

QUALIFICATION DETAILS

Qualification Title		New Zealand Certificate in Pharmacy (Introduction to Pharmacy Practice)	
Version	1	Qualification type	Certificate
Level	3	Credits	40
NZSCED	060501 Health > Pharmacy > Pharmacy		
DAS Classification	1570 Health > Pharmacy > Pharmacy Practice		
Strategic purpose statement	The purpose of this qualification is to provide the pharmacy sector with people that can work in a non-dispensing support role within a pharmacy and support the provision of safe, patient-centred healthcare under the supervision of a pharmacist.		
Outcome Statement	Graduate profile	<p>Graduates of this qualification will be able to:</p> <ul style="list-style-type: none"> – Work ethically and professionally as required by the pharmacy codes and standards – Communicate and interact with pharmacy team members and customers/patients to ensure the provision of appropriate customer service – Apply and work within all legislation relevant to their workplace – Safely determine if it is appropriate to provide pharmacy related products and services or advice to customers/patients, and know when to refer to a pharmacist – Carry out a range of support activities within the pharmacy – Apply basic first aid – Make accurate calculations and use appropriate information technology tools. 	
	Education pathway	This certificate is an introductory qualification and will allow graduates to progress to further qualifications in Pharmacy: the New Zealand Certificate in Pharmacy (Community Pharmacy Assistant) [Ref: 1887] or the New Zealand Certificate in Pharmacy (Pharmacy Technician) (Level 4) [Ref: 1888].	
	Employment pathway	<p>Holders of this certificate will have the knowledge, skills, attitudes and behaviours required to work in a non-dispensary support role within a pharmacy. Employment pathways may include the progression to retail management within a community pharmacy or to a Pharmacy Technician role in either community or hospital pharmacy on completion of appropriate training.</p> <p>Other pathways may include other health related occupations or further education and training.</p>	
Qualification Developer	Pharmaceutical Society of New Zealand		

Qualification Specification

Qualification award	<p>This qualification will be awarded by any organisation that has an approved provider programme or industry training programme leading to the qualification.</p> <p>The certificate will display the title of the qualification; the logo of the NZQF; and may display the name and/or logo of the awarding body.</p>
Review period	<p>By 31 December 2016</p>
Evidence requirements for assuring consistency	<p>All tertiary education organisations (TEOs) either arranging training or delivering programmes that lead to the award of the qualification are required to participate in a consistency process scheduled by NZQA. This will involve review of evidence associated with graduate's achievement of outcomes, and agreeing acceptable thresholds for qualification outcome achievement, and areas for improvement. To demonstrate how graduates are achieving the qualification graduate profile outcomes, TEOs are required to produce their own evidence in a high level report.</p> <p>Evidence must include the following:</p> <ul style="list-style-type: none"> • Annual programme reports with programme statistics including retention, completion, graduate progression data, and learner feedback. • Evidence from internal and external moderation processes that graduates meet the graduate profile outcomes. • Documentation of processes that ensure programmes continue to meet current and future needs (for example, of graduates, family, whanau, community, employers, relevant staff of destination programmes or educational organisations). • Documentation of intended pathways to next or future programmes. • Strategies used to build skills in literacy, numeracy, digital literacy and learning. • Any other relevant evidence as appropriate. <p>Further information about the consistency process can be found at http://www.nzqa.govt.nz/providers-partners/consistency-of-graduateoutcomes/</p>
Credit transfer and recognition of prior learning arrangements	<p>Education organisations must have policies and procedures in place for managing credit transfer, and assessing recognition of prior learning and recognition of current competency. These policies and procedures, and information about the associated fees, must be available to the candidate prior to enrolment.</p> <p>To facilitate credit transfer, education organisations must clearly demonstrate the equivalency or comparability between each of the outcomes in the graduate profile, and the assessment components of their programmes.</p>
Minimum standard of achievement and standards for grade endorsements	<p>The minimum standard of achievement required for the award of the qualification will be the achievement of all graduate outcomes in the graduate profile through successful completion of an NZQA approved programme.</p> <p>There are no grade endorsements for this qualification.</p>
Prerequisites to meet regulatory body or legislative requirements	<p>There are no mandatory pre-requisites.</p>
Other conditions	<p>People entering programmes leading to the award of this qualification must be able to:</p>

for qualification	<ul style="list-style-type: none"> – understand requirements and follow instructions – communicate clearly and effectively with others. <p>Level 2 credits in from the communication skills subfield or English subfield, or demonstration of comparable knowledge or skills, may be accepted as evidence of this.</p> <p>Delivery of this qualification will be supported by a training plan outlining the preferred or recommended progression of modules.</p> <p>This qualification can be delivered either: part time through distance education for those currently employed in a pharmacy; or through a full-time course at an approved provider. A minimum of 80 hours of work experience in a pharmacy must be integrated into the full-time programme.</p> <p>The qualification developer will convene an annual external moderation meeting for providers offering this qualification.</p> <p>The purpose of the meeting will be to support providers through the moderation of their assessment of outcome achievement by the provider's trainees and will involve:</p> <ul style="list-style-type: none"> – Peer review of evidence associated with trainees' achievement of outcomes in the qualification's graduate profile. – Determining acceptable standards of achievement – Identifying issues associated with outcome achievements. <p>Evidence will be in the form of a portfolio of student assessments or other evidence used to provide judgement against outcomes.</p> <p>Education providers will be required to meet their costs associated with participation in these meetings.</p> <p>A summary report will be prepared following the meeting and made available to providers together with any recommendations arising from the meetings.</p>
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Conditions relating to specific outcomes

Qualification Outcomes (including indicative credit values for each outcome)	Conditions	Mandatory or Optional
<p>Work ethically and professionally as required by the pharmacy codes and standards.</p> <p>(3 credits)</p>	<p>Pharmacy Assistants must comply with the standards and codes applying to pharmacy as evidenced in the following:</p> <ul style="list-style-type: none"> – Pharmacy Council of New Zealand Code of Ethics 2011 – Health and Disability Services - Pharmacy Services Standard NZS 8134.7:2010 – Pharmacy specific Standard Operating Procedures (SOPs). 	Mandatory
<p>Communicate and interact with pharmacy team members and customers/patients to ensure the provision of appropriate customer service.</p> <p>(5 credits)</p>		

<p>Apply and work within all legislation relevant to their workplace. (7 credits)</p>	<p>Pharmacy assistants must comply with the legislation applying to pharmacy, and the restrictions that are placed on the goods and services provided in a pharmacy. They are not expected to apply legislation relating to dispensing, compounding, or manufacturing in a pharmacy.</p> <p>Relevant legislation includes:</p> <ul style="list-style-type: none"> – Consumer Guarantees Act 1993 – Fair Trading Act 1986 – Health and Disability Commissioner (Code of Health and Disability Services Consumers' Rights) Regulations 1996 – Health Information Privacy Code 1994 – Health Practitioners Competence Assurance Act 2003 – Health and Safety in Employment Act 1992 – Health and Safety in Employment Regulations 1995 – Medicines Act 1981 – Medicines Regulations 1984 – Misuse of Drugs Act 1975 – Misuse of Drugs Regulations 1977 – Privacy Act 1993. 	<p>Mandatory</p>
	<ul style="list-style-type: none"> – Hazardous Substances and New Organisms Act 1996 – Health (Retention of Health Information) Regulations 1996 – Health (Needles and Syringes) Regulations 1998. 	<p>Optional</p>
<p>Safely determine if it is appropriate to provide pharmacy related products and services or advice to customers/patients and know when to refer to a pharmacist. (10 credits)</p>	<p>Pharmacy assistants must have knowledge of the classification of medicines and procedures for receiving and releasing prescriptions in order to provide pharmacy related products and services. This will include knowing under what conditions or circumstances referrals to a pharmacist are required and what advice can be given to customers/patients. They must be aware of the limitations on their role but be able to recognise scenarios that may give rise to specific "alarm bells" around patient care.</p>	<p>Mandatory</p>
<p>Carry out a range of support activities within the pharmacy. (7 credits)</p>	<p>Support activities may include, but are not limited to: stock maintenance (pricing, ordering, rotation, stock takes, expiry dates); waste management within the pharmacy; and awareness of loss prevention in a retail or warehouse distribution system.</p>	<p>Optional</p>
<p>Apply basic first aid. (2 credits)</p>		

Make accurate calculations and use appropriate information technology tools.

(6 credits)

Transition information

Replacement information

This qualification replaced the National Certificate in Pharmacy (Assistant) [Ref: 0469].

People currently working towards the replaced qualification must complete its requirements by 31 December 2017.

Republication Information

Version 1 of this qualification was republished in February 2017 to:

- update the Other conditions for the qualification to reduce the hours required for the practical component in a pharmacy from a minimum of 160 hours to a minimum of 80 hours.

Version 1 of this qualification was republished June 2015 to:

- update the Evidence requirements for assuring consistency
- update Other conditions for qualification. This information was previously in Arrangements for managing consistency
- update the Qualification Developer.