



Australian Government

HLTPHA004 Order, maintain and distribute pharmaceutical stock

Release: 1

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Modification History

Release	Comments
Release 1	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. Merged HLTPH312/313/315. Minimal changes to the elements and performance criteria. New evidence requirements for assessment, including volume and frequency. Significant changes to knowledge evidence

Application

This unit describes the skills and knowledge required to maintain a pharmaceutical stock control system and distribute pharmaceutical products.

This unit applies to pharmacy assistants and technicians working under the supervision of a pharmacist.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

Elements define the essential outcomes

Performance criteria describe the performance needed to demonstrate achievement of the element

1. Procure stock

1.1 Identify items and quantity required for order, according to predetermined minimum and maximum stock levels

1.2 Obtain requisition requirements from authorised personnel

1.3 Source supplier according to organisation procedures and contractual obligations

1.4 Interpret information to identify availability and cost of item and provide information to pharmacist

ELEMENT**PERFORMANCE CRITERIA**

Elements define the essential outcomes

Performance criteria describe the performance needed to demonstrate achievement of the element

1.5 Generate and place order following approval by delegated staff member

2. Process new stock

2.1 Accept delivery of stock and match delivery documentation with stock delivered

2.2 Check condition of stock and expiry date and report deviations to the appropriate person

2.3 Reconcile stock with order or control lists and report discrepancies to the appropriate person

2.4 Inform pharmacist of medicines with specific recording requirements according to legal requirements and local policy

2.5 Maintain batch traceability

2.6 Accurately complete data capture requirements, including reconciliation of statements and invoices

2.7 Comply with organisation procedures to return stock to supplier

3. Handle and maintain stock

3.1 Store stock according to stock storage and rotation requirements

3.2 Maintain conditions to minimise risk of contamination

3.3 Monitor stock on a regular basis, including minimum and maximum stock levels, and report deviations to the appropriate person

3.4 Monitor and maintain correct storage requirements and report deviations to the appropriate person

3.5 Maintain accurate location maps

3.6 Check security compliance and report irregularities to the appropriate person

4. Select and pack item order

4.1 Select and pack items according to order requirements

ELEMENT**PERFORMANCE CRITERIA**

Elements define the essential outcomes

Performance criteria describe the performance needed to demonstrate achievement of the element

4.2 Complete data entry requirements associated with processing orders

4.3 Check labelling, specific handling instructions and delivery information for accuracy in line with identified requirements

4.4 Check packaging is completed according to specific instructions

5. Dispatch orders

5.1 Check delivery documentation for accuracy and follow requirements

5.2 Implement packaging and handling procedures to ensure the security, integrity, cold chain maintenance and breakage avoidance of delivered goods

5.3 Complete medicine registers and other documentation accurately, as required

6. Process returned stock

6.1 Inspect returned products for their expiry date and integrity, and place in designated area

6.2 Place reusable returned stock in appropriate designated area

6.3 Dispose of unusable returned items according to organisation procedure

6.4 Complete inspection documentation accurately and forward for authorisation

6.5 Maintain accurate records and complete credit process in a timely manner

7. Assist in stocktaking procedures

7.1 Check stock lists of all items for stocktaking

7.2 Reconcile actual stock against stock lists

7.3 Count stock and check expiry dates

7.4 Identify stock discrepancies and report to the appropriate person

7.5 Determine minimum and maximum stock levels and

ELEMENT

Elements define the essential outcomes

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element

report to the appropriate person

7.6 Complete and maintain accurate stocktake documentation

Foundation Skills

The Foundation Skills describe those required skills (language, literacy, numeracy and employment skills) that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet -

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

Assessment Requirements for HLTPHA004 Order, maintain and distribute pharmaceutical stock

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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:

- followed procurement procedures and accurately completed the task for at least 10 orders
- followed stock control and maintenance procedures for pharmaceutical stock
- followed workplace distribution procedures for at least 5 batches of pharmaceutical stock
- 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 pharmaceutical stock management, 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 hand book (APF)*
 - MIMs
 - *Australian medicines handbook (AMH)*
 - Micromedex
- product identification and handling, including those for:
 - formulary medicines and non-formulary medicines
 - products with the required integrity as well as those whose integrity has been compromised
 - routine of handling products and products requiring special handling
 - packaging and transport specifications
- principles of procurement of pharmaceutical products including:
 - central supply systems and tender processes
 - purpose and process of purchasing contracts
 - sources of stock, including non-formulary items and Special Access Scheme (SAS) items
 - sources to determine legitimate receivers of stock
 - stock ordering processes and systems
- storage requirements for different types of stock:
 - environmental conditions
 - rotation requirements
- principles and procedures of stock control and maintenance including:
 - input and access of data relevant to stock control
 - financial implications of stock level control
 - maintaining security of pharmaceutical products
 - purpose of batch numbering and expiry dates on pharmaceutical items
 - procedures for dealing with alerts and company recalls
 - different methods of disposal of unwanted pharmaceutical products and outdated stock
 - procedures for dealing with returned stock
- infection control principles and their relevance to pharmaceutical stock control

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:
 - stock reporting and data systems

- prescriptions and medication orders
- pharmaceutical references
- modelling of industry operating conditions, including time constraints for stock control activities

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

Links

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