



Australian Government

Assessment Requirements for HLTPHA019 Coordinate communication processes in a hospital or health services pharmacy setting

Release: 1

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Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- deputise dispensary, aseptic, non-aseptic, procurement, imprest or other work areas on at least 2 occasions
- apply communication techniques in at least 4 different situations, including:
 - 2 administrative situations
 - 2 patient care situations
- resolve team effectiveness issues on 2 occasions
- perform the activities outlined in the performance criteria of this unit during a period of 240 hours of work related to hospital or health services pharmacy support in a clinical workplace environment. These 240 hours may be applied collectively across all units of competency that include the requirement for workplace hours for the purposes of assessment.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- supervisory principles, including:
 - planning work processes to achieve organisational goals
 - performance monitoring
 - team effectiveness facilitation methods
 - monitoring techniques
 - staff performance review processes
 - review processes to measure overall team effectiveness against organisational targets
- National, State or Territory legal and ethical requirements for dispensary, aseptic, non-aseptic, procurement, imprest stock monitoring or other work areas, 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 patients
- specific legislation:
 - medication and their use
 - the practice of pharmacy
 - different schedules of medication and pharmaceutical products
- job descriptions
- work role boundaries including responsibilities and limitations
- work health and safety
- key information in standard pharmaceutical references and their use by pharmacy assistants, including:
 - Australian Pharmaceutical Formulary Handbook (APF)
 - Monthly Index of Medical Specialities (MIMS) or AusDI Advanced
 - Australian Medicines Handbook (AMH)
 - Micromedex
- principles and procedures for inventory stock control.

Assessment Conditions

Skills must be demonstrated in the workplace with the addition of simulations and scenarios where the full range of contexts and situations have not been provided in the workplace.

Assessment must ensure access to:

- use of suitable facilities, equipment and resources, including:
 - pharmaceutical stock management procedures
 - pharmaceutical products
- modelling of industry operating conditions, including presence of time constraints for activities
- authorised person with whom to consult.

Assessors must satisfy the Standards for Registered Training Organisations' 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>