apply to me?

The standards applies to a pharmacist whose advice, recommendations and actions have a direct impact on the patient outcome

5.1 INTRODUCTION

(a) The provision of drug and healthcare information and education forms an integral part of the scope of practice of the pharmacist. This requires the provision of information to the patient and to other members of the heathcare team.

(b) The entry-level pharmacist should at least have a good knowledge of the components of communicating information on the use of drugs, disease states and healthcare to the patient and other healthcare workers, including but not limited to:

(i) identifying the information needs
(ii) appropriate communication of the information
(iii) common human and veterinary disease states
(iv) sourcing and interpreting information from relevant reference sources
(v) the relevant legislation.

(c) Education of the patient on the prevention and treatment of commonly encountered disorders and healthy life styles also forms an important component of this capability.

The standard presented here reflects those competencies required for the entry-level pharmacist to demonstrate capability in assessing and supplying the information needs of the patient and other healthcare workers. The standard was determined through consultation with the pharmaceutical manufacturing industry, the pharmaceutical distribution industry, hospital and community pharmacies. The outcomes and assessment criteria are workplace related and represent the minimum assessment criteria for the evaluation of competency within the pharmacy workplace.

5.2 CAPABILITY AND OUTCOMES

A person who has achieved this standard is capable of accessing, interpreting, evaluating and supplying information on the nature and use of drugs, disease states and healthcare to the public, healthcare providers and patients.

The following outcomes of this capability should be demonstrated by the candidate:

5.2.1 Provide information on request

A person who has achieved this outcome is capable of:
(a) Identifying information needs (b) Interpreting requests for level, content and final use of information (c) Deciding to either refer or accept the request (d) Using an appropriate source (e) Evaluating information for relevance and scientific integrity (f) Communicating information promptly, clearly and accurately (g) Verifying that information was understood (h) Ascertaining that the information supplied meets the need of the recipient
Assessment (Tick appropriate box) Does this outcome form part of my current practice of pharmacy? **Yes** ☐ **No** ☐
IF YES, on the basis of the evidence I have identified I can do this

5.2.2 Initiate and/or participate in the provision of healthcare education and information to the public and other healthcare professionals on request

A person who has achieved this outcome is capable of:
(a) Identifying targeted educational and information needs (b) Selecting an appropriate method of delivery of information (c) Accessing relevant information and processes (d) Communicating information clearly and accurately (e) Ensuring that the information was understood by the audience (f) Ascertaining that the information supplied met the perceived needs of the target audience
Assessment (Tick appropriate box) Does this outcome form part of my current practice of pharmacy? Yes ☐ No ☐
IF YES, on the basis of the evidence I have identified I can do this

5.2.3 Interpret scientific information to provide basis for rational drug use

A person who has achieved this outcome is capable of:
(a) Retrieving data from appropriate **sources** (b) Evaluating information for relevance against a need (c) Interpreting data to draw conclusions on rational drug use and evidence-based treatment
Assessment (Tick appropriate box) Does this outcome form part of my current practice of pharmacy? **Yes** ☐ **No** ☐
IF YES, on the basis of the evidence I have identified I can do this

5.2.4 Training of the pharmacist interns in providing information and education in healthcare and medicine

A person who has achieved this outcome is capable of:
(a) Familiarising the pharmacist interns with the correct procedures in conducting and providing effective education and information programmes (b) Familiarising the pharmacist interns with the terminology used in conducting and providing effective education and information programmes (c) Familiarising the pharmacist interns with the correct methods of organising the retrieval and presentation of relevant information to meet the educational and other information needs of the public and other healthcare providers (d) Familiarising the pharmacist interns with the principles of communicating information in a clear and systemic manner and to present conclusions on rational drug uses clearly and convincingly (e) Assisting the pharmacist interns in the self-assessment of their capabilities against determined unit standards (f) Providing guidance to the pharmacist interns in conducting and providing effective **education and information** programmes to the public and other healthcare professionals (g) Assessing the progress of the pharmacist interns and providing feedback (h) Assisting the pharmacist interns in solving relevant learning problems in conducting and providing effective education and information programmes
Assessment (Tick appropriate box) Does this outcome form part of my current practice of pharmacy? **Yes** ☐ **No** ☐
IF YES, on the basis of the evidence I have identified I can do this

RANGES

NOTE: BOLD PRINT IN THE TEXT OF ACTIVITIES IS EXPANDED IN THE RANGES	
Information	• Healthcare • Use of medicines • Animal health, veterinary medicines and products • Safe use of chemical substances for industrial, hobby and home use
Sources	• Drug information centres • Electronic data • Clinical literature
Education and information	• Immunisation • Family planning • Family health promotion • Infectious diseases • Coronary heart disease and stroke prevention • Cancer prevention, screening and care • Mental health promotion • HIV/Aids and STD prevention • Prevention of accidents and trauma management • Pregnancy, breast feeding and infant nutrition • Travel and holiday healthcare • Smoking cessation • Substance abuse prevention • Healthy life style promotion • Environmental awareness (water supply, pollution, living conditions) • Rational drug usage and drug induced diseases • Nutrition • Product information (prescription and over the counter/self medication)

NOTE: BOLD PRINT IN THE TEXT OF ACTIVITIES IS EXPANDED IN THE RANGES	
	• Self-medication • Drug resistance patterns and treatments • Veterinary medicines • Pet care • Animal health • Product training for sales representatives • Technical product information to health care providers and institutions • Product information within the company • Undergraduate training of pharmacists • Pharmaceutical information to health care providers and other institutions and educators • Continuing education of pharmacists • Availability of medicines • Product and service information
Patient type/condition on which information may be provided	• Paediatrics • Gerontology • Mother and child • Chronic diseases • Acute diseases • Disabled patient (physically and mentally) • Terminally-ill patient • Geriatrics
Users of information	• Patients • Healthcare providers • Managed healthcare providers • Academic and educational institutions • Pharmaceutical industry • Public • State • Hospitals • Medical aid organisations • Traditional healers

Assessment (Tick appropriate box) - In general, does **Standard 5** form part of my current practice of pharmacy?

Yes ☐ **No** ☐

IF YES,

☐ I have assessed my competence in this standard and can provide evidence in all of the elements

☐ I have assessed my competence in this standard and will undertake CPD in the outcomes that I currently cannot provide evidence for in order to meet all the requirements of this standard

6. COMPETENCE STANDARD SIX: PROMOTE COMMUNITY HEALTH AND PROVIDE RELATED INFORMATION AND ADVICE

Does this standard apply to me?
Promote community health and provide related information and advice

6.1 INTRODUCTION

(a) As an accessible member of the healthcare team, the pharmacist plays an important role in the maintenance of the health of the community. The promotion of health through the implementation of disease prevention programmes in the community at large, screening programmes to identify community health deficiencies and responding to epidemiological trends in the community are important roles of the pharmacist in their role as a healthcare provider.

(b) The pharmacist should at least have a good knowledge of the components of community health including but not limited to:

(i) identifying the health education needs of the community
(ii) communicating the relevant information to the community
(iii) conducting screening programmes within the community that will promote good health and healthy life styles
(iv) applying national health policies, for example, immunisation programmes, and primary and preventative programmes
(v) involvement in community health projects
(vi) the relevant legislation.

(c) The pharmacist must also have a good baseline knowledge of community health educational requirements and the capability to assist in the development of appropriate programmes that will ensure that community-centred concerns including infectious diseases, substance abuse, and occupational health, are communicated effectively and addressed with the community at large.

(d) The standard presented here reflects those competencies required for the pharmacist to demonstrate capability in assessing and providing for the community health needs of the community. The standard was determined after consultation with the hospital and community sectors of pharmacy. The outcomes and assessment criteria are workplace related and represent the minimum assessment criteria for the evaluation of competency within the pharmacy workplace.

6.2 CAPABILITY AND OUTCOMES

A person who has achieved this standard is capable of identifying community health needs, planning and implementing promotive and preventive programmes, including screening, directly observed therapy and immunisation.

The following outcomes of this capability should be demonstrated by the candidate:

6.2.1 Identify the health education needs of the community

A person who has achieved this outcome is capable of:
(a) Identifying trends in requests for information and medicine relating to community and occupational health needs (b) Relating identified trends to community health needs
Assessment (Tick appropriate box) Does this outcome form part of my current practice of pharmacy? **Yes** ☐ **No** ☐
IF YES, on the basis of the evidence I have identified I can do this

6.2.2 Promote promotive and preventative health education

A person who has achieved this outcome is capable of:
(a) Deciding on an appropriate response to the identified needs (b) Identifying health education needs (c) Selecting a method of delivery that is appropriate to the nature of the identified education needs and the target community (d) Retrieving and processing information relevant to the identified needs (e) Communicating information clearly and accurately (f) Verifying the effectiveness of the education programme (g) Ascertaining that the information supplied meets the perceived needs of the target audience (h) Preparing and providing community health education programmes for presentation by members of the community
Assessment (Tick appropriate box) Does this outcome form part of my current practice of pharmacy? **Yes** ☐ **No** ☐
IF YES, on the basis of the evidence I have identified I can do this

6.2.3 Initiate and participate in community health projects

A person who has achieved this outcome is capable of:
(a) Identifying and evaluating existing and potential local community health projects (b) Initiating and/or participating in community health projects (c) Participating in directly observed therapy (DOT) programmes (d) Participating in screening tests for public health authorities (e) Initiating an appropriate response to the requirements of the community health projects (f) Participating according to the identified role for the pharmacist (g) Following up and evaluating outcomes of the projects
Assessment (Tick appropriate box) Does this outcome form part of my current practice of pharmacy? Yes ☐ No ☐
IF YES, on the basis of the evidence I have identified I can do this

6.2.4 Conduct screening programmes to identify health deficiencies in the community

A person who has achieved this outcome is capable of:
(a) Identifying areas where screening can be done to identify health deficiencies and deviations in the community (b) Planning, organising and publicising screening activity (c) Checking operation of equipment, materials and reagents (d) Conducting an effective screening programme (e) Identifying patients needing follow-up care and advice and/or referring appropriately (f) Following up on patient compliance after referral (g) Maintaining documentation according to legal requirements and Good Pharmacy Practices
Assessment (Tick appropriate box) Does this outcome form part of my current practice of pharmacy? Yes ☐ No ☐
IF YES, on the basis of the evidence I have identified I can do this

6.2.5 Note and respond to epidemiological trends in the community, including reporting notifiable diseases

A person who has achieved this outcome is capable of:
(a) Noting and monitoring epidemiological trends in the local community (b) Deciding whether to initiate formal research (c) Providing community education (d) Referring to appropriate authority (e) Advising community leaders (e.g. school principals) (f) Detecting and reporting notifiable diseases according to legal requirements
Assessment (Tick appropriate box) Does this outcome form part of my current practice of pharmacy? **Yes** ☐ **No** ☐
IF YES, on the basis of the evidence I have identified I can do this

6.2.6 Participate in developing, establishing and managing drug and health policies

A person who has achieved this outcome is capable of:
(a) Providing appropriate input in the formulation of drug and health policies as part of a multi-disciplinary team (b) Participating in monitoring the implementation of the policies
Assessment (Tick appropriate box) Does this outcome form part of my current practice of pharmacy? **Yes** ☐ **No** ☐
IF YES, on the basis of the evidence I have identified I can do this

6.2.7 Training the pharmacist interns in the promotion of community health and the provision of information and advice

A person who has achieved this outcome is capable of:
(a) Familiarising the pharmacist interns with the correct procedures in identifying the health education needs and the epidemiological trends in a local community and devising appropriate programmes (b) Familiarising the pharmacist interns with the application of pharmaceutical skills and knowledge to conduct effective screening programmes in the community to identify health deficiencies within the community (c) Familiarising the pharmacist interns with the correct methods of organising effective community health projects, screening programmes and educational programmes (d) Familiarising the pharmacist interns with the principles of communicating information in a clear and systemic manner and to report epidemiological trends and notifiable diseases clearly and convincingly to relevant officials (e) Assisting the pharmacist interns in the self-assessment of their capabilities against determined unit standards (f) Providing guidance to the pharmacist interns in conducting and providing effective community education, information and screening programmes to the community (g) Providing guidance to the pharmacist interns on how to relate pharmaceutical, economic, social and governmental systems when providing input to health and drug policies (h) Assessing progress of the pharmacist interns and providing feedback (i) Assisting the pharmacist interns in solving relevant learning problems in conducting and providing effective community education, information and screening programmes
Assessment (Tick appropriate box) Does this outcome form part of my current practice of pharmacy? **Yes** ☐ **No** ☐
IF YES, on the basis of the evidence I have identified I can do this

RANGES

BOLD PRINT IN THE TEXT OF ACTIVITIES IS EXPANDED IN THE RANGES	
Screening programmes	• Diabetes (blood glucose) • Tuberculosis immunity (skin test) • Blood cholesterol level • Hypertension • Cancer (breast examination information) • Malaria • HIV (if qualified as a counsellor) • Fertility and pregnancy • Peak respiratory flow rate (peak flow meter) • Urine diagnostic testing
Notifiable diseases	• As defined by the relevant health authority regulations
Drug and health policies	• Essential drug lists • Standard treatment protocols • Immunisation programmes • National health policy • Hospital drug policies

BOLD PRINT IN THE TEXT OF ACTIVITIES IS EXPANDED IN THE RANGES	
	• Primary and preventative programmes • Formularies • Infection control
Input	• Availability of medicines • Dosages • Treatment protocols • Drug-drug and drug-disease interactions • Medicine safety • Rational drug use • Compliance issues • Administration • Post-marketing surveillance data • Cost-effective use of medicines
Monitoring	• Correct choice of drugs • Correct treatment protocols
Method of delivery	• Personal contact • Printed material • Presentations • Personal • Television • Video • Radio • Electronic media • Community networking
Education programmes	• Coronary heart disease and strokes • Cancer • Mental health • HIV/Aids and sexual health • Accident prevention • Occupational health • Infectious diseases • Pregnancy, breast feeding and infant nutrition • Travel and holiday healthcare • Smoking cessation • Substance abuse • Healthy lifestyle
Community health project	• Immunisation • Family planning • Family health promotion • Coronary heart disease and strokes • Cancer • Mental health • HIV/Aids and sexual health • Accident prevention • Occupational health • Infectious diseases • Pregnancy, breast feeding and infant nutrition • Travel and holiday healthcare • Smoking cessation • Substance abuse • Healthy lifestyle • Environmental awareness • Self-care promotion • Nutrition • Correct drug use • Self-medication • Infectious disease prevention

Assessment (Tick appropriate box) - In general, does **Standard 6** form part of my current practice of pharmacy? **Yes** ☐ **No** ☐
IF YES, ☐ I have assessed my competence in this standard and can provide evidence in all of the elements ☐ I have assessed my competence in this standard and will undertake CPD in the outcomes that I currently cannot provide evidence for in order to meet all the requirements of this standard

7. COMPETENCE STANDARD SEVEN: PARTICIPATE IN RESEARCH TO ENSURE THE OPTIMAL USE OF MEDICINES

Does this standard apply to me?
The standard applies to all pharmacists

7.1 INTRODUCTION

(a) As a member of the healthcare team, the pharmacist plays an important role in the performance of research. Although traditionally in pharmacy research has been centred on the pharmaceutical sciences, there is an increasing need for research into aspects of pharmacy practice in order for a basis to be formed for the future development of policy. Practising pharmacists are increasingly taking part in health-systems research, which must be encouraged as a means of providing data bases for future development. Such research is often conducted in collaboration with other healthcare providers.

(b) Pharmacists should be able to participate in research including research into pharmacy practice, as well as the use of drugs in therapeutics. This research may include investigations into prescribing practices, patterns of drug usage, the monitoring of adverse reactions, the pharmacist's advisory role, computerised data handling, health economics, legislation, and the various aspects of abuse and non-rational use of drugs. Another important role filled by pharmacists in South Africa is in the registration process of medicines.

(c) The pharmacist should at least have a basic knowledge of the following components including but not limited to:

- research methodology
- the registration process of medicines
- research and development of medicines
- research into health-systems.

(d) The standard presented here reflects those competencies required for the pharmacist to demonstrate the capability to participate in research. The standard was determined after consultation with the pharmaceutical industry, the pharmaceutical distribution industry, hospital and community pharmacies. The outcomes and assessment criteria are workplace related and represent the minimum assessment criteria for the evaluation of competency within the pharmacy workfirce.

7.2 CAPABILITY AND OUTCOMES

A person who has achieved this standard is capable of participating in research and applying research findings to healthcare.

The following outcomes of this capability should be demonstrated by the candidate:

7.2.1 Participate in the research and development of medicines and healthcare strategies

A person who has achieved this outcome is capable of:
(a) Interpreting a stated research problem (b) Surveying and evaluating secondary data for relevance and scientific integrity, whilst demonstrating sensitivity for alternative customs and approaches to healthcare (c) Developing appropriate research design, implementing research design (d) Collating and analysing data (e) Drawing valid conclusions (f) Writing a credible report and disseminating it timeously (g) Responding professionally to peer comments
Assessment (Tick appropriate box) Does this outcome form part of my current practice of pharmacy? **Yes** ☐ **No** ☐
IF YES, on the basis of the evidence I have identified I can do this

7.2.2 Participate in the registration of medicines

A person who has achieved this outcome is capable of:
(a) Collating data relevant to the registration of a medicine (b) Compiling medicine registration applications according to the relevant Act for submission to the health authority (c) Maintaining, updating and reviewing documentation for product licences according to legal requirements (d) Communicating effectively with health authorities (e) Supplying principals with required information
Assessment (Tick appropriate box) Does this outcome form part of my current practice of pharmacy? **Yes** ☐ **No** ☐
IF YES, on the basis of the evidence I have identified I can do this

7.2.3 Training the pharmacist interns in the participation in research to ensure the optimal use of medicines

A person who has achieved this outcome is capable of:
(a) Familiarising the pharmacist interns with the correct procedures in developing and managing an effective research design, collating and analysing data and drawing valid conclusions (b) Familiarising the pharmacist interns with the application of pharmaceutical skills and knowledge to apply research principles and current technology to collate and interpret data and present research findings according to scientific standards (c) Familiarising the pharmacist interns with the correct methods of relating pharmaceutical research findings to social, legal, and economic systems when drawing conclusions on health strategies from such findings (d) Familiarising the pharmacist interns with the principles of communicating research findings in a clear and scientific manner and to present these in scientific journals of international standing (e) Assisting the pharmacist interns in the self-assessment of their capabilities against determined unit standards (f) Providing guidance to the pharmacist interns in conducting and participating in research to ensure the optimal use of medicines (g) Providing guidance to the pharmacist interns to relate pharmaceutical, economic, social and governmental systems to research findings when providing input to health and drug policies (h) Assessing the progress of the pharmacist interns and providing feedback (i) Assisting the pharmacist interns in solving relevant learning problems in conducting and participating in research to ensure the optimal use of medicines
Assessment (Tick appropriate box) Does this outcome form part of my current practice of pharmacy? **Yes** ☐ **No** ☐
IF YES, on the basis of the evidence I have identified I can do this

RANGES

NOTE: BOLD PRINT IN THE TEXT OF ACTIVITIES IS EXPANDED IN THE RANGES	
Data and documentation	• Chemistry • Pharmacology • Pre-clinical • Clinical • Pharmaceutical
Research area	• Drug delivery systems • Manufacturing processes • New chemical entity • Epidemiology of disease • Disease prevention and management • Drug efficacy and safety trials • Patient compliance with drug therapy • Design, utilisation and effectiveness of formularies • Pharmacoeconomics, drug utilisation underlying evidence-based medicine • Market/consumer • Patient-acceptability research

NOTE: BOLD PRINT IN THE TEXT OF ACTIVITIES IS EXPANDED IN THE RANGES	
	• Quality of life research • Emergent diseases • Post-marketing drug surveillance • Drug resistance patterns

Assessment (Tick appropriate box) - In general, does **Standard 7** form part of my current practice of pharmacy?

Yes ☐ **No** ☐

IF YES,

☐ I have assessed my competence in this standard and can provide evidence in all of the elements

☐ I have assessed my competence in this standard and will undertake CPD in the outcomes that I currently cannot provide evidence for in order to meet all the requirements of this standard

8. COMPETENCE STANDARD EIGHT: FACILITATE THE DEVELOPMENT OF PHARMACEUTICAL PERSONNEL

Does this standard apply to me?
The standard applies to all pharmacists who a play role in the development of pharmacy personnel.

8.1 CAPABILITY AND OUTCOMES

A person who has achieved this standard is capable of self–development and the development and management of personnel

The following outcomes of this capability should be demonstrated by the candidate:

8.1.1 Self-development

A person who has achieved this outcome is capable of:
(a) Assessing their own knowledge, skills and values, and identifying areas that require improvement to meet current practice needs and standards (b) Identifying appropriate resources and activities available for learning (c) Applying new knowledge obtained from continuing professional development to the daily pharmacy practice (d) Modifying their own behaviour in response to feedback from peers, co-workers or allied health professionals (e) Understanding the need for planning and its relevance to life-long learning (f) Maintaining a portfolio of professional and personal development
Assessment (Tick appropriate box) Does this outcome form part of my current practice of pharmacy? **Yes** ☐ **No** ☐
IF YES, on the basis of the evidence I have identified I can do this

8.1.2 Development/management of personnel

A person who has achieved this outcome is capable of:
(a) Defining the accepted standards, policies and procedures that personnel follow (b) Giving and receiving constructive feedback (c) Acknowledging the roles of other team members (d) Demonstrating patience, understanding, approachability, fairness and other relevant interpersonal skills (e) Working as a member of a team (f) Cooperating with others in cases of conflicting views and applying effective negotiation skills (g) Determining the training requirements of learners against criteria (standard operating procedures and unit standards) (h) Ensuring development of on-the-job coaching and assessment against criteria (i) Ensuring that evidence of competency is gathered by learners and collated in portfolios of evidence for tracking current learning acquired and the recognition of prior learning (RPL) (j) Facilitating the competency of learners in the use of relevant terminology, equipment, and standard operating procedures required in pharmacy activities (k) Continuously updating portfolios of evidence with evidence of new competencies acquired (l) Facilitating problem solving during the learning process to ensure effectiveness and efficiency of development (m) Regularly providing feedback regarding learner development in the workplace (n) Evaluating team performance in key performance areas against agreed outcomes (o) Facilitating team training and development to ensure best practice (p) Establishing and maintaining effective lines of communication within the team
Assessment (Tick appropriate box) Does this outcome form part of my current practice of pharmacy? **Yes** ☐ **No** ☐
IF YES, on the basis of the evidence I have identified I can do this

8.1.3 Development/management of personnel

A person who has achieved this outcome is capable of:
(a) Defining the accepted standards, policies and procedures that personnel follow (b) Giving and receiving constructive feedback (c) Acknowledging the roles of other team members (d) Demonstrating patience, understanding, approachability, fairness and other relevant interpersonal skills (e) Working as a member of a team (f) Cooperating with others in cases of conflicting views and applying effective negotiation skills (g) Determining the training requirements of learners against criteria (standard operating procedures and unit standards) (h) Ensuring development of on-the-job coaching and assessment against criteria (i) Ensuring that evidence of competency is gathered by learners and collated in portfolios of evidence for tracking current learning acquired and the recognition of prior learning (RPL) (j) Facilitating the competency of learners in the use of relevant terminology, equipment, and standard operating procedures required in pharmacy activities (k) Continuously updating portfolios of evidence with evidence of new competencies acquired (l) Facilitating problem solving during the learning process to ensure effectiveness and efficiency of development (m) Regularly providing feedback regarding learner development in the workplace (n) Evaluating team performance in key performance areas against agreed outcomes (o) Facilitating team training and development to ensure best practice (p) Establishing and maintaining effective lines of communication within the team
Assessment (Tick appropriate box) Does this outcome form part of my current practice of pharmacy? **Yes** ☐ **No** ☐
IF YES, on the basis of the evidence I have identified I can do this

Assessment (Tick appropriate box) - In general, does **Standard 8** form part of my current practice of pharmacy? **Yes** ☐ **No** ☐
IF YES, ☐ I have assessed my competence in this standard and can provide evidence in all of the elements ☐ I have assessed my competence in this standard and will undertake CPD in the outcomes that I currently cannot provide evidence for in order to meet all the requirements of this standard

9. COMPETENCE STANDARD NINE: PRACTISE PHARMACY PROFESSIONALLY AND ETHICALLY

Does this standard apply to me?
The standard is compulsory for all pharmacists

9.1 CAPABILITY AND OUTCOMES

A person who has achieved this standard is capable of working professionally in pharmacy practice, complying with legal requirement and code of conduct, practising pharmacy within a South African cultural framework and communicating effectively.

The following outcomes of this capability should be demonstrated by the candidate:

9.1.1 Work professionally in pharmacy practice

A person who has achieved this outcome is capable of:
(a) Evaluating information given for relevance, scientific correctness, accuracy and clarity (b) Interpreting written and verbal information and presenting it to the patient/caregiver in an appropriate verbal and/or written manner (c) Developing a trusting, professional relationship with individual patients (d) Being accessible to patients and communicating effectively with patients (e) Self-documentation of interventions and following up on the outcome of interventions (f) Documenting communication with other healthcare providers
Assessment (Tick appropriate box) Does this outcome form part of my current practice of pharmacy? **Yes** ☐ **No** ☐
IF YES, on the basis of the evidence I have identified I can do this

9.1.2 Practise pharmacy within a South African cultural framework

A person who has achieved this outcome is capable of:
(a) Demonstrating sensitivity to alternative approaches and customs in healthcare (b) Demonstrating sensitivity to alternative customs and approaches to healthcare during the research process (c) Explaining the pharmacist's role in the healthcare system (d) Respecting confidentiality related to patients' issues and information (g) Respecting the right of patients to make their own choice
Assessment (Tick appropriate box) Does this outcome form part of my current practice of pharmacy? **Yes** ☐ **No** ☐
IF YES, on the basis of the evidence I have identified I can do this

9.1.3 Comply with legal requirements and code of conduct

A person who has achieved this outcome is capable of:
(a) Practising pharmacy in a manner consistent with the professional code of conduct (b) Fulfilling the legislative requirements pertaining to pharmacy practice including the control of medicine (c) Complying with legislative requirements for health and safety in the workplace (d) Developing a professional relationship with other healthcare providers (e) Understanding and applying legislative principles and current Good Pharmacy Practice guidelines affecting the operation of pharmacies and the supply of medicine (f) Maintaining appropriate boundaries with patients, staff and other health professionals according to established ethical and professional practice guidelines (h) **Maintaining knowledge of changing standards of professional practice and practising accordingly**
Assessment (Tick appropriate box) Does this outcome form part of my current practice of pharmacy? **Yes** ☐ **No** ☐
IF YES, on the basis of the evidence I have identified I can do this

9.1.4 Communicate effectively

A person who has achieved this outcome is capable of:
(a) Communicating effectively face-to-face with patients (b) Communicating effectively with patients by telephone (c) Communicating effectively in person with other healthcare professionals (d) Communicating effectively with other healthcare professionals by telephone. (e) Listening actively (f) Asking questions that fit the situation (g) Communicating with patients in a culturally sensitive manner to identify the level, content and final use of information
Assessment (Tick appropriate box) Does this outcome form part of my current practice of pharmacy? **Yes** ☐ **No** ☐

Assessment (Tick appropriate box) - In general, does **Standard 9** form part of my current practice of pharmacy? **Yes** ☐ **No** ☐
IF YES, ☐ I have assessed my competence in this standard and can provide evidence in all of the elements ☐ I have assessed my competence in this standard and will undertake CPD in the outcomes that I currently cannot provide evidence for in order to meet all the requirements of this standard

10. COMPETENCE STANDARD TEN: MANAGE THE PHARMACY/PHARMACEUTICAL SERVICE

Does this standard apply to me?
The standard is compulsory for all pharmacist who are in managerial or supervisory positions

10.1 CAPABILITY AND OUTCOMES

A person who has achieved this standard is capable of managing the pharmacy/ pharmaceutical service.

The following outcomes of this capability should be demonstrated by the candidate:

A person who has achieved this outcome is capable of:
(a) Identifying relevant pharmacy practice issues or problems that could and should be eliminated (b) Readily approaching peers, co-workers or other health professionals for assistance when necessary (c) Supervising personnel (d) Developing, maintaining and applying standard operating procedures (e) Dealing effectively with multiple demands (f) Knowledge of staff security measures (g) Preparing and interpreting various financial statements relating to the practice setting (h) Practising in a financially responsible manner in order to maintain a viable pharmacy practice (i) Explaining the principles of inventory management and putting them into practice (j) Communicating changes in legislation to staff (e.g. Rx to OTC) (k) Demonstrating a working knowledge of labour legislation (l) Ensuring standard operating procedures are available and best practices are in an instructional format (m) Following and understanding quality control procedures in pharmacy activities (n) Ensuring that the pharmacy work team is organised to optimise output, quality and cost (o) Identifying, clarifying and responding to work-related problems and ensuring they are resolved within the team to achieve optimum performance (p) Identifying and responding to labour relations issues timeously in a way that balances the interests of personnel and management within the legislative requirements (q) Organising and conducting regular meetings with team members to determine courses of action to deal with problems affecting the pharmacy/pharmaceutical service
Assessment (Tick appropriate box) Does this outcome form part of my current practice of pharmacy? **Yes** ☐ **No** ☐
IF YES, on the basis of the evidence I have identified I can do this

Assessment (Tick appropriate box) - In general, does **Standard 10** form part of my current practice of pharmacy? **Yes** ☐ **No** ☐
IF YES, ☐ I have assessed my competence in this standard and can provide evidence in all of the elements ☐ I have assessed my competence in this standard and will undertake CPD in the outcomes that I currently cannot provide evidence for in order to meet all the requirements of this standard

Appendix B – Personal Development Plan – Not Compulsory

Registration Number: _____

Surname: _____

First names: _____

Your current job: _____

Permanent residential address: _____
_____
_____
_____

Postal address: _____
_____
_____

Telephone numbers: _____(Work)
_____(Home)
_____(Cellphone)

Telefax: _____

Email address: _____

The following questions will help to establish some CPD priorities relating to your current role

1. Describe up to three incidents in your workplace during recent years that caused you to feel you had made a difference, or which you regard as a personal and /or professional success.

   - _____
   - _____
   - _____

2. In evaluating your response to the previous question, try to identify a learning need that relates to each incident that might help you build on that success.

   - _____
   - _____
   - _____

3. Describe up to three incidents in your workplace during the past years that caused you to feel uncomfortable, unhappy, ill-at-ease, threatened or simply fed-up.

   - _____
   - _____
   - _____

4. In evaluating your response to the previous question, try to identify a learning need that relates to each incident that might help you handle similar situations more effectively.

   - _____
   - _____
   - _____

The following four questions will help you establish how your current role(s) may change over the coming years, and how you may prepare for these changes.

5. If your workplace has developed a plan for the next five years, briefly summarise the three points of that plan that will most affect you.

   - _____
   - _____
   - _____

6. What learning needs do you have that relate to these three points?

   - _____
   - _____
   - _____

7. If you work within the Department of Health, can you identify three local, provincial and national policies and priorities that will affect you, patients and other users of your services and organisations for whom you work?

   - _____
   - _____
   - _____

8. What learning needs do you have arising from each of these policies and priorities?

   - _____
   - _____
   - _____

Your career: The following questions should help you focus on your key career goals over the coming years

9. Looking at your career plans for the next five years, identify three new things that you want to be doing within that time frame.

    - _____
    - _____
    - _____

10. What learning needs do you have that relate to each of these career aspirations?

    - _____
    - _____
    - _____

Appendix C – Learning Plan –Compulsory

Registration Number

Surname _____

First names _____

1. **I have identified the following learning gaps where I need to improve my knowledge and skills:**
   a.
   b.
   c.

2. **I have identified gaps in the following outcomes:**
   a.
   b.
   c.

3. **I have identified the following options or methods of improving my knowledge and skills:**
   a.
   b.
   c.

4. **I have identified the following recourses/institution to assist me in improving my knowledge and skills:**
   NB: give details on 4 if it is relevant to learning needs
   a.
   b.
   c.

5. **I have identified the following target dates on which I need to start improving my learning needs:**
   a.
   b.
   c.

6. **I have identified the following target dates on which I need to complete my learning needs:**
   a.
   b.
   c.

7. I have identified the following expected outcomes in respect of my learning needs:

Learning needs	Expected outcomes

8. I have identified how the expected outcomes will assist me in my present work or personal development

Expected Outcomes	How it will assist me

Appendix D – CPD Learning Activity

DEFINITIONS

''Learning activity'' encompass three levels of activities, the non-measurable outcomes, the measurable and the formal structured programmes.

1. All persons registered in terms of section 14 of the Act are required by Council to record their CPD activities on line. The recorded CPD should be relevant to the practice of the registered person or be concerned with or encourage and enhance career development.

2. Participants are expected to perform a minimum of six entries per annum/one-year cycle.

3. The entries must be current (recorded within a month of completion) to the period of exposure to the learning activity and should ideally be spread evenly throughout the year. The following are examples of different types of learning activities:

    3.1 Non-measurable learning activities: These are learning activities undertaken or presented on a once-off, non-continuous basis and do not necessarily have a clearly measurable outcome.

    3.2 Measurable / structured learning programmes: These are learning activities presented by an accredited service provider or training institution, carried out over a period covering not more than six months.

    3.3 Structured learning / formal programmes: This includes learning activities that are planned, recorded and/or presented by an accredited training institution, or evaluated by an accredited assessor, with a measurable outcome. These are learning activities performed over a period exceeding seven months.

LEARNING ACTIVITIES

NON MEASURABLE

- Self-study
- Written assignments submitted to a non-accredited organisation
- Events presented by a non-accredited organisation or individual
- Breakfast meetings, presentations or journal clubs
- Case study discussions
- Formally or informally organised special purpose teaching/learning ward rounds
- Conferences, symposia, refresher courses, short courses without a measurable outcome

MEASURABLE / STRUCTURED LEARNING PROGRAMMES

- Certificate received for participation in a short course, multiple-choice questions in a journal, including an electronic journal, with a pass rate of 60% from an accredited institution or provider
- Principal author or co-author of a peer-reviewed publication or chapter in a book
- Review of an article/chapter in a book
- Keynote speaker at an accredited conference
- Invited guest/occasional lecturer to present an accredited activity
- External examiner of an undergraduate examination paper, or a Masters or Doctoral theses on completion.

FORMAL STRUCTURED PROGRAMMES

- Diploma, postgraduate studies studied over a period of not less than seven months e.g. MBA, MPA, MBL, MSc (Med), LLB.