



Australian Government

Department of Education, Employment and Workplace Relations

HLTPH301C Undertake pharmacy technician duties

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit of competency describes the skills and knowledge required to undertake pharmacy technician work in the hospital pharmacy environment, including working effectively within the organisation structure, policies and procedures, legislative requirements, hospital pharmacy services and hospital pharmacy assistant practices

Application of the Unit

Application

The application of knowledge and skills takes place around standards, guidelines, policies and procedures and under the supervision of a qualified person

Individuals may take responsibility for their own outputs

Work performed requires a range of well-developed skills where some discretion and judgement is required

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Employability Skills

This unit contains Employability Skills

Elements and Performance Criteria Pre-Content

Elements define the essential outcomes of a unit of competency.

The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in italics are elaborated in the Range Statement.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1. Work effectively within the hospital pharmacy environment

- 1.1 Respond positively to the requirements of *key stakeholders and representatives* of pharmacy services
- 1.2 Work within the organisation's *policies and procedures and underpinning values and philosophies*
- 1.3 Involve clients in pharmacy service activities wherever appropriate
- 1.4 Recognise personal values and attitudes regarding *clients with special needs* and take into account when performing work duties
- 1.5 Use *common pharmacy/medical terminology* when performing work duties
- 1.6 Follow reporting procedures according to organisation policies and procedures

2. Maintain pharmaceutical quality assurance requirements

- 2.1 Use key pharmaceutical quality assurance terms in context
- 2.2 Comply with the aims and objectives of the quality assurance program
- 2.3 Reflect an understanding of the cyclical nature of the quality assurance process

ELEMENT**PERFORMANCE CRITERIA****3. Follow relevant legislation and regulations**

- 3.1 Apply relevant *State and National legislation and regulations* to hospital pharmacy practice
- 3.2 Reflect an understanding of the roles, responsibilities and processes of government and other agencies responsible for administering legislation and regulations
- 3.3 Follow ethical and legal guidelines in all decision making and work activities

4. Perform the duties of a pharmacy assistant

- 4.1 Comply with the roles, responsibilities and within the legitimate scope of practice of a pharmacy assistant
- 4.2 Participate in the hospital pharmacy with an understanding of the roles and relationship with pharmacists, technical staff, clerical staff and store personnel
- 4.3 Consistently conduct work activities in a manner consistent with the expected qualities and attributes of a health care professional
- 4.4 Refers issues outside scope of practice to the appropriate person

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level required for this unit.

Essential knowledge:

The candidate must be able to demonstrate essential knowledge required to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

This includes knowledge of:

- Awareness of indemnity issues in relation to Commonwealth/State regulatory and legislative requirements

REQUIRED SKILLS AND KNOWLEDGE

- Hospital pharmacy contribution to a health care team
- Infection control policies, guidelines and symbols and their relevance to working in a hospital pharmacy
- Knowledge of the legal responsibilities of providers of health care in relation to confidentiality, client rights, duty of care and implications of negligence
- Local and organisation policies and procedures relevant to the hospital pharmacy
- Medical/pharmaceutical terminology appropriate to hospital pharmacy work
- OHS policies, guidelines and symbols and their relevance to working in a hospital pharmacy
- Organisation values and philosophy and how they apply to the work of a pharmacy assistant/technician
- Principles and practices of ethical and professional conduct
- Principles and practices of pharmaceutical quality assurance
- Relevant State and National pharmaceutical legislation and regulation
- Relevant codes of conduct
- Role and scope of responsibilities of all pharmacy departmental staff
- Role, scope and processes of State Pharmacy Council/Board

Essential skills:

It is critical that the candidate demonstrate the ability to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

This includes the ability to:

- Apply pharmacy policies, procedures, standards and guidelines
- Apply legislation and regulatory requirements
- Take into account opportunities to address waste minimisation, environmental responsibility and sustainable practice issues
- Use literacy, numeracy and oral communication skills required to fulfil the position in a safe manner as specified by the health care facility
- Use problem solving skills
- Use available resources and prioritise workload
- Use technology to work safely and competently

Evidence Guide

EVIDENCE GUIDE

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate this competency unit:

- The individual being assessed must provide evidence of specified essential knowledge as well as skills
- Observation of workplace performance is essential for assessment of this unit
- Consistency of performance should be demonstrated over the required range of situations relevant to the workplace
- Where, for reasons of safety, space, or access to equipment and resources, assessment takes place away from the workplace, the assessment environment should represent workplace conditions as closely as possible

Context of and specific resources for assessment:

- Assessment should replicate workplace conditions as far as possible
- Simulations may be used to represent workplace conditions as closely as possible. Acceptable simulation requires:
 - Scope to determine that work is conducted within legislative and regulatory requirements
 - Scope to determine that work is conducted within OHS and infection control requirements
- Resources essential for assessment include:
 - Access to relevant workplace or appropriately simulated environment where assessment can take place
 - Relevant legislation, regulations and guidelines

EVIDENCE GUIDE

Method of assessment may include:

- Observation in the work place (if possible)
- Written assignments/projects, eg for fundamentals of microbiology and principles of cleaning and disinfection
- Interviewing and questioning
- Formal appraisal systems
- Supporting statement of supervisor(s)

Access and equity considerations:

- All workers in the health industry should be aware of access and equity issues in relation to their own area of work
- All workers should develop their ability to work in a culturally diverse environment
- In recognition of particular health issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on health of Aboriginal and Torres Strait Islander people
- Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on health of Aboriginal and/or Torres Strait Islander clients and communities

Range Statement

RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

RANGE STATEMENT

Stakeholders and representatives may include:

- Pharmacists
- Doctors
- Nurses
- Clients
- Pharmacy technicians
- Pharmacy assistants
- Pharmacy stores persons
- Administration staff
- Wholesalers

Policies, procedure, philosophies and values may include:

- Access and equity policies and procedures
- Anti-discrimination policies and procedures
- Sexual harassment policies and procedures
- Mission statement
- Code of conduct
- Code of ethics

Clients with special needs may include:

- Clients from different cultural and social contexts
- Indigenous Australians
- People from non-English speaking backgrounds
- Specific religious groups
- People with a disability
- Older clients

Pharmaceutical/medical terminology must include:

- Specific terms commonly used in day to day activities

RANGE STATEMENT

State and national legislation and regulation may include but are not limited to:

- The Pharmacy/Pharmacists Act and relevant regulations
- Drugs, Poisons and Controlled Substances/Poisons Act and related regulations
- Therapeutic Goods Act
- Health Act and related regulations
- Privacy legislation
- Pharmacy Council/Board Guidelines and/or directives
- Standard for Uniform Scheduling of Drugs and Poisons
- Society of Hospital Pharmacies of Australia (SHPA) guidelines
- Pharmaceutical Society of Australia's Professional Practice Standards
- OHS legislation and regulations
- Infection Control legislation and guidelines
- NCCTG Guidelines for the Preparation of Pharmaceuticals in Hospitals
- Australian Pharmaceutical Formulary
- State policies/circular/guidelines
- Pharmaceutical Benefit Scheme book (PBS Section 85 and Section 100)

Unit Sector(s)

Not Applicable