



Australian Government

**Assessment Requirements for HLTPHA006
Provide assistance in dispensary
administration**

Release: 1

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Modification History

Release	Comments
Release 1	<p>This version was released in <i>HLT Health Training Package release 2.0</i> and meets the requirements of the 2012 Standards for Training Packages.</p> <p>Minimal changes to the elements and performance criteria. New evidence requirements for assessment, including volume and frequency. Significant changes to knowledge evidence.</p>

Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role. There must be evidence that the candidate has:

- prepared at least 2 batches of PBS or Section 100 claims using pharmacy systems to complete administrative tasks, including:
 - sourced, extracted, recorded and disseminated both clinical and financial dispensary information
 - identified and resolved issues to enable claims to be submitted
 - provided accurate information to clients and pharmacist
- identified issues outside scope of own practice and referred to the authorised person

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge required to effectively complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the work role. This includes knowledge of:

- legal and ethical requirements (national, state/territory) for dispensary administration, and how these are applied in organisations, including:
 - codes of conduct
 - duty of care (and implications of negligence)
 - privacy, confidentiality and disclosure
 - records management
 - rights and responsibilities of workers, employers and clients

- specific legislation:
 - medicines and their use
 - the practice of pharmacy
 - different schedules of medicines and pharmaceutical products
- work role boundaries – responsibilities and limitations
- work health and safety
- key information in standard pharmaceutical references and their use by pharmacy assistants, including:
 - *Australian pharmaceutical formulary and handbook (APF)*
 - MIMs
 - *Australian medicines handbook (AMH)*
 - Micromedex
- types of hardware and software used in pharmacy administration, and features of their use
- features of the PBS:
 - schedule of PBS
 - process for Pharmaceutical Benefit Authority items including streamline authority, phone authority and written authority.
 - process for highly specialised drugs
- dispensary information management requirements, including:
 - accounting
 - stock control
 - compliance documentation
 - patient information
- requirements for client entitlement
- types of pharmaceutical benefit documents and their use

Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions. The following conditions must be met for this unit:

- use of suitable facilities, equipment and resources, including:
 - electronic records of prescriptions and medication orders
 - web based claiming systems
- modelling of industry operating conditions, including:
 - time constraints for data entry and claims processing
 - presence of situations requiring problem solving

Assessors must satisfy the Standards for Registered Training Organisations (RTOs) 2015/AQTF mandatory competency requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ced1390f-48d9-4ab0-bd50-b015e5485705>