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A large graphic consisting of a central blue circle with the letters 'PSP' in white, surrounded by several other circles in white, dark blue, and light blue. In the background, there is a photograph of various pharmaceutical items including syringes, vials, and pills.

PSP

**Pharmacy Support Personnel: Pharmacist's Assistant (Basic)
External Integrated Summative Assessment (EISA)
Online Workshop, 26 May 2026**



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FORMAT OF THE WORKSHOP







- Format and content of the examination
- Preparing for calculation questions
- Preparing for general questions
- Examples of calculation questions
- Examples of general questions
- Remote online examination/assessment
- Navigating the Website





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FORMAT OF THE EISA EXAMINATION FOR PHARMACIST'S ASSISTANT (BASIC)

| Exam |  |  |
|---|---|---|
| Open book online examination 100 multiple choice questions (MCQs) | 16% Calculation MCQs 16 MCQs | 84% General MCQs 84 MCQs |
|  Overall pass mark 50% No negative marking |  Subminimum of 50% |  Subminimum of 50% |
|  3 hours 30 min | | |





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Community

Institutional

Manufacturing

Wholesale

QUESTIONS ARE RELATED TO
EXIT LEVEL OUTCOMES AND
BASED ON TASKS TO BE
PERFORMED BY CANDIDATES IN
COMMUNITY, INSTITUTIONAL,
MANUFACTURING AND
WHOLESALE SECTORS



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EXAM CONTENT: EXIT LEVEL OUTCOMES

ELO 1

Apply basic scientific knowledge to provide technical support in delivering pharmaceutical services

ELO 2

Provide technical support for the receiving, storing, picking, packing and distributing of orders. To perform stock counts and participate in stock-taking in compliance with cGMP, GWDP and GPP requirements

ELO 3

Provide technical support for the manufacture, packaging and re-packaging of non-sterile medicines and scheduled substances in compliance with GMP guidelines under the supervision of a pharmacist

ELO 4

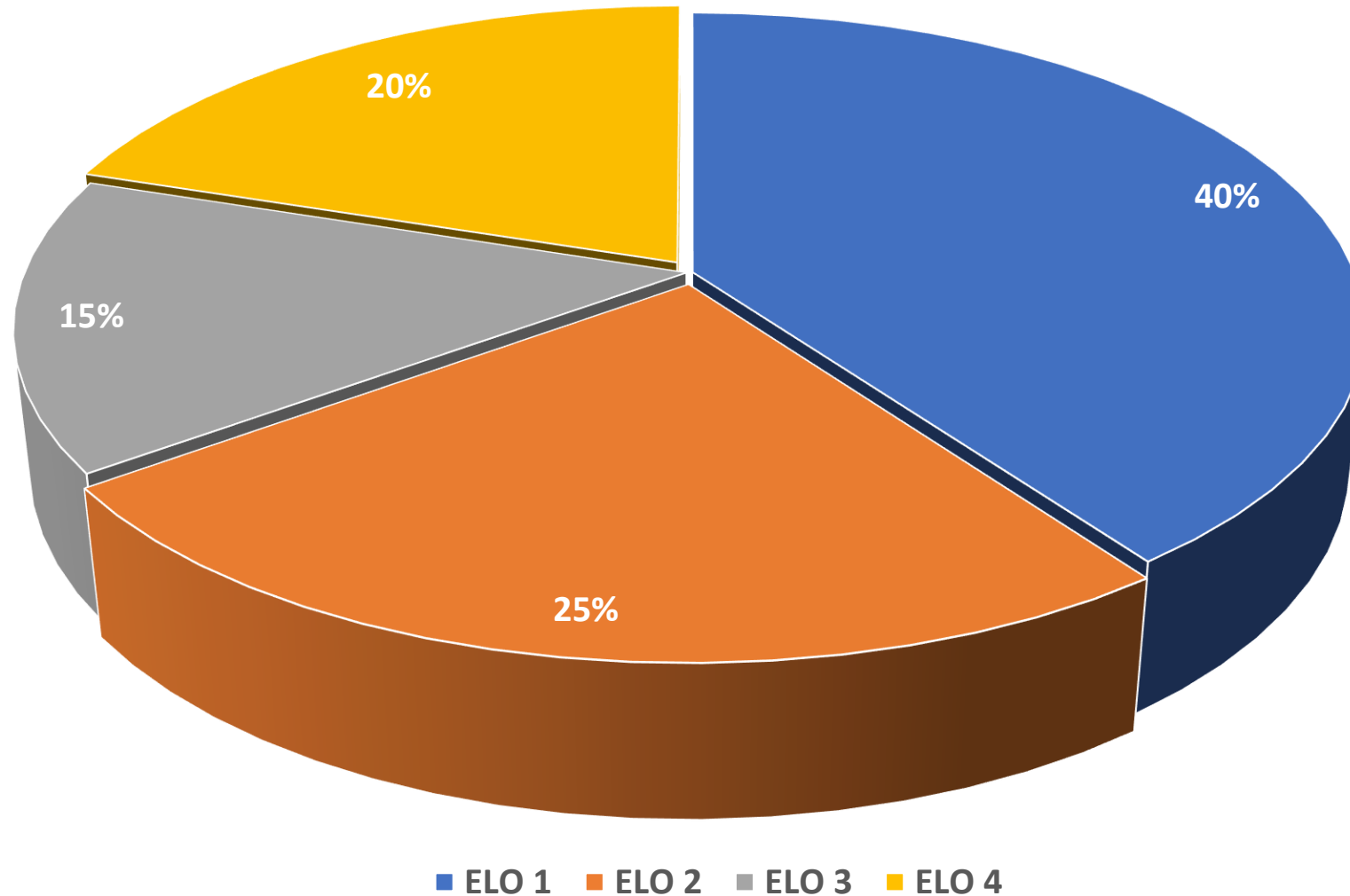
Provide technical support for the compounding, manipulation and preparation of non-sterile medicines and scheduled substances (extemporaneous compounding) in compliance with standards as described in the GPP rules and GMP guidelines under the supervision of a pharmacist



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WHAT IS THE EXAM BASED ON?

Exit Level Outcomes





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ELO 1

BASIC- 40%

➤ Candidates should be able to:

- ❖ Apply legislation related to the relevant scope of practice in pharmaceutical services in the South African context
- ❖ Demonstrate ethical and professional conduct related to the relevant scope of practice in the provision of pharmaceutical technical support services
- ❖ Apply basic pharmaceutical terms and concepts concerning non-sterile drug delivery systems and their routes of administration
- ❖ Apply basic scientific principles and perform basic scientific calculations



ELO 2

BASIC- 25%

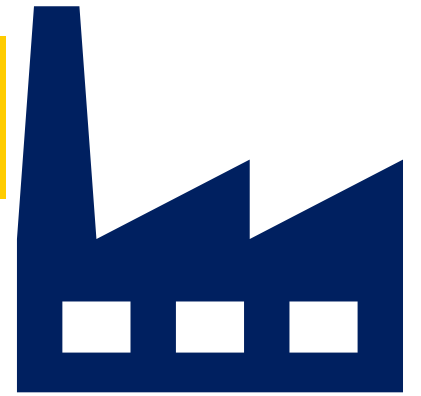
➤ **Candidates should be able to:**

- ❖ Conduct distribution and control of the stock of medicines, scheduled substances, and medical devices according to SOPs, and per cGMP, GPP and GWDP
- ❖ Pick, pack and secure orders for medicines or scheduled substances according to all requirements and check that orders are dispatched according to SOPs
- ❖ Complete documents and maintain records following applicable legislation and SOPs
- ❖ Participate in stock counts



ELO 3

BASIC- 15%



➤ **Candidates should be able to:**

- ❖ Apply pharmaceutical and cGMP principles and legislative requirements in the manufacture, packaging and/or repackaging of non-sterile medicines and scheduled substances
- ❖ Organise and prepare resources, materials and equipment for the preparation of specific medicines following relevant SOPs and process documentation
- ❖ Handle materials with due regard for environmental and storage conditions, transport and security requirements
- ❖ Participate in manufacturing processes for non-sterile medicines and scheduled substances
- ❖ Pack and re-package medicines and scheduled substances following GMP, ethical principles, relevant legislation, process documentation and SOPs, and authorised by a pharmacist
- ❖ Complete all documents and maintain records following cGMP guidelines

ELO 4:

BASIC- 20%



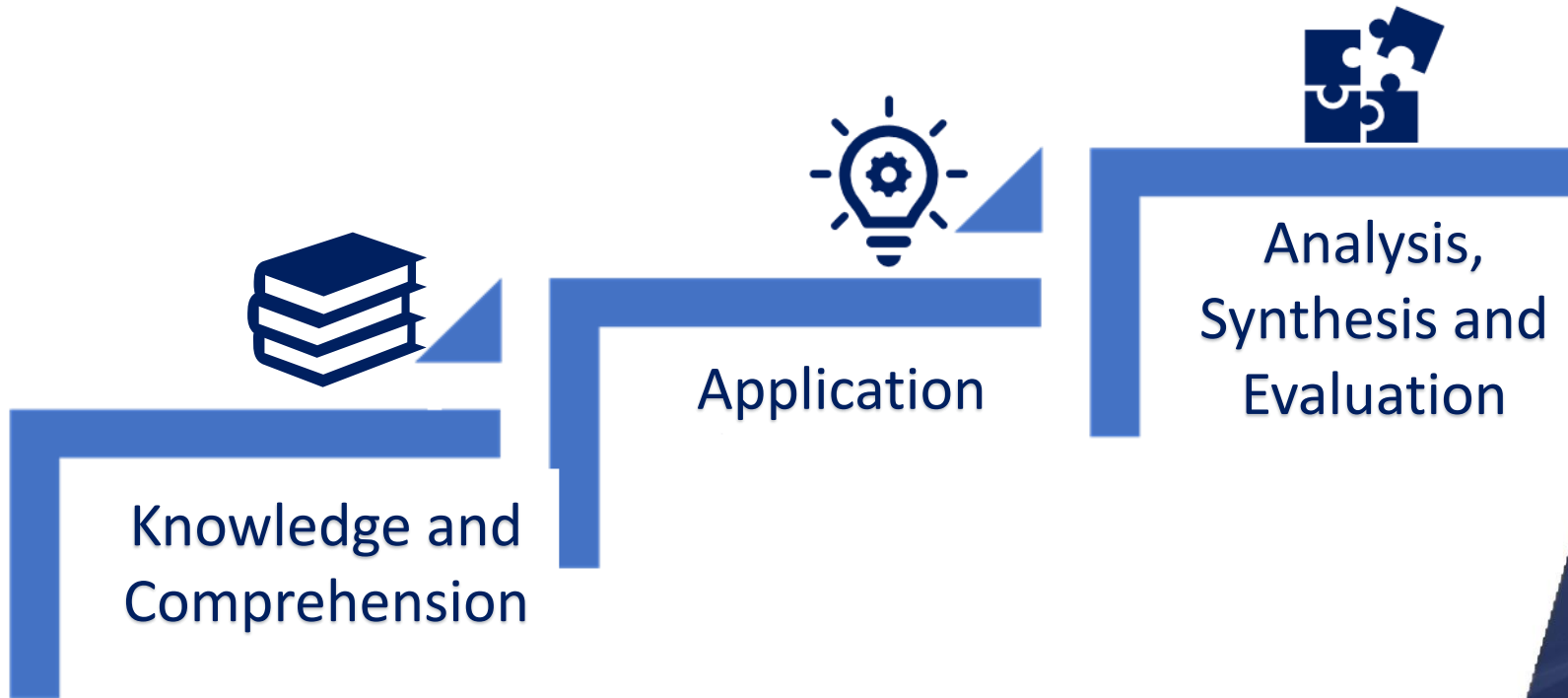
➤ **Candidates should be able to:**

- ❖ Apply principles of GPP concerning the compounding of non-sterile medicines and substances
- ❖ Compound a simple solution, suspension and semi-solid following instructions (formulas), relevant SOPs and process documentation, using the principles of cGMP and/or GPP for specific patients
- ❖ Complete records for each of the preparations produced following legal requirements and organisational policies and procedures
- ❖ Check and clean equipment, according to SOPs
- ❖ Perform housekeeping activities according to SOPs
- ❖ Operate personal computer to generate documents and spreadsheets



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TYPES OF QUESTIONS





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PREPARATIONS

Admin

- When (date and time) is the exam?
- Where (venue/remote) is the exam?
- What resources do I need?

Prepare

- How can I prepare?
- Which references do I need?
- How do I use the references?

Exam

- What do I need to bring?
- How does the online exam work?
- How long is the exam?

TIPS FOR PREPARATIONS

Use the latest reference material

Check the current events
(pandemics/epidemics)
locally/globally

Keep abreast with the latest developments/
information

Course notes may be irrelevant (check if info is still valid)

Familiarise yourself with each reference material
(index/topic)

Never use reference material that you have not used before

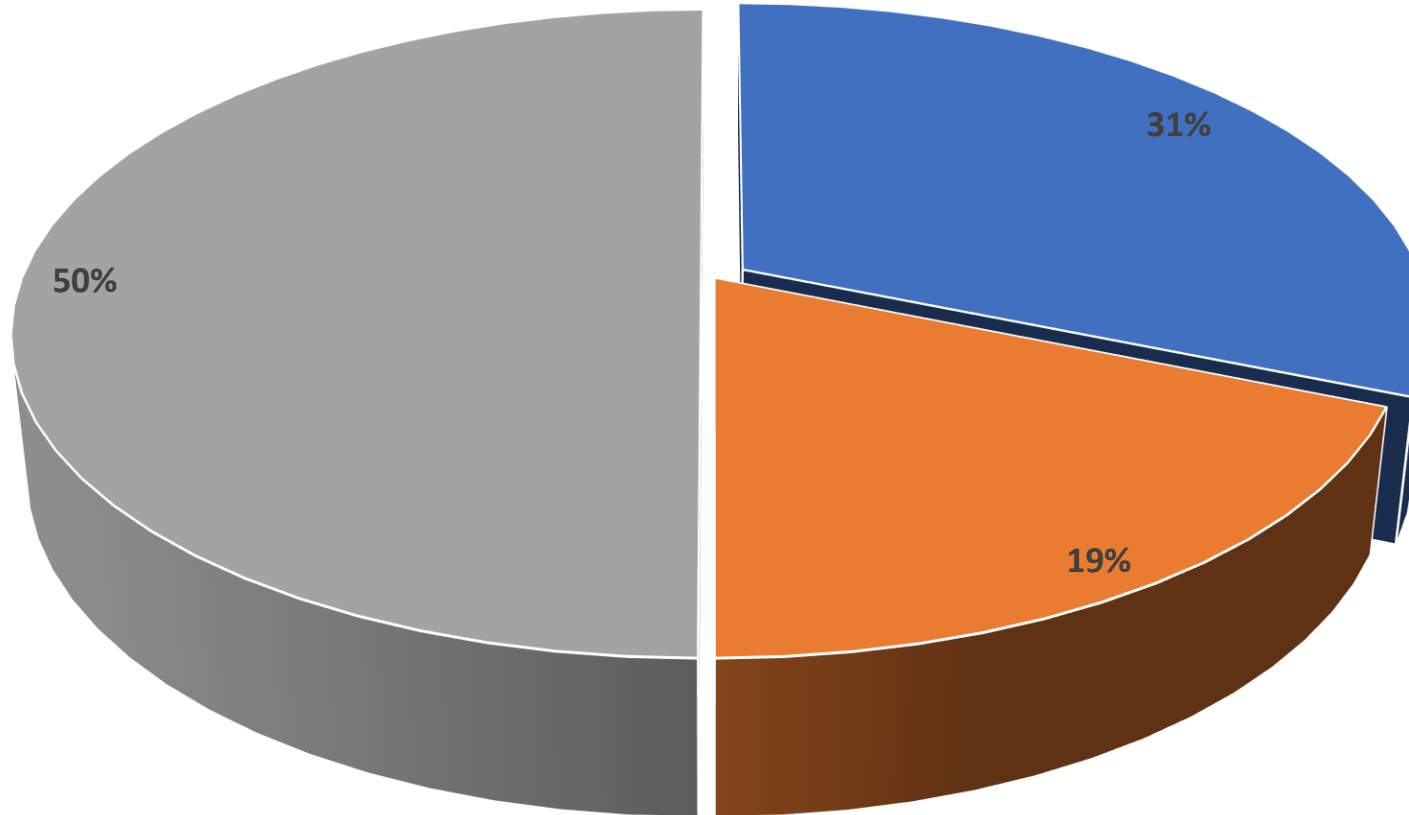
Learn from your work environment (SOPs)

Ask for assistance from your colleagues / supervisors



CALCULATION QUESTIONS (BLUEPRINT)

Distribution of calculation questions according to ELOs



■ ELO 1 ■ ELO 2 ■ ELO 4



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TYPES OF CALCULATION QUESTIONS

ELO 1: Basic scientific principles

- Basic conversions

ELO 2: Stock management

- Stock consumption
- Reconciliation calculations in stock management
- Cost (value) of stock

ELO 4: Compounding, manipulation and preparation (extemporaneous compounding)

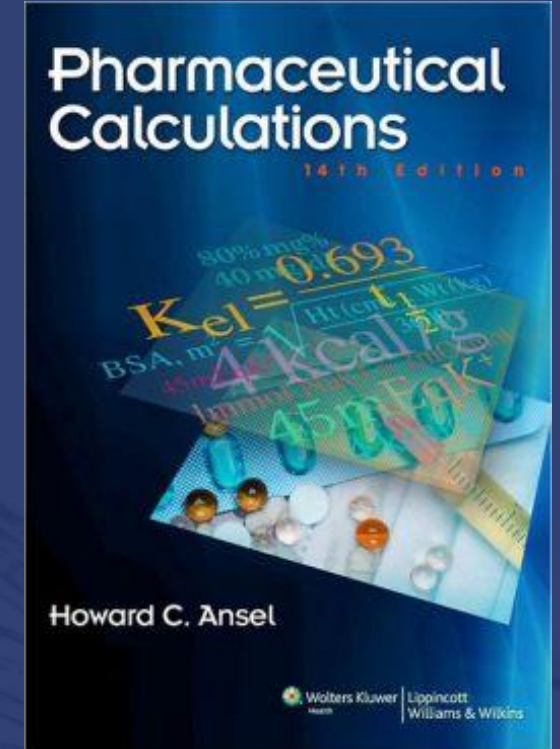
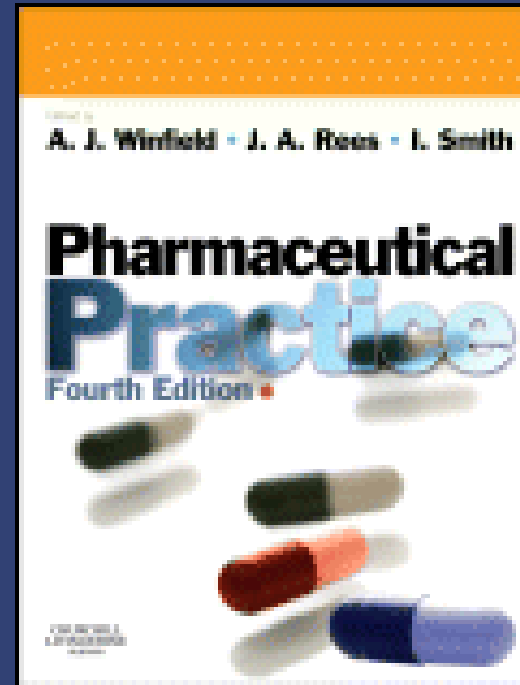
- Calculate quantities of ingredients according to a formula to prepare an extemporaneous formulation
- Reconciliation calculations in repackaging operations

RECOMMENDED TEXTBOOKS FOR CALCULATIONS

Pharmaceutical Calculations
H. C. Ansel

**Calculations for Pharmaceutical
Practice**
A. J. Winfield & I.O. Edafiogho 4th
Edition

Pharmaceutical Practice
A. J. Winfield, J.A. Rees & I. Smith



Note:

*Text books are of more value before the exam than during the exam. **BE MINDFUL OF TIME**

*Not all calculation types in these textbooks may be applicable to the examination you will be writing.



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CALCULATIONS TIPS & ADVICE

Tips

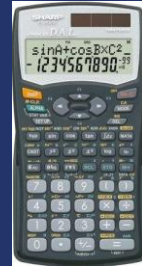


Understand the principle, do not memorise the calculation

Units

What are the SI units?

Example: % w/v = g/100ml



Equipment

Scientific calculator

Use same one to practice as you will use in the exam

Check batteries

Know the settings of your calculator

Paper & pens



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CALCULATIONS TIPS

- Select the correct formula
- Transcribing - Double check against the question that you have used the correct figures in your formula
- If possible, estimate a range for your answer
- Always double check your calculation

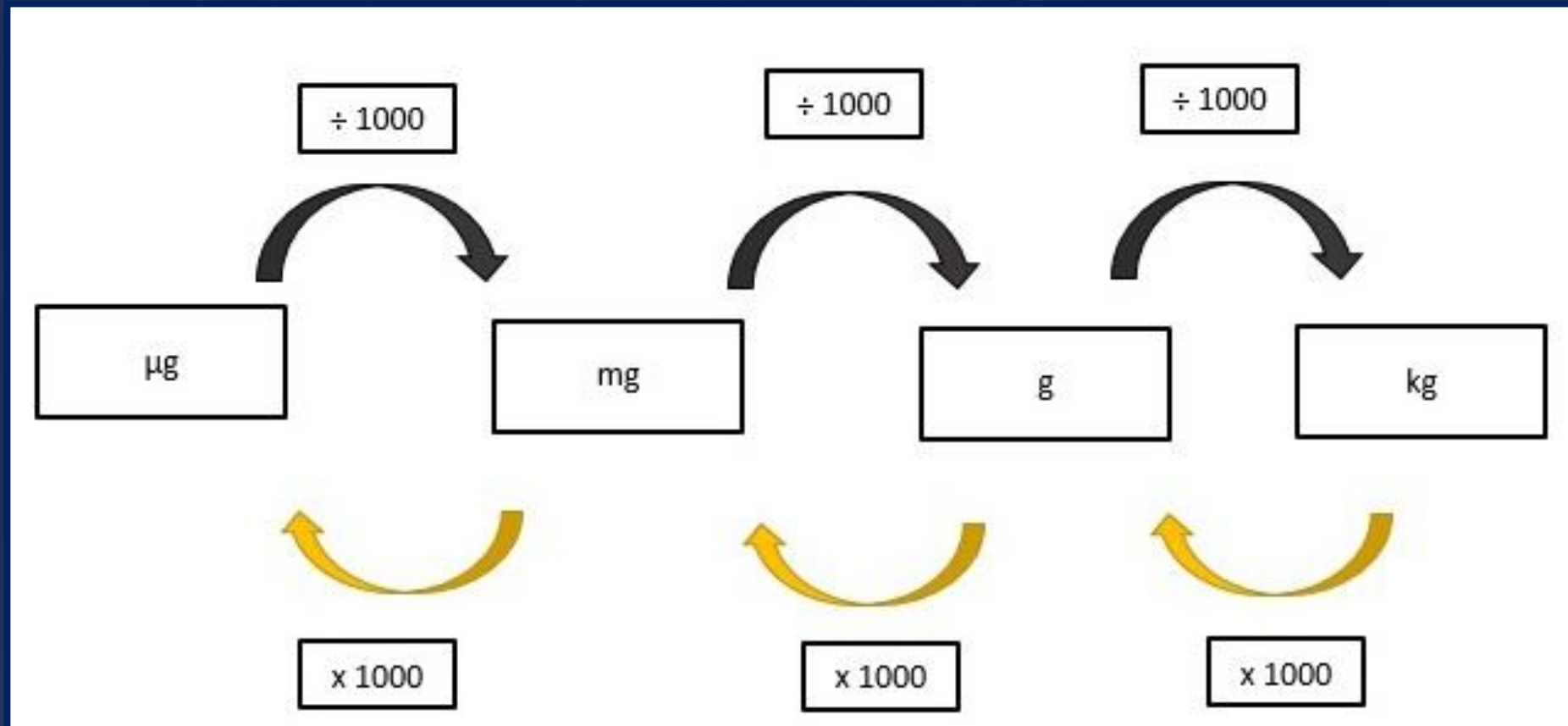




CALCULATIONS TIPS

Tip:

Practice converting between units



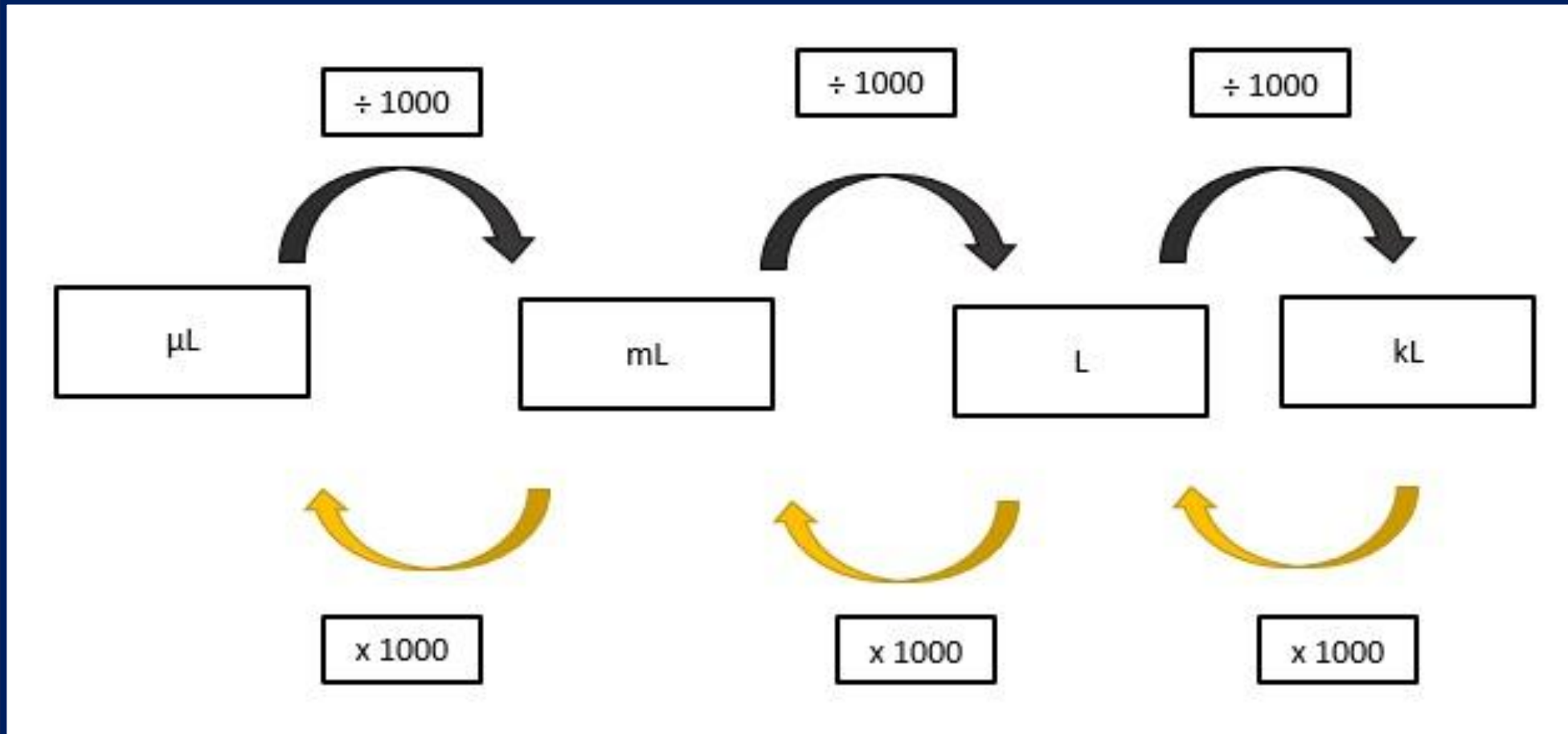


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CALCULATIONS TIPS

Tip:

Practice converting between units





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CALCULATIONS TIPS

Managing time



Maximising your time:

- 42 minutes
- 16 MCQs
- Approximately 2.6 minutes per question

No negative marking
Do not leave anything blank

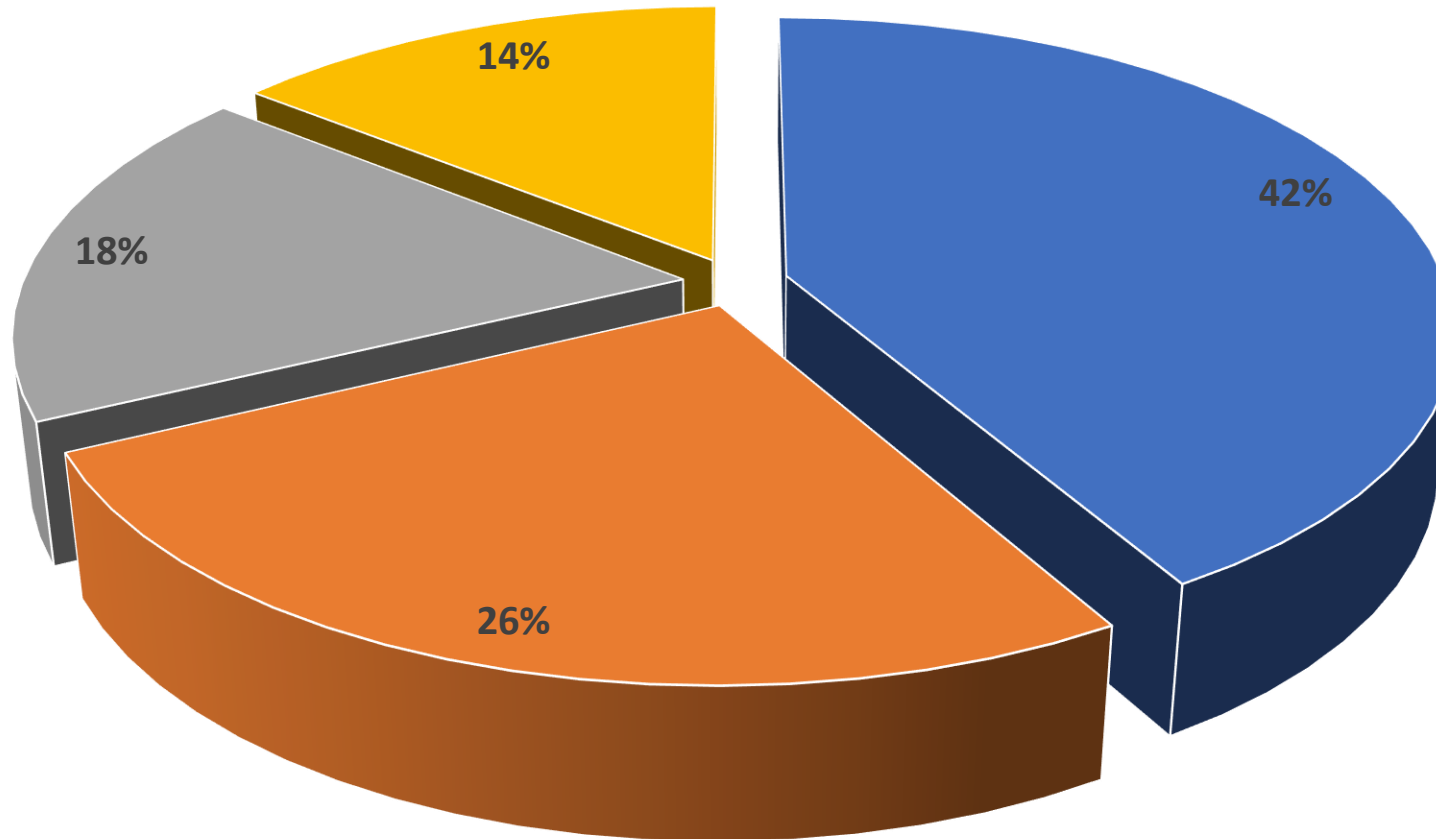




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GENERAL QUESTIONS (BLUEPRINT)

Distribution of general questions according to ELOs



■ ELO 1 ■ ELO 2 ■ ELO 3 ■ ELO 4



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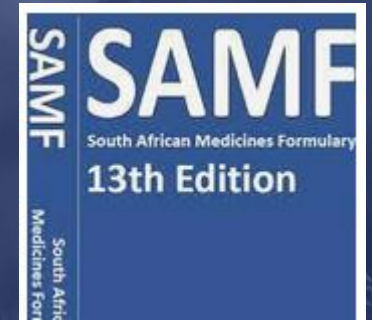
REFERENCE MATERIALS

You are permitted to use:

- Books
- PDF copies downloaded and/or printed
- Online references

Ensure that the reference you are using is-

- applicable to the South African setting; and
- provides up to date information





WHAT REFERENCES CAN YOU USE?



Consider using online App's
such as-



Online PDF References provided:
EML and STG – PHC, Paediatric
and Hospital
Good Pharmacy Practice
Manual and associated Rules
SA Guide to Good
Manufacturing Practice
Pharmacy Act, 53 of 1974
(consolidated)
Medicines and Related
Substances Act, 101 of 1965 (as
amended)



ELECTRONIC REFERENCES



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[About SAPC](#) [Registered Persons](#) [Registered Organisations](#) [Members of the Public](#) [Tenders](#)

[Login](#)



Publications



Annual Reports



Legislation



Pharmaciae



Rate Card



Reports



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ELECTRONIC REFERENCES

Legislation

[Act](#) [Regulations](#) [Rules](#) [Board Notices](#) [Proposed Legislation](#)

Act

- [Pharmacy Act, 53 of 1974 \(consolidated\)](#)



Legislation

[Act](#) [Regulations](#) [Rules](#) [Board Notices](#) [Proposed Legislation](#)

Regulations

- [Regulations Relating to Pharmacy Education and Training: Amendment \(2024\)](#)
- [Regulations relating to the registration of persons and maintenance of registers_Amendment](#)
- [Regulations relating to the practice of pharmacy_Amendment](#)
- [Regulations relating to the election of members of the South African Pharmacy Council \(Consolidated\)](#)
- [Amendment Regulations relating to the election of members of the South African Pharmacy Council \(2023\)](#)
- [Regulations relating to fees payable to the South African Pharmacy Council \(2022\)](#)
- [Information to be furnished to the Registrar \(1975\)](#)
- [Appointment and business of office bearers \(1978\)](#)
- [Registration of the specialities of pharmacists \(1990\)](#)
- [Supplementary training \(1995\)](#)
- [Election of SAPC Members \(1998\)](#)
- [Pharmacy Education and Training \(2000\)](#)
- [Community Service \(2000\)](#)
- [Practice of Pharmacy \(2000\)](#)
- [Persons Unfit to Practice \(2000\)](#)
- [Registration of Persons and Maintenance of Registers \(2000\)](#)
- [Conduct of inquiries held in terms of Chapter V of the Act \(2001\)](#)
- [Ownership and Licencing of Pharmacies \(2003\)](#)
- [Continuing Professional Development \(CPD\) \(2019\)](#)



Legislation

[Act](#) [Regulations](#) [Rules](#) [Board Notices](#) [Proposed Legislation](#)

Rules

- [BN593 of 2023: Rules relating to services for which a pharmacist may levy a fee \(2024\)](#)
- [BN479 of 2023: GPP Standard for Sexual and Reproductive Health](#)
- [Board Notice 385/2023 – Rules relating to the services for which a pharmacist may levy a fee.](#)
- [BN70 of 2021:GPP Amendment to Rules 1.2.2 and 2.32](#)
- [BN69 of 2021: Rules relating to services for which a pharmacist may levy a fee](#)
- [BN81 of 2020: Amendment to Rule 2.31.3: Minimum Standards for trading title\(s\)](#)
- [BN78 of 2020: Good Pharmacy Education Standards \(Occupational Qualification Sub-Framework\)](#)
- [BN27 of 2020: Rules relating to the services for which a pharmacist may levy a fee and guidelines for levying such a fee\(s\)](#)
- [BN205 of 2019: Rules relating to what constitutes good pharmacy practice \(Amendments to Rules 1.2.4; 3.6 & 4.2.3.3\)](#)
- [BN172 of 2019: Rules Relating to Good Pharmacy Practice - Unit Dose Dispensing](#)
- [BN84 of 2018: Amendments to Good Pharmacy Practice \(Minimum Standards for Pharmacy Premises, Facilities and Equipment\)](#)
- [Ethical Rules: Acts or omissions which can lead to disciplinary action \(1989\)](#)
- [Good Pharmacy Practice Manual and Associated SAPC rules](#)
- [Code of Conduct for pharmacists and register persons \(2008\)](#)



Legislation

Act Regulations Rules **Board Notices** Proposed Legislation

Board Notices

- BN138 of 2020: BPharm graduates registrations as Pharmacist's Assistants
- BN132 of 2020: Fees payable to SAPC for 2021
- BN82 of 2020: CPD Guidance Document
- BN80 of 2020: Restoration of registration of pharmacists' requirements
- BN63 of 2020: Guideline for removal of pharmacy registration/recording as a result of non-compliance with GPP and other pharmacy legislation
- BN188 of 2019: Fees payable to SAPC for 2020
- BN174 of 2019: Rules Relating to Continuing Professional Development (CPD)
- BN170 of 2019: Committee of Formal Inquiries Findings
- BN32 of 2019: Amendments to Good Pharmacy Education Standards (Higher Education and Training)
- Amounts payable for penalties and offences (1999)
- Commencement of Community Service (2000)
- Application fee for pharmacy premises licences (2003)
- Fees payable to SAPC for 2017 (2016)
- Fees payable to SAPC for 2018 (2017)
- Good Pharmacy Education Standards (HET) (2017)
- Fees payable to Council after VAT adjustment (2018)
- BN59 of 2018 Competency Standards
- Fees payable to SAPC for 2019 (2018)



HOW TO USE THE REFERENCES MATERIAL?

BOOKS



Learn how to use each reference material

Where is the index?

What information can I find in each reference material?

Tips:

More is not necessarily better

Avoid using a reference book you have never used before

Using notes from University may not help (information may no longer be valid)

ONLINE

Familiarise with online references

Download references before exam

Time consuming to search during exam

Information may not correlate to recommended reference material



Visit these websites and familiarise yourself with the content available-



South African
Pharmacy Council

SAHPRA
South African
Health Products
Regulatory Authority



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HELPFUL TIPS

- **READ** the question carefully
- **IDENTIFY** the statements of which you are sure
- **CONFIRM** (using references) the statements you are unsure of
- **CARRY ON** if you can't complete the question, and when you have time towards the end of the exam come back to it.

!

“TRUE”, “IS” and “CORRECT”

“EXCEPT”, “FALSE”, “NOT”
and “INCORRECT”

“MOST APPROPRIATE”
implies that more than one
answer is possible, thus
select the most inclusive
answer



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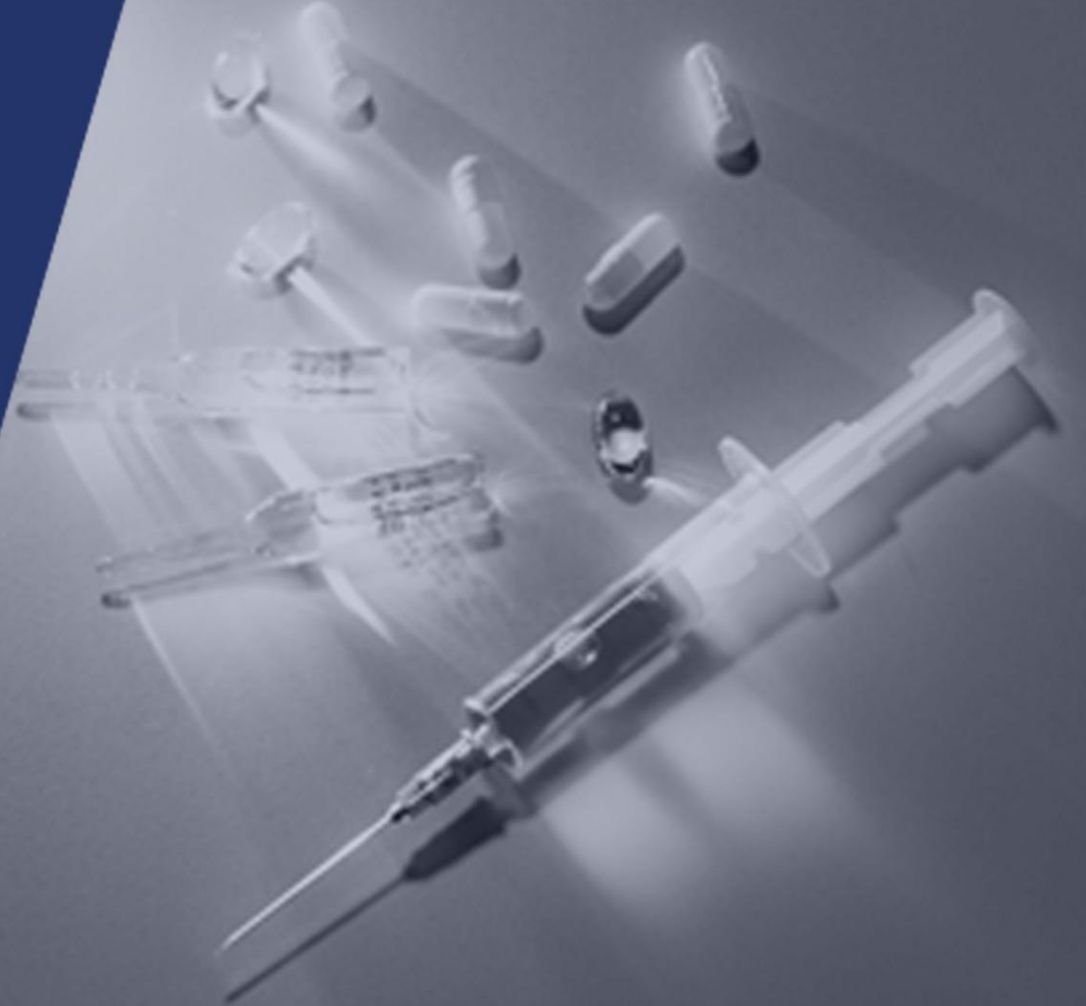
MANAGING TIME



Maximising your time:

- 168 minutes
- 84 MCQs
- 4 options per MCQ
- Approximately two (2) minutes per question

No negative marking
Do not leave anything blank





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REMOTE ONLINE EXAMINATION



EXAMINATION ELIGIBILITY CRITERIA

| | |
|---|--|
| <p>Pharmacist's Assistant (Learner Basic) registered for the new Occupational Certificate qualification</p> | <p>Learners must have completed a minimum of six (6) months of training with an accredited provider and must have;</p> <ul style="list-style-type: none"> • Successfully completed Knowledge, Practical and Work Experience modules; • Received a statement of results from the provider; • Completed the practice EISA; and • Booked online for the EISA. |
| <p>Currently qualified Pharmacist's Assistants (Basic) intending to enrol as Pharmacist's Assistant (Learner Post-Basic) on the new Occupational Certificate qualification</p> | <ul style="list-style-type: none"> • Registered qualified Pharmacist's Assistant (Basic); • Completed the practice EISA; and • Booked online for the EISA. |
| <p>Pharmacy student who has successfully completed their first year of study and intending to register as Pharmacist's Assistant (Basic)</p> | <ul style="list-style-type: none"> • Registration as a Learner Basic - Former BPharm student; • Completed 400hrs in an approved pharmacy and under the direct personal supervision of a pharmacist; • Submitted at least one progress report; • Completed the practice EISA; and • Booked online for the EISA. |



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EXAMINATION BOOKING









interns.pharma.mm3.co.za/PharmacySupportPersonnel/DashBoard

South African Pharmacy Council

User

Dashboard

- Dashboard
- CPD
- My Progress
- Log out

| | | | |
|--|---|---|--|
|  Finance Balance : R -2575.00 |  Applications |  Letters and certificates |  EISA examinations |
|  Contact |  Progress Reports |  Workshops |  Telecommunication |



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EXAMINATION BOOKING (CONT.)



South African
Pharmacy Council



Dashboard

CPD

My Progress

Log out

Examinations

/ Dashboard



Examination Bookings



Examination Results



Practise Examinations



Examination



EXAMINATION BOOKING (CONT.)

⚠ Examination Fee R 737.00 - [NOT REQUIRED FOR PRACTISE EISA EXAMINATION].

Learner Basic Occupational Certificate Pharmacist Assistant have to write both sections of the paper on the specified days. Failure to comply with this requirement automatically renders an/a **Learner Basic Occupational Certificate Pharmacist Assistant** is payable upon booking for the EISA.

External Integrated Summative Assessment: Basic [04/06/2026]

| Examination Section | Date | Venue |
|---------------------|------------|------------|
| Calculations | 04/06/2026 | --Select-- |
| General | 04/06/2026 | --Select-- |

[Venue details](#)



EXAMINATION BOOKING (CONT.)

Examination Venue Details

| City | Name | Venue | Seats remaining |
|------|--|-------|-----------------|
| | Remote: Home | | 924 |
| | Remote: Work | | 986 |
| | Remote: Other | | 992 |
| | SAPC Offices, 591 Belvedere Street, Pretoria | | 168 |

Close

Examination

△ Examination

Learner Basic
automaticall

External Inte

Examination

Calculations

Remote: Home ()

failure to comply wi



EXAMINATION BOOKING (CONT.)

Examination booking details



Examination Fee R 737.00 - [NOT REQUIRED FOR PRACTISE EISA EXAMINATION].

Learner Basic Occupational Certificate Pharmacist Assistant have to write both sections of the paper on the specified days. Failure to comply with this requirement automatically renders a Learner Basic Occupational Certificate Pharmacist Assistant unsuccessful in the examination.

External Integrated Summative Assessment: Basic [04/06/2026] - Cost : R 737.00 - [NOT REQUIRED FOR PRACTISE EISA EXAMINATION]

| Examination Section | Date | Venue |
|---------------------|------------|------------------|
| Calculations | 04/06/2026 | , Remote: Home , |
| General | 04/06/2026 | , Remote: Home , |

Back

Book Examination



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EXAMINATION BOOKING (CONT.)

interns.pharma.mm3.co.za/PharmacySupportPersonnel/Applications/PaymentOptions


South African Pharmacy Council

Payment Options


EXTERNAL INTEGRATED SUMMATIVE ASSESSMENT: BASIC **R737.00**



Use my credit balance.R -2575.00



Please note that no approval will be granted until payment confirmation is received from the financial institution.



SA's most trusted alternative payment method to credit card. Pay via your trusted Internet Banking facility

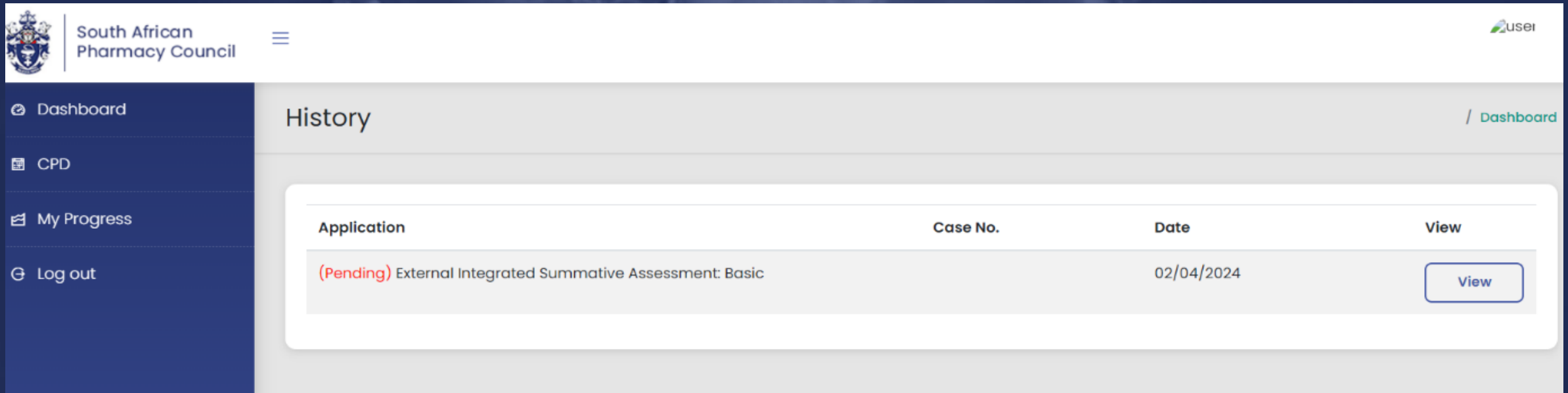
[Back](#) [Next](#)

Three payment methods:

1. Positive balance in SAPC account
2. SID – Immediate payment from banking app
3. Credit card

EXAMINATION BOOKING (CONT.)

- If payment is successful, the record will appear pending as depicted below.
- Once payment is verified, a case will be created and candidate will be added to the exam
- If payment is declined, an SMS will be sent informing the candidate



The screenshot shows the user interface of the South African Pharmacy Council. The top navigation bar includes the council's logo and name on the left, a user profile icon labeled 'user' on the right, and a hamburger menu icon. A dark blue sidebar on the left contains navigation links: Dashboard, CPD, My Progress, and Log out. The main content area is titled 'History' and features a table with the following data:

| Application | Case No. | Date | View |
|---|----------|------------|----------------------|
| (Pending) External Integrated Summative Assessment: Basic | | 02/04/2024 | View |



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PREPARING FOR THE EXAMINATION

Update your details on your SAPC profile

- Cell phone number
- Email address
- Profile picture

You are notified via email and SMS when bookings are open



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2026 REMAINING DATES

| Practice EISA |
|-------------------------|
| Thursday, 04 June 2026 |
| Tuesday, 11 August 2026 |

No fee

| Open bookings | Close bookings | Late bookings | Close bookings | EISA dates |
|--------------------------|-----------------|-----------------|-----------------|----------------------|
| 09 June 2026 | 23 June 2026 | 24 June 2026 | 07 July 2026 | 21 July (Tuesday) |
| 22 September 2026 | 06 October 2026 | 07 October 2026 | 20 October 2026 | 3 November (Tuesday) |

Exam booking fee = R737.00 Late booking fee = R 1 104.00



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WHERE DO YOU FIND THE EISA MANUAL AND PRACTICE PAPERS?

The screenshot shows the South African Pharmacy Council website. The navigation menu includes 'About SAPC', 'Registered Persons', 'Registered Organisations', 'Members of the Public', and 'Tenders'. A red box highlights 'Registered Persons', with a red arrow pointing to the 'Learner / Student / Trainee' category in a grid below. The grid contains ten categories: Pharmacy Student, Pharmacist Intern, Pharmacist, Responsible Pharmacist, Assessor / Moderator, Learner / Student / Trainee, Pharmacist's Assistant Basic, Pharmacist's Assistant Post-Basic, Pharmacy Technician, and Pharmacy Owner.

| | | | | |
|-----------------------------|------------------------------|-----------------------------------|------------------------|----------------------|
| Pharmacy Student | Pharmacist Intern | Pharmacist | Responsible Pharmacist | Assessor / Moderator |
| Learner / Student / Trainee | Pharmacist's Assistant Basic | Pharmacist's Assistant Post-Basic | Pharmacy Technician | Pharmacy Owner |

<https://www.sapc.za.org/>



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WHERE DO YOU FIND THE EISA MANUAL AND PRACTICE PAPERS?

The screenshot shows the South African Pharmacy Council website. The header includes the council's logo, name, and navigation links: 'About SAPC', 'Registered Persons', 'Registered Organisations', 'Members of the Public', 'Tenders', and a 'Login' button. The main content area is titled 'Registered Persons' and features a sub-section for 'Learner'. A horizontal menu below 'Learner' contains links for 'Overview', 'Scope of Practice', 'CPD', 'Applications', 'Assessment' (highlighted with a red box), 'Fees', 'Login', and 'Search'. The 'Assessment' section contains three paragraphs of text regarding the External Integrated Summative Assessment (EISA) for learners.

South African Pharmacy Council

About SAPC Registered Persons Registered Organisations Members of the Public Tenders Login

Registered Persons

Learner

Overview Scope of Practice CPD Applications **Assessment** Fees Login Search

The South African Pharmacy Council (Council) will conduct the External Integrated Summative Assessment (EISA) for learners who successfully complete the requirements for the new Occupational Certificate: Pharmacist's Assistant Basic (part qualification), Pharmacist's Assistant Post-Basic and Pharmacy Technician.

The EISA is a national assessment leading to the awarding of an Occupational Certificate and ensures that the assessments of the Occupational Qualifications are standardised, consistent and reliable. The EISA is based on a set of Exit Level Outcomes (ELO) which describe the knowledge, skills and attitudes required for a generalist pharmacy support personnel (PSP).

Council resolved that currently qualified pharmacist's assistants (Basic) and Pharmacist's Assistants (Post-Basic) intending to enrol on the new Occupational Certificate qualification as Pharmacist's Assistants (Learner Post-Basic) or Learner Pharmacy Technicians, respectively, must write the EISA.

MANUAL AND BLUEPRINT

- o The blueprint for the Pharmacist's Assistant (Basic) EISA is available in the 2026 *External Integrated Summative Assessment (EISA) for Pharmacist's Assistant (Basic)*. [Click here](#) to download the *External Integrated Summative Assessment (EISA) for Pharmacist's Assistant (Basic) Manual*.



WHERE DO YOU FIND THE EISA PRACTICE PAPERS?

Learner

[Overview](#) [Scope of Practice](#) [CPD](#) [Applications](#) [Assessment](#) [Fees](#) [Login](#) [Search](#)

The South African Pharmacy Council (Council) will conduct the External Integrated Summative Assessment (EISA) for learners who successfully complete the requirements for the new Occupational Certificate: Pharmacist's Assistant Basic (part qualification), Pharmacist's Assistant Post-Basic and Pharmacy Technician.

The EISA is a national assessment leading to the awarding of an Occupational Certificate and ensures that the assessments of the Occupational Qualifications are standardised, consistent and reliable. The EISA is based on a set of Exit Level Outcomes (ELO) which describe the knowledge, skills and attitudes required for a generalist pharmacy support personnel (PSP).

Council resolved that currently qualified pharmacist's assistants (Basic) and Pharmacist's Assistants (Post-Basic) intending to enrol on the new Occupational Certificate qualification as Pharmacist's Assistants (Learner Post-Basic) or Learner Pharmacy Technicians, respectively, must write the EISA.

EXTERNAL INTEGRATED SUMMATIVE ASSESSMENT (EISA)

| | Pharmacist's Assistant (Basic) | Pharmacist's Assistant (Post-Basic) |
|--|---|---|
| External Integrated Summative Assessment (EISA) | Please click here to access the Practice EISA (04 June 2026) | Please click here to access the EISA (21/22 April 2026). |
| Workshops | Please click here to access the 2026 EISA Workshop (Basic). | Please click here to access the 2025 EISA Workshop (Post-Basic). |
| Past Papers | Please click here to access the EISA Paper (Basic). Please click here to access the Model Answers (Basic). | Please click here for the Practice Paper (Post-Basic EISA). Please click here to access the Model Answers (Post-Basic) |

REMOTE EXAMINATION





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REMOTE EXAMINATION



Find a quiet suitable
workplace
Enough space for device
and references



Keep calm
Communicate with your
remote invigilator if you are
experiencing any difficulty



Download electronic
references before the
examination date



Ensure you have the
equipment you will need
i.e. calculator, paper for
working out calculations



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DEVICE AND CONNECTIVITY FOR CANDIDATES

SUGGESTED DEVICES



OR



AND



DEVICE MUST HAVE A CAMERA OR A
LINKED CAMERA WITH VIDEO
CAPABILITIES



CONNECTIVITY (MINIMUM 3G)



BROWSERS


Google Chrome

 Firefox


Microsoft Edge



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PROFILE PICTURE

Image uploaded on SAPC need to be:

- a colour image
- taken in last six (6) months
- of your head and shoulders



PLEASE NOTE:

Profile picture is used by the invigilator to verify identity of candidate writing the exam





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PROFILE PICTURE

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Personal Profile

Dashboard / Dashboard

Choose File No file chosen

P Number

Title

Second Name

Fourth Name

ID/Passport Number

Role

First Name

Third Name

Surname

Password

Pharmacist

Ms

Pharmac



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WHERE DO YOU FIND THE EXAMINATION?

South African Pharmacy Council

About SAPC **Registered Persons** Registered Organisations Members of the Public Tenders [Login](#)

| | | | | |
|---------------------------------|----------------------------------|---------------------------------------|----------------------------|--------------------------|
| Pharmacy Student | Pharmacist Intern | Pharmacist | Responsible Pharmacist | Assessor / Moderator |
| Learner / Student / Trainee | Pharmacist's Assistant Basic | Pharmacist's Assistant Post-Basic | Pharmacy Technician | Pharmacy Owner |



WHERE DO YOU FIND THE EISA PRACTICE PAPERS?

Learner

[Overview](#) [Scope of Practice](#) [CPD](#) [Applications](#) [Assessment](#) [Fees](#) [Login](#) [Search](#)

The South African Pharmacy Council (Council) will conduct the External Integrated Summative Assessment (EISA) for learners who successfully complete the requirements for the new Occupational Certificate: Pharmacist's Assistant Basic (part qualification), Pharmacist's Assistant Post-Basic and Pharmacy Technician.

The EISA is a national assessment leading to the awarding of an Occupational Certificate and ensures that the assessments of the Occupational Qualifications are standardised, consistent and reliable. The EISA is based on a set of Exit Level Outcomes (ELO) which describe the knowledge, skills and attitudes required for a generalist pharmacy support personnel (PSP).

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DAY OF THE EXAMINATION

08h00

Login to the SAPC website & enter a one-time pin (cell phone) to enter the examination

Complete the declaration

Read the examination rules



09h00

Examination commences (remote invigilator)

Live invigilation through video streaming. Images taken to verify learner (periodically images will be taken throughout the exam)



12h30

Examination ends



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IMPORTANT MESSAGES TO TAKE NOTE OF:

Attempting to reconnect to the server: 2 of 8

Please adjust your date and/or time

Your time is incorrect or you are in a different time zone. We need your time to be set to the current SAST. As of this request, the correct date and time was Thu 12 Dec 2024 16:48

OK

Activate Windows
Go to Settings to activate Windows.

Type here to search

37°C

13:49
2024/12/12



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IMPORTANT MESSAGES TO TAKE NOTE OF:

exams.sapc.za.org/login?Return X

← → ↻ 🔒 https://exams.sapc.za.org/instructions

You are sharing your entire screen. Stop Sharing

South African Pharmacy Council

12 Dec 2024
Intern Pre - Registration Examination Paper

Loading...

Live proctoring not connected

You are not connected to the live proctoring system. This session will be terminated

OK

Activate Windows
Go to Settings to activate Windows.

Type here to search

17:06
2024/12/12



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IMPORTANT MESSAGES TO TAKE NOTE OF:

mark. There is no negative marking for selecting an incorrect answer.



Examination not started

Please wait for your invigilator to start the
examination

OK

mark. There is no negative marking for selecting an incorrect answer.



Exam started

Your examiner has started the exam. You may
proceed

OK, thank you



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EXAMINATION FORMAT

- **One question** per page
 - Cannot select which questions to answer first
- **Randomisation** of questions
- **Timed** examination
- **Cannot revisit** any question that has been answered
 - Unanswered questions may be revisited at the end of the examination





SINGLE BEST ANSWER MULTIPLE CHOICE QUESTIONS

Time: 00:0-13:0-49

1 References

A prescription is written as follows:

Prednisone 10 mg tablets
Sig: 20 mg po BID x 2 days, then 20 mg po once daily x 2 days, then 10 mg po once daily x 2 days

How many tablets need to be dispensed in total?

- (a) 8
- (b) 10
- (c) 12
- (d) 14

Next Question Chat with invigilator

QUESTION (points to the question text)

OPTIONS (points to the list of choices)

ANSWER (points to the selected option (d) 14)



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VIOLATION DURING EXAMINATION

Google to access
approved online
reference material

~~Google~~

- Any action undertaken by the candidate to gain unfair academic advantage.
- This may include, but not limited to cheating/copying, as well as possession of unauthorised materials



There is conversation or background noise



Focus switched to a different window

No connection to mobile camera

Second display is used

Microphone muted or not working



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FREQUENTLY ASKED QUESTIONS (FAQS)



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WHERE CAN I GET HELP?

1. Chat function

- Type your question in the chat function
- Your invigilator will respond via the chat

2. WhatsApp

- Send a message to the invigilator on WhatsApp
- Keep calm. The invigilator will respond to your message (give him/her a few minutes to respond)





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WHAT IF THE INVIGILATOR NEEDS TO CONTACT ME?

1. Keep your cell phone next to you
 - i. ensure that it is fully charged, and
 - ii. that you have data.

2. The invigilator may call or send you a message on the cell phone number you have provided to SAPC
 - i. Update your contact details on the website



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WHAT TO DO IF YOU EXPERIENCE LOAD SHEDDING / LOSS IN ELECTRICITY?

1. Keep calm
2. Check your load shedding schedule and make an alternate plan
3. Ensure the laptop is fully charged before the examination
4. Ensure an alternative WiFi connection (if you are using a fibre connection)
5. If you are unable to find an alternative WiFi connection or need to be connected to a power supply, please find an alternative location. **NB: Notify us via the WhatsApp number of changes**
6. If loadshedding occurs during the exam, your work will be saved.

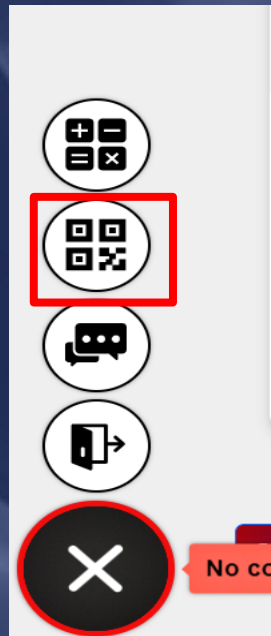


WHAT HAPPENS TO THE QUESTIONS YOU HAVE ANSWERED IF YOU LOSE CONNECTION?

1. Keep calm.
2. All questions are saved as you answered them.
3. When you log on again, you will only have access to questions you have not yet answered.
4. The questions will be randomised, and they may be renumbered (starting at 1). Continue to answer the questions as they appear.

WHAT SHOULD I DO IF MY INVIGILATOR NOTIFIES ME THAT THEY CANNOT SEE MY CELL PHONE VIEW DURING THE EXAM?

Scan the QR code again to ensure your smartphone is connected to the exam platform.



WHAT SHOULD I IF I NEED TO CHANGE EXAM VENUES?

All changes to the booking venue must be communicated via email to SAPC.

WHAT SHOULD I DO IF DISCONNECTED AND ON LOGIN BACK A POP-UP MESSAGE “ THIS PAGE WAS OPENED ELSEWHERE”?

Close all browsers to log in again.



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WHERE YOU SIT IS **IMPORTANT!**

- Images are taken of the candidate throughout the exam
- Ensure there is sufficient lighting (for example, close curtains or blinds if sitting in front of a window)
- Test the lighting beforehand (take a selfie of yourself)
- Ensure your camera is on
- Dress appropriately – images taken form part of your permanent record
- If the invigilator cannot see the images taken, they will phone you on your cell phone

WHEN WILL YOU RECEIVE YOUR RESULTS? CAN YOU VIEW YOUR EXAM PAPER? CAN MY EXAMINATION BE REMARKED?

- The exam results will be released once the results have been analysed and verified. This may take some time.



- You may apply to review your examination (complete an application form and pay the applicable fee). You will be allowed to view the exam question and the answer you provided. The correct answer will be indicated. You may ask the facilitator for the reference or the steps to the calculation. You are permitted to make notes, however you may not take a copy or photos of the examination.
- You may not apply for a remark. The results have been checked and verified before release.



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TEST THE COMPATIBILITY OF YOUR LAPTOP/DEKSTOP

<https://octoproctor.com/check>



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DO YOU HAVE ANY QUESTIONS?



PSP.EISA@sapc.za.org



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Follow SAPC's WhatsApp Channel



<https://whatsapp.com/channel/0029Vb5U2BU1dAw313dtTS0a>



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4th National Pharmacy Conference (NPC)



**4TH NATIONAL
PHARMACY CONFERENCE**

The 4th National Pharmacy Conference will be held later this year under the following details:

Date: 11 – 13 October 2026

Venue: Inkosi Albert Luthuli International Convention Centre Complex (commonly known as “Durban ICC”)

Theme: “A Glimpse into the Future: Advancing Pharmacy Towards 2050”

Visit: www.sapconference.co.za

Early Bird Registration closes 31 May 2026



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Thank you!