



Australian Government

Department of Education, Employment and Workplace Relations

HLTPH312B Procure, store and maintain pharmaceutical products

Release: 1

HLTPH312B Procure, store and maintain pharmaceutical products

Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit of competency describes the skills and knowledge required to maintain a pharmaceutical stock control system according to standard operating procedures (SOPs) that comply with good pharmacy practice, good wholesaling practice and legal requirements

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. Procure stock

1.1 Obtain requisition requirements from appropriate personnel and/or departments

1.2 Identify generic drug name, trade name(s) and manufacturer/supplier details using a range of manual and/or electronic resources

1.3 Identify items for order, generate order and obtain sign off/authorisation of the order by delegated staff member where appropriate/required

1.4 Source appropriate supplier

1.5 Provide availability and cost information to pharmacist

1.6 Place *order* according to standard procurement policy following order approval

ELEMENT**PERFORMANCE CRITERIA****2. Process new stock**

- 2.1 Accept delivery of *products* and match delivery documentation with product delivered
- 2.2 Identify received products
- 2.3 Check quantities and condition of products and report breakages to the appropriate person
- 2.4 Reconcile products with control lists and/or check products against order
- 2.5 Report shortages and other deviations to the appropriate person
- 2.6 Check expiry dates of incoming stock
- 2.7 Clearly attach product notation
- 2.8 Pack and store stock according to packing criteria and organisation policies and procedures
- 2.9 Follow temperature control requirements where appropriate
- 2.10 Quarantine stock where appropriate
- 2.11 Inform pharmacist of scheduled products according to legal requirements
- 2.12 Maintain batch traceability
- 2.13 Accurately complete data capture requirements
- 2.14 Maintain hygienic conditions at all times

ELEMENT**PERFORMANCE CRITERIA****3. Maintain stock**

- 3.1 Store products according to a logical auditable system
- 3.2 Check stock on a regular basis for dated and slow moving items and report these to the appropriate person
- 3.3 Monitor overstocks and stock discrepancies and report these to the appropriate person
- 3.4 Rotate stock according to organisation policies and procedures
- 3.5 Check for stock deterioration
- 3.6 Control quality of stock by visual inspection
- 3.7 Monitor and maintain correct *storage conditions*
- 3.8 Report out-of-stock, expired, deteriorated and damaged stock for return and deviations to correct storage conditions to the appropriate person
- 3.9 Maintain batch traceability
- 3.10 Maintain location maps

4. Ensure stock security

- 4.1 Check compliance with *security procedures*
- 4.2 Report security irregularities to the appropriate person

5. Assist in stock-taking procedures

- 5.1 Check stock lists of all items for stocktaking
- 5.2 Reconcile actual stock against stock lists
- 5.3 *Count stock* and check expiry dates
- 5.4 Investigate stock discrepancies and report to the appropriate person
- 5.5 Determine minimum and maximum stock levels and report to the appropriate person

ELEMENT**PERFORMANCE CRITERIA****6. Maintain relevant documentation**

6.1 Complete and file *documentation* according to organisation policies and procedures

6.2 Reconcile statements and invoices

6.3 Complete and file stock distribution documentation

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:

- An understanding of purchasing contracts, State Supply systems and tender process
- Appropriate methods of disposal of unwanted pharmaceutical products and outdated stock
- Basic hygiene and the importance of maintaining a clean working environment and equipment
- Financial implications of stock level control
- Hospital or health facility in-house computer system
- Identification and handling of products, including
 - formulary drugs and non-formulary drugs eg clinical trial drugs and special access scheme drugs
 - products with the required integrity as well as those whose integrity has been compromised eg damaged, contaminated or deteriorated stock
 - routine handling of products and products requiring special handling, eg cytotoxics and its spill management, refrigerated and frozen items, light sensitive materials and flammables
- Infection control policies, guidelines and symbols and their relevance to working in a hospital pharmacy
- Input and access of data relevant to stock control
- Knowledge of and the rationale for applicable legislation, organisation policy and in-house standard operating procedures (SOPs), relating to stock procurement, storage and maintenance
- OHS policies, guidelines and symbols and their relevance to working in a hospital pharmacy
- Principles and procedures of stock control and maintenance
- Principles and procedures of maintaining security of pharmaceutical products
- Procedures for dealing with drug alerts and company recalls

REQUIRED SKILLS AND KNOWLEDGE

- Procedures for dealing with returned goods
- Purpose and process of purchasing contracts
- Purpose of batch numbering and expiry dates on pharmaceutical products
- Relevant reference materials
- Sources of stock, including non-formulary items
- Stock ordering processes
- Storage requirements and the rationale for different types of products

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Communicate effectively with internal and external clients
- Procure and store pharmaceutical stock according to organisation requirements
- Refer issues identified outside scope of practice to the appropriate person
- Work in accordance with relevant organisation policy, legislative requirements, industrial awards and agreements and in-house operating procedures (SOPs)
- Work in a safe manner

In addition, the candidate must be able 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:

- Communicate and interact appropriately with colleagues, health care practitioners and clients
- Comply with organisation procurement policies and procedures
- Distinguish between 'look alike' and 'sound alike' pharmaceutical products in procuring, storing and disposing of stock
- Ensure optimal usage of stock prior to expiry date
- Enter and access data on pharmacy computer system
- Identify discrepancies/deviations and refer to the appropriate person
- Identify, maintain and report working stock levels, eg slow moving items, overstocks, discrepancies, out-of-stocks, expired stock and damaged stock
- Maintain location maps
- Maintain stock security
- Maintain stock control documentation
- Monitor the quality of stock and storage conditions, including temperature, light, humidity, pest control and stock organisation
- Source supplier and place an order
- Take into account opportunities to address waste minimisation, environmental responsibility and sustainable practice issues

REQUIRED SKILLS AND KNOWLEDGE

- 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

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

EVIDENCE GUIDE

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
 - Stock reporting and data systems

Method of assessment

- Observation in the work place (if possible)
- Written assignments/projects
- 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.

Orders may include:

- Verbal
- Electronic

Products may include:

- Formulary drugs and non-formulary drugs eg clinical trial drugs and special access scheme drugs
- Products with the required integrity as well as those whose integrity have been compromised eg damaged, contaminated or deteriorated
- Routine handling products and products requiring special handling eg cytotoxics and its spill management, refrigerated and frozen items, light sensitive material and flammables

Storage conditions may include:

- Correct temperature
- Humidity
- Light
- Pest control
- Secured
- Cold chain
- Ventilated
- Ambient
- Isolated
- Correct storage of hazardous substances

RANGE STATEMENT

Security procedures may include:

- In-store security
- Goods received
- Goods dispatched
- Handling controlled substances eg Schedule 8 drugs

The recording of stock-take count may be performed:

- Manually
- Using electronic device

Documentation may be:

- Written
- Verbal
- Electronic

Unit Sector(s)

Not Applicable