

ASSESSMENT CENTRE INFORMATION

The following information is designed to give interns an idea of how they will be assessed at the Assessment Centre.

COMPETENCE STANDARDS ASSESSED AT ASSESSMENT CENTRE

Competence Standards	CS 1 Practise Pharmacy in a Professional Manner	CS 2 – Contribute to the Quality Use of medicines	CS 3 – Primary Health Care Specific Elements	CS 5 – Research and Provide Information Specific Elements	CS 6 – Dispense medicines Specific Elements
	1.1	2.1	3.1	5.1	6.1
	1.2	2.2	3.2	5.2	6.2
	1.3	2.3	3.3	5.3	6.3
	1.4	2.4	3.4	5.5	6.4
	1.5	2.5	3.5		6.5
	1.6	2.6	3.7		6.10
			3.8		6.11

SCENARIOS

SCENARIO RESULT SHEET

This is an example of the Results Sheet used by assessors at the end of each scenario to determine a candidate's final grade. The Overall Performance score is determined by the Outcome score (e.g. a candidate who gets an Acceptable/Marginal result for Outcome will score Acceptable/Marginal for their Overall Performance unless either their Process or Communication score is Unacceptable).

PROCESS

Acceptable (A)
Acceptable/Marginal (AM)
Unacceptable (U)

OUTCOME

Acceptable (A)
Acceptable/Marginal (AM)
Unacceptable (U)

COMMUNICATION

Acceptable (A)
Acceptable/Marginal (AM)
Unacceptable (U)

OVERALL PERFORMANCE

Acceptable (A)
Acceptable/Marginal (AM)
Unacceptable (U)

AN EXAMPLE OF A PRACTICE SCENARIO

Scenario X

Primary Health Care: Diagnose and treat minor illness (child with Ringworm)

Personnel necessary: One assessor and One patient

INFORMATION TO BE GIVEN TO THE CANDIDATE

You are in a community pharmacy. Deal with this patient in an appropriate manner.

[In this scenario the patient/customer will enter the pharmacy and ask:

“Can I have something for a large spot on the skin please.”]

Information for the Assessor

- ◆ A customer has come in for some cream for their grandson’s large spot on his leg.
- ◆ The grandson is ten and his grandparents are looking after him and the house for a month while his parents are overseas.
- ◆ The spot is on the lower leg. It is itchy and the size of a ten cent piece.
- ◆ It looks like a round slightly raised, red patch with a definite border. The skin is quite clear outside the border.
- ◆ The customer noticed the spot about 3 days ago and thinks that it has gotten a little bigger.
- ◆ The grandson is very fond of the customer’s cat. The cat is very friendly and rubs up against his legs.
- ◆ The customer tried an antiseptic cream but it didn’t do any good.
- ◆ The grandson is not on any regular medicines.
- ◆ He is otherwise fit and well.
- ◆ The customer does not want to take their grandson to the Doctor.

The information on the following page is an example of the decision sheet used by the assessor to determine the outcome score of the scenario.

AN EXAMPLE OF A PRACTICE SCENARIO

SCENARIO X - OUTCOME GLOBAL RATING SCALES

A Acceptable (Solved) (**All** statements must be achieved for **Acceptable** outcome)

- Identifies who the medicine is for
- Ascertains current signs and symptoms of skin problem
- Takes adequate patient history
- Diagnoses ringworm
- Sells suitable topical anti-fungal product
- If POM sold fills in POM Register
- Full & appropriate counselling is given

AM Acceptable/Marginal (Solved marginally)

(Points of difference between candidate's performance and **Acceptable** outcome criteria)

- Takes partial/incomplete history
- Diagnoses fungal infection, not specifically identified as ringworm
- Sells safe alternative to anti-fungal product and provides acceptable rationale for therapy choice when asked by assessor
- If POM sold does not use POM Register but verbalises/indicates that product is POM
- Some counselling given - patient may not be completely clear on message, but omissions will not lead to harm

U Unacceptable (Unsolved) (Outcome is **Unacceptable** if **any** of the following occur)

- Does not identify who the medicine is for
- Does not take patient history
- Does not establish patient has a fungal infection
- Diagnoses a bacterial or viral infection, dermatitis, eczema or other non-fungal condition
- Sells unsafe / ineffective product with no acceptable rationale for therapy choice
- Does not sell product. Patient ONLY referred to GP
- If POM sold does not fill in POM Register or indicate it is a POM
- Incorrect counselling given which might lead to harm

INTERVIEW

There are 5 sections in the interview:

Section 1	Reference Sources and Quality Use of Medicines
Section 2	English Communication
Section 3	Application of Pharmacy Law
Section 4	Application of Pharmacy Ethics
Section 5	Professional Attitude

The information below indicates which Competence Standards are assessed in each of the 5 sections.

Section 1

Reference Sources

Competence Standard 5: Research and Provide Information: Element 5.2.2

Quality Use of Medicines

Competence Standard 2: Contribute to the Quality Use of Medicines: Element 2.3.4

Section 2

English Communication

Competence Standard 1: Practise Pharmacy in a Professional Manner: Elements 1.6.1 and 1.6.3

The aspects of English communication being assessed include: appropriateness of the language used; ability to listen and comprehend; clarity of responses.

When speaking to pharmacy patients, medical jargon should generally be avoided, but when communicating with other health professionals the pharmacist should use the correct medical and pharmaceutical terms.

Sections 3, 4 and 5

Application of Pharmacy Law

Application of Pharmacy Ethics

Professional Attitude

Competence Standard 1: Practise Pharmacy in a Professional Manner: Elements 1.1.1; 1.1.4; 1.5.1; 1.5.2; 1.5.3

Some of the components of professionalism have been defined and used for assessing new entrants to the profession.

These are:

- Committed to CPD and lifelong learning
- Patient-centred
- Assures safe outcomes
- Problem-solving approach to decisions
- Trustworthy
- Is aware of own boundaries
- Accountable for own work and works within limitations
- Accepts responsibility
- Demonstrates leadership