New Zealand Framework for Pharmacy Accuracy Checking Technicians

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Introduction

This document sets out the New Zealand Framework for Pharmacy Accuracy Checking Technicians (PACT).

The framework document has been compiled through a collaboration of the following organisations.

- Health Workforce New Zealand (HWNZ)
- Ministry of Health (MOH)
- New Zealand Hospital Pharmacists Association (NZHPA)
- Pharmaceutical Society of New Zealand (PSNZ)
- Pharmacy Council of New Zealand (PCNZ)
- Pharmacy Defense Association (PDA)
- Pharmacy Guild of New Zealand (PGNZ)

Representatives of these organisations formed the Steering Group which provided the governance for a pilot PACT project between June 2014 and November 2015. The framework has been developed in response to the outcomes from this pilot project.

This framework is aimed at pharmacy technicians who have been delegated the task of the final accuracy check of dispensed items under the supervision of a pharmacist. To ensure pharmacist supervision within this process, all prescriptions must have been clinically assessed by a pharmacist before a pharmacy technician can proceed to the final accuracy check. It is a requirement that there are safe processes and Standard Operating Procedures (SOPs) in place to assure this workflow is implemented and that these are current and take into account all prescription and order formats.

This framework is aimed at:

- pharmacy technicians who wish to become PACT certified
- pharmacists who would become a PACT Preceptor

This document is intended to be used during the initial implementation of PACT into the New Zealand pharmacy workforce. It will be reviewed and revised on an annual basis to allow for changes that may occur as a result of legislative and/or standards reviews.
Scope of this Framework

The scope of this framework is to set the parameters for the certification of pharmacy technicians to carry out the final accuracy check of dispensed items clinically approved by a pharmacist and annotated according to local Standard Operating Procedures (SOPs).

The current framework does NOT encompass:

- the final check of a compounded product prior to release. A pharmacist must take responsibility for assessing the pharmaceutical quality of the final compounded product. A PACT may take responsibility for the accuracy check of the identity, weight or volume of each ingredient measured out by a pharmacist or technician during the compounding process
- aseptic compounding
- self-checking of own dispensing
- checking of Class A or Class B Controlled Drugs.

To view the full list of exemptions for a PACT from the Health and Disability Service Pharmacy Services Standard 2010 please see the Licence Schedule: Pharmacy Accuracy Checking Technicians on page 7.
Compliance with Pharmacy Legislation and Standards

In order for a pharmacy and a PACT to comply with the requirements of the Health and Disability Service Standards Pharmacy Services Standard NZS 8134.7:2010, the Ministry of Health requires that prior to a certified PACT commencing accuracy checking without pharmacist supervision, an additional condition is added to the Licence to Operate Pharmacy. In addition a schedule is provided with the Licence that lists the standards (with any limitations) that may be completed by a certified PACT operating within that pharmacy.

The condition that is added to a Licence to Operate Pharmacy for any pharmacy that is operating with a certified PACT is:

(c.) When a final accuracy check is undertaken at the premises by [named technician], when holding active PACT Certification, the requirements of the Health and Disability Services Pharmacy Services Standard (NZS 8134.7:2010) as defined by the attached Schedule apply.
The Schedule is:

Licence Schedule: Pharmacy Accuracy Checking Technicians

The pharmacy accuracy checking technician(s) (PACT) specified on licence number , when holding current PACT Certification from the Pharmaceutical Society of New Zealand, may conduct the following activities in accordance with the policies and procedures at the premises by the licensee:

- the final accuracy check of a dispensed prescription
- accuracy check of a repackaged medicine
- accuracy check of a de-blistered medicine
- accuracy check of each ingredient for a non-aseptically compounded medicine.

When conducting these activities, the following requirements of Standard 5, Health and Disability Services Pharmacy Services Standard NZS 8134.7:2010, may be completed by a PACT, subject to the limitations:

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<th>Standard/ Criterion</th>
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| 5.2.3(f)            | The prescription form must record the identity of:  
|                     | • the pharmacist conducting the clinical check  
|                     | • the PACT responsible for conducting the final accuracy check. |
| 5.15.5              | The identity of the PACT accuracy checking the identity and weight (or volume) of each ingredient must be recorded on the compounding document.  
|                     | Note. Reconstitution of antibiotics is not considered compounding. |
| 5.29.1(j)           | The identity of the PACT accuracy checking/releasing the finished repackaged product must be recorded on the batch document. |
| 5.34.1              | A PACT may make the decision to release a repackaged product. Compliance with criterion 5.25.2 is required. |
| 5.39.2(e)           | The identity of the PACT accuracy checking de-blistered medicines must be recorded on the batch record sheet.  
|                     | Note. The new expiry date must be assigned by a pharmacist, refer 5.39.2(f). |
| 5.39.6              | Only one medicine shall be de-blistered at a time, with the process finished and checked off by the PACT, before another medicine de-blistering process begins. |
| 5.41.2              | The identity of the PACT conducting the final accuracy check must be recorded both on the pack and on a document that contains the identity and date of the check, which remains on the pharmacy premises. |
| 5.42.4              | The identity of the PACT accuracy checking medicines packaged by an automated packing or dispensing device must be recorded on the corresponding record. |
| 5.47                | When accuracy checking the finished product, the PACT shall have regard to the criteria 5.47.1 to 5.47.6 (inclusive). |

Working under direct supervision of a pharmacist

Pharmacy technicians are required under regulation 42(1A) of the Medicines Regulations 1984 to be under the direct personal supervision of the charge pharmacist.

This means that a pharmacist must be present and able to intervene in the dispensing process as required.

Clarification on this statement was determined during the initial PACT project in consultation with the Ministry of Health.
PACT Advisory Group

Pharmacy technicians in New Zealand are not regulated or registered. They have no representative organisation nor has any specific organisation any legal mandate or authority to oversee or take enforceable actions over pharmacy technicians within their role in pharmacy.

PSNZ is recognised by the New Zealand Qualifications Authority (NZQA) as the approved Qualification Developer and as such has the authority to create, manage or modify any NZQA registered qualifications pertaining to pharmacy technicians and assistants.

To ensure there is appropriate oversight and management of this group of technicians, the PACT Advisory Group will provide governance on behalf of the pharmacy sector.

Membership of the PACT Advisory group is drawn from:

- Ministry of Health (one representative from Medicines Control and one other nominee)
- New Zealand Hospital Pharmacists Association
- Pharmacy Council of New Zealand
- Pharmacy Defence Association
- Pharmacy Guild of New Zealand
- Pharmaceutical Society of New Zealand
- 2 Nominated Pharmacy Technicians, one representing Community and one representing Hospital pharmacy

Functions of the PACT Advisory Group

The functions of this group are to:

- maintain the PACT framework
- provide appropriate oversight for PACTs
- approve certification and re-certification procedures
- approve training programmes leading to the certification of PACTs
- approve training providers to offer programmes for technician certification
- moderate training outcomes
- maintain a register of certified PACTs

The PACT Advisory Group meets, at a minimum, on one occasion during each year and may, at its discretion, delegate some of its functions to an approved pharmacy organisation.
PACT Framework Structure

1. Application submitted
2. PACT Trainee to demonstrate the ability to dispense accurately
3. Notified of acceptance onto the PACT Training Programme
4. PACT Trainee and PACT Preceptor attend workshop
5. Theory modules completed online by PACT Trainee
6. Collate Practical Portfolio (1000 items, error logs + appraisals)
7. Practical Checking Assessment
8. Oral interview
9. Certificate issued for 1 year
10. Certificate and application sent to Medicines Control to amend Pharmacy Licence
11. Probationary period can commence once amended Pharmacy Licence issued
12. Enrolment into ongoing recertification programme
Optimising Dispensing Practice with PACTs

The PACT project provided an opportunity to look at what success factors enable optimal outcomes from training and subsequent work activity for PACT technicians.

These can be categorised as follows:

1. **Relationship and support**
   - best practice can be achieved when there is a high level of support and trust between the PACT Preceptor and technician
   - allowing regular time to meet during the training period ensures an opportunity to review and discuss progress from both parties perspectives
   - ensuring all pharmacy staff are aware of any changes and have a clear understanding of what the role entails as well as potential impact on their own role
   - ensuring all workplace pharmacists are engaged and support the inclusion of a checking technician
   - having a technician who at the commencement of the training, already has high confidence in their ability as a technician, has good communication skills and is able to interact and relate to all staff who may be impacted by introducing the checking role.

2. **Environmental factors**
   - ensuring the area where checking is taking place is as far as practicable, removed from disrupting influences such as noise, people movement, patient interaction
   - where possible have a designated checking area
   - ensuring the workflow dynamics are optimised for dispensing activity by those involved
   - implementing workflow changes, if required (refer to recommended workflow diagram on page 11).

3. **Other factors**
   - maintaining a minimum of 3 full time qualified dispensary staff in addition to the PACT trainee to maximise the advantages for having a checking technician i.e. minimum of 2 pharmacists + 1 qualified technician + the PACT trainee
   - ensuring the dispensary has sufficient numbers of items being dispensed on a daily basis to warrant the inclusion of a checking technician
   - ensure that during the training phase the technician is able to access sufficient items per day to compile a relevant log under normal working conditions. Setting a minimum item count per day may be advantageous.
Workflow

It is recommended that all PACT training sites use the following dispensing workflow:

1. Receiving the prescription or medicine order
2. Checking legality and eligibility of the prescription
3. Checking patient details
4. Determining the priority of the prescription
5. Conducting a clinical assessment
6. Recording prescription details
7. Generating the label
8. Selecting the correct medicine
9. Counting, pouring or extemporaneously compounding the medicine
10. Attaching the label to the container
11. Accuracy check of the prescription
12. Handing out the prescription
13. Counselling the patient

Pharmacist responsibility:
- Steps 1-4 can be delegated. Step 5 must be completed by a pharmacist.

Technical functions:
- Must be done by a pharmacist.
Pharmacy Requirements

Any pharmacy considering engaging a pharmacy technician to undertake the role of PACT must meet the following conditions:

- have a licence to operate as a pharmacy under the Medicines Act. Any pharmacy with non-standard conditions (that is conditions in addition to the standard conditions (a) and (b)) must be approved by the Licensing Authority, Medicines Control in the Ministry of Health on a case by case basis
- must meet the requirements of the Pharmacy Quality Audit or equivalent hospital pharmacy audit, as required by the Ministry of Health and District Health Boards
- comply with the requirements of the Pharmacy Services Standard NZS8134.7:2010
- have a comprehensive range of pharmacy services and products
- have adequate resources, including staff (ideally minimum of 2 pharmacists + 1 qualified technician + the PACT trainee), physical resources and information resources, to support the training of a PACT
- have internal training programmes in place for staff or encourage participation in external training courses
- have an individual approved PACT Preceptor who may supervise and assess a maximum of one PACT trainee in the workplace. Note: the PACT Preceptor cannot be supervising another staff member e.g. a trainee technician or intern
- must enter into a training agreement with both the PACT trainee and training provider.

Pharmacist Requirements

The PACT Preceptor must fulfil the following criteria:

- a pharmacist with current APC with no conditions
- at least three years’ experience post qualification as a pharmacist. Recently arrived overseas qualified pharmacists, are required to have a minimum of 1 year of New Zealand pharmacy experience immediately prior to application.
- experience of facilitating and training staff
- ability and commitment to meet on a fortnightly basis, as a minimum, with the PACT trainee
- work with the dispensary team to ensure maximum support
- within the last five years have not been be under review for competence, health or conduct
- be approved by the Pharmacy Council.
Note: Pharmacy Defence Association (PDA) (or other insurer as appropriate) will also be notified of applications.

Pharmacists fulfilling the above criteria will be required to submit a completed application form and brief curriculum vitae (CV). The CV is to include a summary of experience to date, a practice profile and experience in training other staff members.
PACT Preceptors may be required to undertake an interview prior to being accepted into the PACT programme.

PACT Preceptors must attend a training workshop.
Workshops for PACT Preceptors will include the following learning outcomes:

- describe the principles of the PACT framework
- recognise the legal and ethical obligations of the PACT Preceptor
- describe the role of the PACT Preceptor
- discuss the importance and the development, review and audit of Standard Operating Procedures for the dispensing/checking process
- describe the completion criteria for the PACT programme
- describe the re-certification requirement
- discuss and define the term “clinical assessment”
- discuss the use of all PACT documents
- facilitate the use of the programme documentation and accuracy checking logs in the workplace prior to and during the assessment period
- describe principles of change management within the workplace.

**PACT Preceptors must have a working knowledge of the current New Zealand Framework for Pharmacy Accuracy Checking Technicians.**
Role of the PACT Preceptor

The PACT Preceptor is required to offer support, guidance and feedback to the PACT trainee throughout the training period, facilitate the local implementation of the PACT Framework including conducting formative appraisals in the workplace.

It is recommended that the PACT Preceptor is given time within work to support their PACT trainee.

The PACT Preceptor:

- must ensure that current SOPs are in place relating to dispensing and accuracy checking
- must ensure the PACT trainee is familiar with and works competently to the SOPs
- is required to complete the PACT appraisals and support the PACT trainee in completing their portfolio documentation. These appraisals may also be based on comments from other colleagues who have worked closely with the PACT trainee during the completion of the accuracy checking log
- is to submit all documentation to the training provider prior to final assessment, as directed by the training provider.
Technician Requirements

The PACT trainee must fulfill the following criteria:

- have a recommendation and the support to become a PACT from the PACT Preceptor
- have the recognised NZ Level 5 Pharmacy Technician qualification or demonstrated equivalence
- have a minimum of 2 years post qualification work experience (this period may be waived for UK technicians who have recently obtained the NZ level 5 qualification)
- have a minimum of six months dispensing experience in their current dispensary within the 12 months prior to commencing this training programme
- have documented evidence of the ability to dispense accurately according to locally agreed SOPs
- have an allocated work-based PACT Preceptor who has/will attend the PACT Preceptor training workshop
- demonstrate a good working knowledge of local SOPs to the PACT Preceptor.

Registration for this training programme

To enrol in this programme:

- complete the application with your pharmacist who is applying to be your PACT Preceptor
- attach a copy of your Pharmacy Technician Certificate to the application form. If you no longer have this, contact the training provider or NZQA and obtain a certificate or a letter of completion from this provider
- if the application is accepted, you will then be interviewed by the training provider.

Note: Qualified technicians who have not completed a compounding upgrade can still apply. However if successful, these technicians cannot check compounding products. This must be reflected in their SOP.

Once a PACT completes the PACT Training Programme and is certified, the Certified PACT will be added to the amended licence as a ‘Responsible Person’. To be considered a ‘Responsible Person’ the certified PACT must be a New Zealand resident.
PACT Training Programme

The PACT Training Programme aims to:

- provide PACT trainee’s with the skills and knowledge necessary to demonstrate a safe system of accurately checking products dispensed/prepared against a prescription or medicine chart that has been clinically assessed by a pharmacist
- develop the PACT trainee’s professional awareness of pharmacy practice
- encourage the further development of effective communication skills
- develop a professional interaction between pharmacy technicians, registered pharmacists, patients, colleagues and other health care professionals
- support appropriate skill-mix within pharmacy dispensaries.

Timelines

PACT trainees must complete the Programme within a maximum of 12 months. If a PACT trainee does not complete within 12 months, the training provider must be consulted. The PACT trainee may be given the opportunity to re-enrol and re-start the training Programme, including attending a workshop.

Learning outcomes

By the end of the training programme a qualified PACT will be able to:

- apply the legislation, standards and guidance relating to the dispensing of medicines and medicinal products
- discuss the legal and ethical implications of the PACT role
- describe the consequences of dispensing/checking errors
- demonstrate communication skills required in the process of final checking
- perform the final accuracy check of dispensed items which have been clinically assessed by a pharmacist and annotated according to local procedure
- recognise own limitations in the checking process and make appropriate referrals
- work within the scope of the New Zealand Framework for Pharmacy Accuracy Checking Technicians
- work within SOPs
- describe the importance of adhering to the SOPs.
Pre training preparation

Prior to being accepted into the PACT Programme, technicians, pharmacists and their pharmacies must meet all previously stated requirements. The PACT trainee must demonstrate their ability to dispense accurately over the range of prescription types within their scope of practice by completing a 200 item dispensing log at their current workplace. This dispensing log must be completed within this current application period.

Once this is received and assessed, you will be contacted to either confirm or deny entry into the PACT Training Programme.

PACT trainees must have familiarised themselves with their local dispensing and accuracy checking SOPs.

PACT trainees must undertake additional reading as specified by the training provider.

PACT Training Programme Requirements

PACT trainees must complete all training in line with the training provider’s requirements.

The training programme will consist of:

1. a one day workshop
2. completion of written/online theory modules
3. a work-based practical portfolio
4. final summative assessment activities
5. probationary period

1. Workshop

PACT trainees and their PACT Preceptor will attend a one day workshop. The workshop content will cover:

- the PACT Framework
- legislative framework for PACTs
- SOPs
- the checking process
- written module expectations
- assessment requirements
- initial certification and re-certification
2. Theory modules
The content of the modules will include:

- Module 1- Dispensing refresher*
- Module 2- Dispensing errors**
- Module 3- Psychology of errors
- Module 4- Avoiding errors
- Module 5- Calculations**
- Module 6- Standard operating procedures**
- Module 7- Checking activity

* Includes self check assessment
** Includes assessments to be submitted to training provider

3. Work-based Practical Portfolio
PACT trainees must collate a minimum of 1000 accurately checked items and record this in a portfolio.

The purpose of the portfolio is to:

- ensure that a variety of checking scenarios has been covered (relevant to scope of practice)
- highlight areas where further support is required to fulfill the PACT role
- provide evidence of reflection on any errors identified and/or missed
- document the checking that has been undertaken.

All collated evidence must be included in the portfolio for review and discussion as part of the summative assessment.

The portfolio must contain (Portfolio Assessment Criteria):

- information about the PACT trainee
- satisfactory evidence of a minimum of 1000 accurately final checked items
- documentation of all checking errors detected and missed
- documentation of reflection of errors
- PACT Preceptor’s review of performance/appraisals – on a minimum of two occasions and after a serious error.

Note: Technicians may undertake a practice period, to be agreed with the PACT Preceptor, before the checking log commences. This is to ensure all processes are appropriate and the requirements have been clearly understood and implemented.

It is strongly recommended that all pharmacies with a PACT develop a stamp which has a ‘clinical
check’ box which can be initialed by the pharmacist who clinically checks the prescription items, or incorporate the ‘clinical check’ into their current stamp (e.g. stamp with spaces for initials of those who have performed the clinical check, entering, dispensing and final check steps of the dispensing process).

**Accuracy Checking Log**

To complete the accuracy checking log, the PACT trainee:

- must carry out the final accuracy check on a minimum of 1000 dispensed items - these items must have a second accuracy check by a pharmacist
- must document evidence using the training providers’ approved checking log forms. These forms must be submitted in order of checking. The forms are to be numbered, and signed by the PACT Preceptor
- should check a range of prescription and specialty types to reflect current scope of practice within the pharmacy
- will have played no part in the dispensing of any items they check
- will check items under normal working conditions.

Evidence must be provided to show that the PACT trainee can consistently (over a period of time) accurately complete all the assessment requirements.

If a PACT trainee is required to restart the accuracy checking log, they should still complete their 1000 items in the original 12 months. Should an extension need to be considered then the training provider must be contacted to discuss further.

**Errors**

The portfolio should contain documentation of any dispensing/checking errors that have occurred during the assessment period.

Whilst completing the accuracy checking log, if 1 Group A error or 3 Group B errors are made, the PACT trainee is required to have a period of reflection and check an additional 250 items. If a subsequent error occurs, then the PACT trainee is to undergo a period of reflection and then restart the 1000 item checking log.

Any PACT trainee who fails to complete their accuracy checking log on their second full attempt (following a complete restart) must inform their PACT Preceptor. The PACT Preceptor must inform the training provider as soon as possible. The PACT Preceptor will then be informed of the appropriate action to take.

No PACT trainee will be allowed more than two attempts in total at completing the accuracy checking
log. The PACT trainee may discuss with the training provider if they wish to re-enrol in the PACT Training Programme at a later date.

**Dispensing Errors**

Whilst this Framework concentrates on the accuracy and error rates of the final accuracy checking process, it is important to note that the PACT trainees have a responsibility to maintain their accuracy in all other areas of their practice. Should a PACT trainee make a sufficient number of dispensing errors to trigger the review of local procedures, the PACT training provider should be consulted. A decision will be made on the appropriate course of action regarding continuation on the PACT Training Programme.
Reflective Practice

Whenever a PACT trainee is required to reflect on an error they have failed to identify, the following points should be considered, documented and reviewed by the PACT Preceptor:

- description of error
- corrective actions taken
- root cause of the dispensing error
- root cause of the PACT trainee missing the error
- potential outcome and impact of the error to the patient.

PACT trainees must be supported after any checking error has occurred and a period of reflection is recommended. PACT trainees must document their reflection and include this, along with details of the error, within their portfolio.

PACT Trainee Appraisals

The PACT trainee’s progress must be reviewed at regular intervals. An appraisal form must be completed on a minimum of two occasions whilst completing the accuracy checking log (at 500, and 1000/1250 items, and more often if deemed necessary).

At the completion of the accuracy checking log, the complete portfolio must be submitted to the training provider for review.
4. PACT Assessment Requirements
The competency-based summative assessment consists of:

- review of the portfolio by the training provider
- a practical checking assessment of 20 dispensed items with a range of errors
- an oral interview.

The summative assessment is intended to measure achievement of the learning outcomes.
PACT trainees who have successfully completed all theory modules and portfolio are eligible to sit the practical checking assessment providing they have been nominated by their PACT Preceptor.

Portfolio Review
The training provider will review the portfolio. See page 18 for the Portfolio assessment criteria.

Practical Checking Assessment
The Practical checking assessment consists of:

- checking of 20 dispensed items over multiple prescriptions
- prescriptions containing a range of errors. All errors must be identified
- 60 minutes to complete
- assessment conditions
- assessor will be a pharmacist (not the PACT trainee’s Preceptor)

PACT trainees who are unsuccessful at the practical checking assessment will be required to complete an additional 100 item accuracy checking log at their workplace. This must contain no errors, and the PACT trainee can reapply for the next available practical checking assessment. If the PACT trainee makes an error whilst collating these items then they must notify the training provider.
PACT trainees are allowed a total of two attempts at the practical assessment. If the PACT trainee is still unsuccessful they must reapply for and restart the entire PACT Training Programme.

Interview
The oral interview is designed to assess the PACT trainee’s ability to accept responsibility as a PACT. The interview will be conducted by an assessment panel, consisting of 2 or 3 independent pharmacists nominated by the training provider. If the PACT trainee’s interview answers are unsatisfactory, one more attempt will be allowed at a later date.

PACT trainees who successfully complete all previously stated assessment requirements are eligible for certification.

If a PACT trainee does not satisfactorily meet these assessment requirements the training provider will contact the appropriate person to discuss.
Assessment Criteria for Practical Assessment and Interview

The PACT trainee:

- must identify all errors in the accuracy checking practical assessment
- must meet criteria (within permitted error rate) set for the portfolio and in the interview.

PACT trainees will be permitted to have up to two attempts at individual parts of the summative assessment.

5. Probationary period

Prior to the commencement of the probationary period, all accuracy checks carried out by the PACT trainee have been subject to a further check by a pharmacist. When starting the probationary period the PACT trainee’s final accuracy checking should continue to be second checked by a pharmacist. Over a two week period the extent of the re-checking should decrease until such time that the PACT has assumed full responsibility for the final accuracy checking of dispensed items. The probationary period should last a minimum of two weeks, however, to meet specific circumstances the PACT Preceptor may extend this time period.

The probationary period cannot commence until the amended pharmacy licence, listing the PACT as a responsible person, has been issued by Medicines Control.

If an error occurs during the probationary period, document the error on an error log and report this to the training provider. Any other action should be taken in accordance with local error monitoring procedures. The PACT Preceptor should provide appropriate support for the PACT trainee during this time.
Certification
Certificates will be awarded to all PACT trainees who:

- attend the workshop
- successfully complete all modules
- submit a successful portfolio of evidence (1000 item accuracy checking log and associated documentation)
- pass the final accuracy checking assessment
- pass the oral interview

The certificate is valid for one year from the date of successful completion of the PACT assessment.

PACT trainees will be informed whether they have achieved a pass or fail.

The PACT Preceptor will be notified of the final outcome.
Transfer

Certifications that meet the standards of the PACT Framework represent a transferable skill across organisations. It is mandatory that when there are transfers between pharmacies the PACT undergoes a period of probation of 3 months. The training provider must be notified at the earliest opportunity.

During this probationary period the PACT will become familiar with local policies, SOPs, develop, test and declare the SOPs relevant to the PACT role, and complete an accuracy checking log of a suitable number of final accuracy checked items to reflect local practice (a minimum of 200 items).

On completion of this process the training provider must be informed to allow updating of the PACT trainee’s records.

To enable the transfer of a PACT, the new site must meet the pharmacy requirements as specified earlier. Upon completion of the probationary period the new site is required to meet all conditions relating to the issuing of a pharmacy license, insurance and other compliance requirements.

Medicines Control, Pharmacy Council and Pharmacy Defence Association are to be informed of a PACT taking up employment at another pharmacy.

Periods of absence or expired certificates

If PACTs have not checked for a period of time for any reason or their certificate has expired they must contact the training provider. Potential courses of action would be:

- Up to 6 months – re-familiarise with SOPs and complete a 100 item accuracy checking log which are second checked by a pharmacist
- 6 – 12 months – re-familiarise with SOPs and complete a 200 item accuracy checking log which are second checked by a pharmacist
- 13 – 24 months – re-familiarise with SOPs and complete a 500 item accuracy checking log which are second checked by a pharmacist
- Over 2 years - the pharmacy technician will need to re-apply and re-enter the PACT Training Programme from the beginning.
Evidence of Ongoing Competence for Re-certification

It is the responsibility of each certified PACT to keep a personal record to demonstrate their ongoing competence. This evidence will be recorded according to the requirements stipulated by the training provider.

Certified PACTs must maintain their PACT competence by checking for a minimum of 36 hours over 3 months (12 hours per month) and completing the activities in the annual re-certification course.

For PACTs to remain “current” they must keep an on-going log of any final accuracy checking errors made and document these according to their workplace error recording policy. Any error must be reflected upon and recorded appropriately. The training provider is to be notified immediately after an error has been identified. Error details and the reflection forms are to be sent to the training provider, who will review the error. These forms must be reviewed and discussed with PACT preceptors or other relevant pharmacist.

Certified PACTs are also required to inform the training provider of their intent to change employment.

It is important to note that practicing outside of a current certificate will result in the PACT and their PACT Preceptor and employer being in breach of their responsibilities.
Change of Employment

Considerations for new employers:

- If a PACT is working at a pharmacy which has been sold, the new employer (if they are retaining a certified PACT) is required to apply for an amended licence which lists the PACT(s) as a responsible person. The new employer must also gain site approval by Medicines Control.
- The new employer is responsible for this pharmacy and is required to have read, understood and abide by the New Zealand Framework for Pharmacy Accuracy Checking Technicians.
- Certified PACTs are to ensure the employer understands the PACT role, including restrictions.
- If systems change, the PACT SOP is required to be updated.
- The PACT cannot work as a PACT outside the scope of the New Zealand Framework for Pharmacy Accuracy Checking Technicians.
- It is recommended that all pharmacies who employ a certified PACT have a preceptor pharmacist onsite (who meets the previously stated criteria).
- The new employer is to ensure the pharmacy meets all conditions relating to the issuing of a pharmacy license, insurance and other compliance requirements.

For PACT trainees who are employed by a pharmacy that is sold during their training period, the new employer (if they choose to retain and support the PACT trainee to completion) must meet all the criteria as set out in the New Zealand Framework for Pharmacy Accuracy Checking Technicians.
Definitions

These terms relate solely to the body of this document.

| Pharmacy Accuracy Checking Technician (PACT) | A pharmacy technician whose current training and qualifications are assessed and certified by the training provider as meeting the defined competencies for their role in final accuracy checking |
| Appropriate persons | Staff who have been identified as suitably trained and qualified to give guidance and make decisions regarding the assessment process |
| Aseptic compounding | The preparation of a medicine by a method of handling sterile material that employs techniques which minimise the risk of microbial contamination |
| Assessment period | The period during which assessments are carried out. This must be preceded by an adequate period of supervised training |
| PACT trainee | Person undertaking the training and assessment |
| Clinical assessment | Clinical assessment of a patient’s prescribed medicines for safety, efficacy and compliance with local and/or national guidelines. |
| Competency | An ability to consistently successfully perform a task or activity to an agreed standard |
| Dispensing | The preparation (including packaging, labelling and recording) of a medicine for sale to the public |
| PACT Preceptor | A suitably experienced pharmacist responsible for support of the PACT trainee and facilitation of their training |
| Pharmacy technician | A person who holds the appropriate and recognised pharmacy technician qualifications in NZ |
| Pharmacist | A person who holds an appropriate university degree or diploma and is qualified and licensed to prepare and dispense medicines and who is registered with the Pharmacy Council of NZ and holds a current APC without conditions |
| Practice-based | Learning based in actual situations related to professional practice |
| Re-certification | Recognition of revalidation of practice, to demonstrate that required standards of competence continue to be met |
| Reflective practice | The process of reviewing a specific task or day-to-day practice, identifying successes and weaknesses, and planning and taking action to address areas for development |
| Standard Operating Procedures (SOPs) | Approved written step-by-step instructions on how a task or process should be carried out |
| Training provider | An organisation responsible for the programme, including delivery of training, assessment and certification |
Appendix 1

Definition of Errors

Group A

**Incorrect Label:**
- wrong drug name
- wrong drug form
- wrong drug strength
- incorrect patient’s name
- wrong directions
- missing or inappropriate warnings
- incorrect quantity

**Incorrect Contents:**
- wrong drug
- wrong drug form
- wrong drug strength
- incorrect quantity
- expired contents

Other:
- missing or incorrect CAL
- missing item sundry
- missing medication
- missing clinical assessment

Group B

**Incorrect Label:**
- incorrect cost code
- incorrect expiry date
- incorrect batch number
- incorrect spelling
- missing additional warnings
- incorrect ward

Other:
- incorrect container/closure
- missing checking signature
- missing owing information