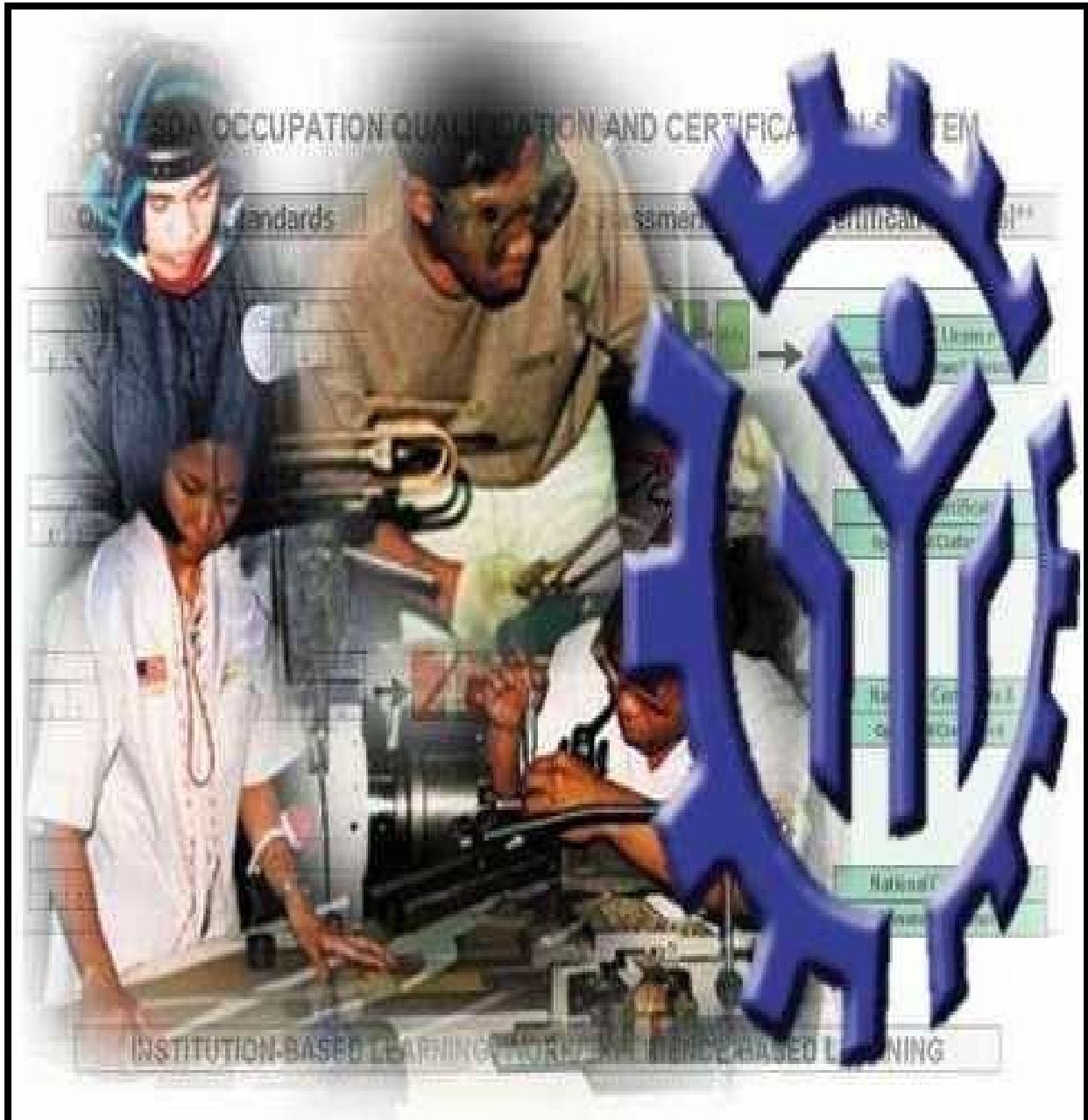# TRAINING REGULATIONS

PHARMACY SERVICES NC III

HUMAN HEALTH/HEALTH CARE SECTOR

Technical Education and Skills Development Authority (TESDA)
East Service Road, South Superhighway, Taguig, Metro Manila

Technical Education and Skills Development Act of 1994
(Republic Act No. 7796)

Section 22, "Establishment and Administration of the National Trade Skills Standards" of the RA 7796 known as the TESDA Act mandates TESDA to establish national occupational skill standards. The Authority shall develop and implement a certification and accreditation program in which private industry group and trade associations are accredited to conduct approved trade tests, and the local government units to promote such trade testing activities in their respective areas in accordance with the guidelines to be set by the Authority.

The Training Regulations (TR) serve as basis for the:

1. Competency assessment and certification;
2. Registration and delivery of training programs; and
3. Development of curriculum and assessment instruments.

Each TR has four sections:

Section 1   Definition of Qualification - refers to the group of competencies that describes the different functions of the qualification.

Section 2   Competency Standards - gives the specifications of competencies required for effective work performance.

Section 3   Training Arrangements - contains information and requirements in designing training program for certain Qualification. It includes curriculum design; training delivery; trainee entry requirements; tools, equipment and materials; training facilities; trainer's qualification; and institutional assessment.

Section 4   Assessment and Certification Arrangements - describes the policies governing assessment and certification procedure.

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TRAINING REGULATIONS FOR
PHARMACY SERVICES NC III

SECTION 1   PHARMACY SERVICES NC III QUALIFICATION

The **PHARMACY SERVICES NC III** Qualification consists of competencies that a person must achieve to perform general housekeeping, monitor the supply/inventory of pharmaceutical products, Handle and control pharmaceutical products, Arrange and display pharmaceutical products, Perform good laboratory practices, Dispense pharmaceutical products, Demonstrate product knowledge on medicines, Perform health promotion education, vigilance and adhere to good manufacturing practices.

The Units of Competency comprising this Qualification include the following:

UNIT CODE	BASIC COMPETENCIES
500311109	Lead Workplace Communication
500311110	Lead small teams
500311111	Develop and Practice Negotiation Skills
500311112	Solve Problems Related to Work Activities
500311113	Use Mathematical Concepts and Techniques
500311114	Use Relevant Technologies

UNIT CODE	COMMON COMPETENCIES
HCS245201	Maintain an effective relationship with clients/customers (marketing)
HHC532201	Update industry knowledge and practice through continuing education
TRS311204	Perform workplace security and safety practices
TRS311203	Perform computer operations
HHC532202	Use pharmaceutical calculation techniques and terminologies

	CORE COMPETENCIES
HHC532301	Practice good housekeeping
HHC532302	Monitor supply/inventory of pharmaceutical products
HHC532303	Handle and control pharmaceutical products
HHC532304	Arrange and display pharmaceutical products
HHC532305	Perform good laboratory practices
HHC532306	Adhere to good manufacturing practices
HHC532307	Demonstrate product knowledge on medicines
HHC532308	Dispense pharmaceutical products
HHC532309	Perform health promotion education, vigilance

A person who has achieved this Qualification is competent to be:
- ❑ **Pharmacy Assistant**

SECTION 2 COMPETENCY STANDARDS

This section gives the details of the contents of the basic, common and core units of competency required in **PHARMACY SERVICES NC III**.

BASIC COMPETENCIES

UNIT OF COMPETENCY: LEAD WORKPLACE COMMUNICATION

UNIT CODE: **500311109**

UNIT DESCRIPTOR: This unit covers the knowledge, skills and attitudes required to lead in the dissemination and discussion of ideas, information and issues in the workplace.

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Communicate information about workplace processes	1.1 Appropriate *communication method* is selected 1.2 Multiple operations involving several topics areas are communicated accordingly 1.3 Questions are used to gain extra information 1.4 Correct sources of information are identified 1.5 Information is selected and organized correctly 1.6 Verbal and written reporting is undertaken when required 1.7 Communication skills are maintained in all situations	1.1 Organization requirements for written and electronic communication methods 1.2 Effective verbal communication methods 1.3 Methods of Communication 1.4 Types of Question 1.5 Communication Tools 1.6 Questioning Techniques	1.1 Organizing information 1.2 Understanding and conveying intended meaning 1.3 Participating in variety of workplace discussions 1.4 Complying with organization requirements for the use of written and electronic communication methods 1.5 Reporting occupational hazards during meetings
2. Lead workplace discussions	2.1 Response to workplace issues are sought 2.2 Response to workplace issues are provided immediately 2.3 Constructive contributions are made to workplace discussions on such issues as production, quality and safety	2.1 Leadership as a management function 2.2 Barriers of communication 2.3 Effective verbal communication methods 2.4 Method/techniques of discussion 2.5 How to lead discussion	2.1 Communicating effectively 2.2 Consulting other PAs with housekeeping schedules

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
		2.6 How to solicit response	
3. Identify and communicate issues arising in the workplace	3.1. Issues and problems are identified as they arise 3.2. Information regarding problems and issues are organized coherently to ensure clear and effective communication 3.3. Dialogue is initiated with appropriate personnel 3.4. Communication problems and issues are raised as they arise	3.1 Types of issues and problems in the workplace 3.2 Written and electronic communication methods 3.3 Communication barriers affecting workplace discussions	3.1 Identifying problems and issues, as well as its cause 3.2 Organizing information on problems and issues

RANGE OF VARIABLES

VARIABLE	RANGE
1. Communication method	1.1. Non-verbal gestures 1.2. Verbal 1.3. Face to face 1.4. Two-way radio 1.5. Speaking to groups 1.6. Using telephone 1.7. Written 1.8. Internet

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate: 1.1 Dealt with a range of communication/information at one time 1.2 Made constructive contributions in workplace issues 1.3 Sought workplace issues effectively 1.4 Responded to workplace issues promptly 1.5 Presented information clearly and effectively written form 1.6 Used appropriate sources of information 1.7 Asked appropriate questions 1.8 Provided accurate information
2. Resource Implications	The following resources should be provided: 2.1 Variety of Information 2.2 Communication tools 2.3 Simulated workplace
3. Methods of Assessment	Competency in this unit may be assessed through: 3.1 Written Examination 3.2 Oral Questioning
4. Context for Assessment	Competency may be assessed in the workplace or in simulated workplace environment

UNIT OF COMPETENCY: **LEAD SMALL TEAMS** *(Guide and lead others/*
Be responsible to others)
UNIT CODE: 500311110
UNIT DESCRIPTOR: This unit covers the knowledge, skills and attitudes to lead small teams including setting and maintaining team and individual performance standards.

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Provide team leadership	1.1 **Work requirements** are identified and presented to team members 1.2 Reasons for instructions and requirements are communicated to team members 1.3 **Team members' queries and concerns** are recognized, discussed and dealt with	1.1 Company policies and procedures 1.1.1 How performance expectations are set 1.1.2 Methods of Monitoring Performance 1.2 Client expectations 1.3 Definition of Team 1.4 Team member's duties and responsibilities 1.5 Skills and techniques in promoting team building 1.6 Up-to-date dissemination of instructions and requirements to members 1.7 Art of listening and treating individual team members concern	1.1 Communication skills required for leading teams 1.2 Team building skills 1.3 Negotiating skills 1.4 Evaluation skills
2. Assign responsibilities	2.1 Duties and responsibilities are assigned in consideration of skills, knowledge, and aptitude required to properly undertake the task and according to company policy 2.2 Duties are delegated according to individual preference, domestic and personal considerations, whenever possible	2.1 Concept of delegation 2.2 Understanding individual differences 2.3 Methods of monitoring performance 2.4 Duties and responsibilities of each team member 2.5 Knowledge in identifying each team member duties and responsibilities	2.1 Delegating skills 2.2 Identifying individual skills, knowledge and attitude as basis for allocating responsibilities 2.3 Identifying each team member duties and responsibilities

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
3. Set performance expectations for team members	3.1 Performance expectations are established based on client needs and according to assignment requirements 3.2 Performance expectations are based on individual team members duties and area of responsibility 2.3 Performance expectations are discussed and disseminated to individual team members	3.1 Definition of performance indicators/ criteria 3.2 Definition of team goals and expectations 3.3 Methods of monitoring performance 3.4 Client expectations 3.5 Team members duties and responsibilities 3.6 Defining performance expectations criteria	3.1 Identifying performance indicators 3.2 Evaluating performance 3.3 Setting individual performance target/ expectation indicators
4. Supervise team performance	4.1 *Monitoring of performance* takes place against defined performance criteria and/or assignment instructions and corrective action taken if required 4.2 Team members are provided with *feedback*, positive support and advice on strategies to overcome any deficiencies 4.3 *Performance issues* which cannot be rectified or addressed within the team are referenced to appropriate personnel according to employer policy 4.4 Team members are kept informed of any changes in the priority allocated to assignments or tasks which might impact on client/customer needs and satisfaction 4.5 Team operations are monitored to ensure that employer/client	4.1 Understanding, monitoring of work 4.2 How to undertake corrective and preventive action 4.3 Understanding feedback and procedure 4.4 Feedback reporting procedure 4.5 Methods of monitoring performance 4.6 Team member's duties and responsibilities 4.7 Monitoring team operation to ensure client needs and satisfaction	4.1 Monitoring skills 4.2 Setting priorities 4.3 Evaluating performance 4.4 Informal/ formal counseling skill

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	needs and requirements are met 4.6 Follow-up communication is provided on all issues affecting the team 4.7 All relevant documentation is completed in accordance with company procedures		

RANGE OF VARIABLES

VARIABLE	RANGE
1. Work requirements	1.1. Client Profile 1.2. Assignment instructions
2. Team member's concerns	2.1. Roster/shift details
3. Monitor performance	3.1. Formal process 3.2. Informal process
4. Feedback	4.1. Formal process 4.2. Informal process
5. Performance issues	5.1. Work output 5.2. Work quality 5.3. Team participation 5.4. Compliance with workplace protocols 5.5. Safety 5.6. Customer service

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate: 1.1. Maintained or improved individuals and/or team performance given a variety of possible scenario 1.2. Assessed and monitored team and individual performance against set criteria 1.3. Represented concerns of a team and individual to next level of management or appropriate specialist and to negotiate on their behalf 1.4. Allocated duties and responsibilities, having regard to individual's knowledge, skills and aptitude and the needs of the tasks to be performed 1.5. Set and communicated performance expectations for a range of tasks and duties within the team and provided feedback to team members
2. Resource Implications	The following resources should be provided: 2.1. Access to relevant workplace or appropriately simulated environment where assessment can take place 2.2. Materials relevant to the proposed activity or task
3. Methods of Assessment	Competency in this unit may be assessed through: 3.1. Written Examination 3.2. Oral Questioning 3.3. Portfolio
4. Context for Assessment	4.1. Competency assessment may occur in workplace or any appropriately simulated environment 4.2. Assessment shall be observed while task are being undertaken whether individually or in-group

UNIT OF COMPETENCY : DEVELOP AND PRACTICE NEGOTIATION SKILLS

UNIT CODE : 500311111

UNIT DESCRIPTOR : This unit covers the skills, knowledge and attitudes required to collect information in order to negotiate to a desired outcome and participate in the negotiation.

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Plan negotiations	1.1 Information on **preparing for negotiation** is identified and included 1.2 **Non verbal environments** is identified and included 1.3 Information on **active listening** is identified and included 1.4 Information on different **questioning techniques** is identified and included 1.5 Information is checked to ensure it is correct and up-to-date	1.1 Knowledge on Codes of practice and guidelines for the organization 1.2 Knowledge of organizations policy and procedures for negotiations 1.3 Decision making and conflict resolution strategies procedures 1.4 Concept of negotiation	1.1 Communication skills (verbal and listening) 1.2 Active listening 1.3 Setting conflict 1.4 Preparing conflict resolution 1.5 Problem solving strategies on how to deal with unexpected questions and attitudes during negotiation 1.6 Interpersonal skills to develop rapport with other parties
2. Participate in negotiations	2.1 Criteria for successful outcome are agreed upon by all parties 2.2 Desired outcome of all parties are considered 2.3 Appropriate language is used throughout the negotiation 2.4 A variety of questioning techniques are used 2.5 The issues and processes are documented and agreed upon by all parties 2.6 Possible solutions are discussed and their viability assessed	2.1 Outcome of negotiation 2.2 Knowledge on Language 2.3 Different Questioning techniques 2.4 Problem solving strategies on how to deal with unexpected questions and attitudes during negotiation 2.5 Flexibility 2.6 Empathy 2.7 Decision making and conflict resolution strategies procedures 2.8 Problem solving strategies on how to deal with	2.1 Negotiating skill 2.2 Communication skills (verbal and listening) 2.3 Observation skills 2.4 Interpersonal skills to develop rapport with other parties 2.5 Applying effective questioning techniques 2.6 Setting conflict

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	2.7 Areas for agreement are confirmed and recorded 2.8 Follow-up action is agreed upon by all parties	unexpected questions and attitudes during negotiation	

RANGE OF VARIABLES

VARIABLE	RANGE

1. Preparing for negotiation	1.1 Background information on other parties to the negotiation
	1.2 Good understanding of topic to be negotiated
	1.3 Clear understanding of desired outcome/s
	1.4 Personal attributes
	    1.4.1 Self-awareness
	    1.4.2 self esteem
	    1.4.3 objectivity
	    1.4.4 empathy
	    1.4.5 respect for others
	1.5 Interpersonal skills
	    1.5.1 listening/reflecting
	    1.5.2 non-verbal communication
	    1.5.3 assertiveness
	    1.5.4 behavior labeling
	    1.5.5 testing understanding
	    1.5.6 seeking information
	    1.5.7 self-disclosing
	1.6 Analytic skills
	    1.6.1 observing differences between content and process
	    1.6.2 identifying bargaining information
	    1.6.3 applying strategies to manage process
	    1.6.4 applying steps in negotiating process
	    1.6.5 strategies to manage conflict
	    1.6.6 steps in negotiating process
	    1.6.7 options within organization and externally for resolving conflict

2. Non verbal environments	2.1 Friendly reception 2.2 Warm and welcoming room 2.3 Refreshments offered 2.4 Lead in conversation before negotiation begins
3. Active listening	3.1 Attentive 3.2 Don't interrupt 3.3 Good posture 3.4 Maintain eye contact 3.5 Reflective listening

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate: 1.1 Demonstrated sufficient knowledge of the factors influencing negotiation to achieve agreed outcome 1.2 Participated in negotiation with at least one person to achieve an agreed outcome
2. Resource Implications	The following resources should be provided: 2.1 Room with facilities necessary for the negotiation process 2.2 Human resources (negotiators)
3. Methods of Assessment	Competency in this unit may be assessed through: 3.1 Written Examination 3.2 Oral Questioning 3.3 Portfolio
4. Context for Assessment	Competency to be assessed in real work environment or in a simulated workplace setting.

UNIT OF COMPETENCY: SOLVE PROBLEMS RELATED TO WORK ACTIVITIES

UNIT CODE: 500311112

UNIT DESCRIPTOR: This unit of covers the knowledge, skills and attitudes required solving problems in the workplace including the application of problem solving techniques and to determine and resolve the root cause of problems.

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Explain the analytical techniques	1.1 Analytical techniques are identified 1.2 Use of each technique is applied in real life situations	1.1 Problem identification techniques 1.2 Observation, investigation and analytical techniques 1.3 Cause and effect diagrams 1.4 PARETO analysis 1.5 SWOT analysis 1.6 GANT chart	1.1 Conduct investigation and root cause analysis 1.2 Implement corrective actions
2. Identify the problem	2.1 Variances are identified from normal operating parameters; and product quality 2.2 Extent, cause and nature of the problem are defined through observation, investigation and *analytical techniques* 2.3 *Problems* are clearly stated and specified	2.1 Competence includes a thorough knowledge and understanding of the process, normal operating parameters, and product quality to recognize non-standard situations 2.2 Competence to include the ability to apply and explain, sufficient for the identification of fundamental cause, determining the corrective action and provision of recommendations 2.3 Relevant equipment and operational processes	2.1 Use range of formal problem solving techniques 2.2 Identify and clarify the nature of the problem 2.3 Evaluate the effectiveness of a present process 2.4 Apply analytical techniques

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
		2.4 Enterprise goals, targets and measures 2.5 Enterprise quality, OHS and environmental requirement 2.6 Enterprise information systems and data collation 2.7 Industry codes and standards 2.8 Normal operating parameters and product quality	
3. Determine fundamental causes of the problem	3.1 Possible causes are identified based on experience and the use of problem solving tools / analytical techniques 3.2 Possible cause statements are developed based on findings 3.3 Fundamental causes are identified per results of investigation conducted	3.1 Relevant equipment and operational processes 3.2 Enterprise goals, targets and measures 3.3 Enterprise quality, OHS and environmental requirements 3.4 Enterprise information systems and data collation 3.5 Industry codes and standards	3.1 Analysis of root causes
4. Determine corrective action	4.1 All possible options are considered for resolution of the problem 4.2 Strengths and weaknesses of possible options are considered 4.3 Corrective actions are determined to resolve the problem and possible future causes.	4.1 Understand the procedure in undertaking corrective action 4.2 Principles of decision making strategies and techniques 4.3 Enterprise information systems and data collation 4.4 Action planning	4.1 Identify and clarify the nature of the problem 4.2 Devise the best solution 4.3 Evaluate the solution 4.4 Implement plan to rectify the problem 4.5 Implementing corrective and preventive actions based on root cause analysis

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	4.4 *Action plans* are developed identifying measurable objectives, resource needs and timelines in accordance with safety and operating procedures.		

RANGE OF VARIABLES

VARIABLE	RANGE
1. Analytical techniques	1.1. Brainstorming 1.2. Intuitions/Logic 1.3. Cause and effect diagrams 1.4. Pareto analysis 1.5. SWOT analysis
2. Problem	2.1. Non – routine process and quality problems 2.2. Equipment selection, availability and failure 2.3. Teamwork and work allocation problem 2.4. Safety and emergency situations and incidents
3. Action plans	3.1. Priority requirements 3.2. Measurable objectives 3.3. Resource requirements 3.4. Timelines 3.5. Coordination and feedback requirements 3.6. Safety requirements 3.7. Risk assessment 3.8. Environmental requirements

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate: 1.1. Identified the problem 1.2. Determined the fundamental causes of the problem 1.3. Determined the correct / preventive action 1.4. Provided recommendation to manager These aspects may be best assessed using a range of scenarios / case studies / what ifs as a stimulus with a walk through forming part of the response. These assessment activities should include a range of problems, including new, unusual and improbable situations that may have happened.
2. Resource Implications	Assessment will require suitable method of gathering evidence of operating ability over a range of situations. Case studies / what ifs will be required as well as bank of questions which will be used to probe the reason behind the observable action.
3. Methods of Assessment	Competency in this unit may be assessed through: 3.1. Written Examination 3.2. Oral Questioning
4. Context for Assessment	In all workplace, it may be appropriate to assess this unit concurrently with relevant teamwork or operation units.

UNIT OF COMPETENCY: USE MATHEMATICAL CONCEPTS AND TECHIQUES

UNIT CODE: 500311113

UNIT DESCRIPTOR: This unit covers the knowledge, skills and attitudes required in the application of mathematical concepts and techniques.

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Identify mathematical tools and techniques to solve problem	1.1 Problem areas are identified based on given condition 1.2 *Mathematical techniques* are selected based on the given problem	1.1 Fundamental operation (addition, subtraction, division, multiplication) 1.2 Measurement systems 1.3 Units of measurement and its conversion 1.4 Standard formulas 1.5 Basic measuring tools/devices 1.6 Steps in solving problem	1.1 Identifying and selecting different measuring tools 1.2 Applying different formulas in solving problems 1.3 Describing the units of measurement and fundamental units 1.4 Stating arithmetic calculations involving the following; addition, subtraction, division, multiplication 1.5 Applying theory into actual application on calculation of transactions 1.6 Applying theory into actual application on appropriate net content/quantity of medicine to dispense complete regimen
2. Apply mathematical procedure/ solution	2.1 Mathematical techniques are applied based on the problem identified 2.2 Mathematical computations are performed to the level of accuracy required for the problem 2.3 Results of mathematical computation is determined and verified based on job requirements	2.1 Problem-based questions 2.2 Estimation 2.3 Use of mathematical tools and standard formulas 2.4 Mathematical techniques	2.1 Solving mathematical computations 2.2 Converting Metric to English 2.3 Selecting and using appropriate and efficient techniques and strategies to solve problems
3. Analyze results	3.1 Result of application is reviewed based on	3.1 Techniques in analyzing the results	3.1 Analyzing the result based on the

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	expected and required specifications and outcome 3.2 **Appropriate action** is applied in case of error	3.2 Process in reviewing the results 3.3 Precision and accuracy 3.4 Four fundamental operations 3.5 Steps in solving problem 3.6 Standard formulas 3.7 Conversion measurement	specified requirements 3.2 Interpreting and communicating the results of the analysis

RANGE OF VARIABLES

VARIABLE	RANGE
1. Mathematical techniques	May include: 1.1 Four fundamental operations 1.2 Measurements 1.3 Use/Conversion of units of measurements 1.4 Use of standard formulas
2. Appropriate action	2.1 Review in the use of mathematical techniques (e.g. recalculation, re-modeling) 2.2 Report error to immediate superior for proper action

EVIDENCE GUIDE

1. Critical Aspects of Competency	Assessment requires evidence that the candidate: Identified, applied and reviewed the use of mathematical concepts and techniques to workplace problems
2. Resource Implications	The following resources should be provided: 2.1 Calculator 2.2 Basic measuring tools 2.3 Case Problems
3. Methods of Assessment	Competency in this unit may be assessed through: 3.1 Written Examination 3.2 Oral Questioning
4. Context for Assessment	Competency may be assessed in the work place or in a simulated work place setting

UNIT OF COMPETENCY **:** **USE RELEVANT TECHNOLOGIES**
(Apply technology effectively)

UNIT CODE **:** **500311114**

UNIT DESCRIPTOR **:** This unit of competency covers the knowledge, skills, and attitude required in selecting, sourcing and applying appropriate and affordable technologies in the workplace.

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Study/select appropriate technology	1.1 Usage of different *technologies* is determined based on job requirements 1.2 Appropriate technology is selected as per work specification	1.1 Awareness on technology and its function 1.2 Communication techniques 1.3 Health and safety procedure 1.4 Company policy in relation to relevant technology 1.5 Machineries/ equipment and their application 1.6 Software programs	1.1 Identifying relevant technology on job
2 Apply relevant technology	2.1 Relevant technology is effectively used in carrying out function 2.2 Applicable software and hardware are used as per task requirement 2.3 *Management concepts* are observed and practiced as per established industry practices	2.1 Knowledge on operating instructions 2.2 Understanding software and hardware system 2.3 Communication techniques 2.4 Health and safety procedure 2.5 Company policy in relation to relevant technology 2.6 Different management concepts 2.7 Technology adaptability 2.8 Office technology 2.9 Industrial technology 2.10 System technology 2.11 Training technology 2.12 Different software/ hardware	2.1 Applying relevant technology 2.2 Communicating skills 2.3 Using software applications skills 2.4 Conducting risk assessment

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
3 Maintain/ enhance relevant technology	3.1 Maintenance of technology is applied in accordance with the ***industry standard operating procedure***, ***manufacturer's operating guidelines*** and ***occupational health and safety procedure*** to ensure its operative ability. 3.2 Updating of technology is maintained through continuing education or training in accordance with job requirement. 3.3 Technology failure/ defect is immediately reported to the concern/responsible person or section for ***appropriate action.***	3.1 Awareness on technology and its function 3.2 Repair and maintenance procedure 3.3 Health and safety procedure 3.4 Company policy in relation to relevant technology 3.5 Upgrading of technology 3.6 Organizational set-up/work flow	3.1 Performing basic troubleshooting skills 3.2 Identifying failures or defects 3.3 Communication skills 3.4 Applying corrective and preventive maintenance

RANGE OF VARIABLES

VARIABLE	RANGE
1. Technology	May include: 1.1 Office technology 1.2 Industrial technology 1.3 System technology 1.4 Information technology 1.5 Training technology
2. Management concepts	May include: 2.1 Real Time Management 2.2 KAIZEN or continuous improvement 2.3 Total Quality Management 2.4 Other management/productivity tools
3. Industry standard operating procedure	3.1 Written guidelines relative to the usage of office technology/equipment 3.2 Verbal advise/instruction from the co-worker
4. Manufacturer's operating guidelines/ instructions	4.1 Written instruction/manuals of specific technology/ equipment 4.2 General instruction manual 4.3 Verbal advise from manufacturer relative to the operation of equipment
5. Occupational health and safety procedure	5.1 Relevant statutes on OHS 5.2 Company guidelines in using technology/equipment
6. Appropriate action	6.1 Implementing preventive maintenance schedule 6.2 Coordinating with manufacturer's technician

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate: 1.1 Studied and selected appropriate technology consistent with work requirements 1.2 Applied relevant technology 1.3 Maintained and enhanced operative ability of relevant technology
2. Resource Implications	The following resources should be provided: 2.1 Relevant technology 2.2 Interview and demonstration questionnaires 2.3 Assessment packages
3. Methods of Assessment	Competency in this unit may be assessed through: 3.1 Written Examination 3.2 Oral Questioning
4. Context for Assessment	Competency may be assessed in actual workplace or simulated environment

COMMON COMPETENCIES

UNIT OF COMPETENCY   :   **MAINTAIN AN EFFECTIVE RELATIONSHIP WITH CLIENTS/CUSTOMERS**

UNIT CODE   :   **HCS245201**

UNIT DESCRIPTOR   :   This unit covers the knowledge, skills and attitudes required in building and maintaining effective relationship with clients, customers and the public.

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS

1. Maintain a professional image	1.1 Uniform and personal grooming maintained
	1.2 ***Personal presence*** maintained according to ***employer standards***
	1.3 Visible work area kept tidy and uncluttered
	1.4 Equipment stored according to assignment requirements
		1.1 Knowledge, Theory and Practices
		  1.1.1 Philippine Pharmacist's Code of Ethics
		  1.1.2 Legal requirements to practice and operate
		  1.1.3 Role of a pharmacy assistant in the Philippine healthcare services
		  1.1.4 Limitations of the role as a pharmacy assistant
		  1.1.5 Patient's rights
		1.2 Communication
		  1.2.1 Different modes of communication
		  1.2.2 Organizational policies
		  1.2.3 Communication procedures and systems
		  1.2.4 Technology relevant to the enterprise and the individual's work responsibilities
		1.3 Codes and Regulations
			1.1 Interpersonal communication skills required in client contact assignments
			1.2 Customer service skills required to meet client/customer needs
			1.3 Deliver correct information to the patient in a professional manner
			1.4 Treat patients/clients with respect

		1.3.1 Uniform and personal grooming requirements of the employer 1.3.2 Occupational health and safety 1.4 Value 1.4.1 Punctuality 1.4.2 Orderliness 1.4.3 Patience 1.4.4 Professionalism	

2. Meet client/customer requirements	2.1 **Client requirements** identified and understood by referral to the **assignment instructions**
	
	2.2 Client requirements met according to the assignment instructions
	
	2.3 Changes to **client's needs and requirements** monitored and **appropriate action taken**
	
	2.4 All communication with the client or **customer** is clear and complies with assignment requirements
		2.1 Knowledge, Theory and Practices
		  2.1.1 Customer service
		  2.1.2 Telephone conversation techniques
		  2.1.3 Problem solving and negotiation
		2.2 Communication
		  2.2.1 Different modes of communication
		  2.2.2 Organizational policies
		  2.2.3 Communication procedures and systems
		  2.2.4 Technology relevant to the enterprise and the individual's work responsibilities
		2.3 Codes and Regulations
		  2.3.1 Pharmacists' Code of Ethics
		  2.3.2 Patient's rights
		  2.3.3 Philippine Practice Standards for Pharmacists
		2.4 Values
		  2.4.1 Patience
			2.1 Attention to detail when completing client/employer documentation
			
			2.2 Interpersonal communication skills required in client contact assignments
			
			2.3 Customer service skills required to meet client/customer needs
			
			2.4 Maintain records

3. Build credibility with customers/clients	3.1 Client expectations for reliability, punctuality and appearance adhered to
	
	3.2 Possible causes of client/customer dissatisfaction identified, dealt with and recorded according to employer policy
		3.1 Knowledge, Theory and Practices
		  3.1.1 Customer service principles
		3.2 Communication
		  3.2.1 Different modes of communication
		  3.2.2 Organizational policies
		  3.2.3 Communication procedures and systems
		  3.2.4 Technology relevant to the
			3.1 Demonstrate genuine concern for the welfare of the patients
			
			3.2 Interpersonal communication skills required in client contact assignments
			
			3.3 Customer service skills required to meet

	3.3 Client fully informed of all relevant security matters in a timely manner and according to agreed reporting procedures	enterprise and the individual's work responsibilities
		3.3 Codes and Regulations
		    2.4.2 Pharmacists' Code of Ethics
		    2.4.3 Patient's rights
		    2.4.4 PhilPSP
		3.4 Values
		    3.4.1 Trust
		    3.4.2 Integrity
			client/customer needs

RANGE OF VARIABLES

VARIABLES	RANGE
1. Personal Presence	May include: 1.1 Stance 1.2 Posture 1.3 Body Language 1.4 Demeanor 1.5 Grooming
2. Employer Standards	May include: 2.1 Standing Orders 2.2 Efficiency 2.3 Client turn-around time
3. Client Requirements	May include: 3.1 Assignment instructions (eg, right products) 3.2 Post Orders 3.3 Scope to modify instructions/orders in light of changed situations
4. Assignment Instructions	May be conveyed in: 4.1 Writing 4.2 Verbally 4.3 Electronically
5. Client's Needs and Requirements	May be detected by: 5.1 Review of the client brief and/or assignment instructions 5.2 Discussion with the client/customer
6. Appropriate Action	May include: 6.1 Implementing required changes 6.2 Referral to appropriate employer personnel 6.3 Clarification of client needs and instructions
7. Customers	May include: All members of the public

EVIDENCE GUIDE

1. Critical aspects of competency	Assessment requires evidence that the candidate: 1.1 Maintained a professional image. 1.2 Interpreted client/customer requirements from information contained in the client brief and/or assignment instructions. 1.3 Dealt successfully with a variety of client/customer interactions. 1.4 Monitored and acted on varying client or customer needs. 1.5 Met client/customer requirements. 1.6 Built credibility with customers/clients.
2. Resource implications	The following resources **MUST** be provided: 2.1 Assessment centers/venues 2.2 Accredited assessors 2.3 Evaluation reports 2.4 Access to a relevant venue, equipment and materials 2.5 Assignment instructions 2.6 Logbooks 2.7 Operational manuals and makers'/customers' instructions (if relevant) 2.8 Assessment Instruments, including personal planner and assessment record book
3. Method of assessment	Competency may be assessed through: 3.1 Written Test/Examination 3.2 Demonstration with questioning 3.3 Observation
4. Context of assessment	3.1 Company 3.2 On-Site 3.3 Assessment activities are carried out through TESDA accredited assessment centers/venues by using closely simulated workplace environment 3.4 Continuous assessment in the workplace, taking into account the range of variables affecting performance

UNIT OF COMPETENCY: **UPDATE INDUSTRY KNOWLEDGE AND PRACTICE THROUGH CONTINUING EDUCATION**

UNIT CODE: **HHC532201**

UNIT DESCRIPTOR: This unit covers skills and attitude required to apply best practices used in the industry and share knowledge gained through experience with others in the industry.

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS

1. Seek information on the industry	1.1 **Sources of information** on the industry are correctly identified and accessed
	
	1.2 **Information to assist effective work performance** is obtained in line with job requirements
	
	1.3 Specific information on sector of work is accessed and updated
	
	1.4 Industry information is correctly applied to day-to-day work activities
	
	1.5 Attend to relevant continuing professional education trainings
		1.1 Knowledge, Theory, Practices and Systems Operations
		  1.1.1 Sources of information for industry updates
		  1.1.2 Information to assist effective work performance
		1.2 Communications
		  1.2.1 Verbal and written communication
		  1.2.2 Interaction with clients
		1.3 Codes and Regulations
		  1.3.1 Occupational safety and health standards
		  1.3.2 Local ordinances
		  1.3.3 Company policy
		1.4 Values
		  1.4.1 Safety and health consciousness
		  1.4.2 Resourceful-ness
		  1.4.3 Diligence
		  1.4.4 Time and cost consciousness
		  1.4.5 Integrity
		  1.4.6 Perseverance
		  1.4.7 Ability to work with others harmoniously
			1.1 Accessing reliable information industry
			1.2 Assessing and updating industry information to effect improved work performance
			1.3 Applying industry information to day-to-day work activities
			1.4 Practicing communication skills

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
2. Update industry knowledge	2.1 Informal and/or formal research is used to update general knowledge of the industry. 2.2 Updated knowledge is shared with customers and colleagues as appropriate and incorporated into day-to-day working activities.	2.1 Knowledge, Theory, Practices and Systems Operations 　2.1.1 Updated researches in industry sector 2.2 Communications 　2.2.1 Communication skills 　2.2.1 Interaction with clients 　2.2.2 Sharing with customers and clients the updated industry information 2.3 Codes and Regulations 　2.3.1 Company policy 2.4 Values 　2.4.1 Safety and health consciousness 　2.4.2 Resourceful-ness 　2.4.3 Diligence 　2.4.4 Time and cost consciousness 　2.4.5 Integrity 　2.4.6 Ability to work with others harmoniously	2.1 Updating knowledge on industry through research 2.2 Sharing updated knowledge with colleagues and customers as appropriate 2.3 Practicing communication skills

RANGE OF VARIABLES

VARIABLE	RANGE
1. Sources of Information	Information sources may include but are not limited to: 1.1 Media 1.2 Reference books 1.3 Libraries 1.4 Industry association 1.5 Industry journals 1.6 Internet 1.7 Seminars 1.8 Forum 1.9 Personal observation and experience

2. Information to assist effective work performance	2.1 Different sectors of the industry and the services available in each sector
	2.2 Relationship between the customer representatives and other personnel
	2.3 Relationship between the industry and other industries
	2.4 Industry working conditions
	2.5 Legislation that affects the industry
	    2.5.1 drugs and liquor
	    2.5.2 health and safety
	    2.5.3 hygiene
	    2.5.4 workers compensation
	    2.5.5 consumer protection
	    2.5.6 building regulations
	2.6 Industrial relations issues and major organizations
	2.7 Career opportunities within the industry
	2.8 Work ethic required to work in the industry and industry expectations of staff quality assurance

EVIDENCE GUIDE

1. Critical aspects of competency	Assessment requires evidence that the candidate: 1.1 Knew key sources of information on the industry 1.2 Updated industry knowledge 1.3 Accessed and used industry information
2. Resource implications	The following resources should be provided: 2.1 Sources of information on the industry 2.2 Industry knowledge
3. Methods of assessment	Competency may be assessed through: 3.1 Interview/questions 3.2 Practical demonstration 3.3 Portfolio of industry information related to trainee's work
4. Context of assessment	Competency may be assessed individually in the workplace or in a simulated workplace setting.

UNIT OF COMPETENCY   :   **PERFORM WORKPLACE SECURITY AND SAFETY PRACTICES**

UNIT CODE   :   **TRS311204**

UNIT DESCRIPTOR   :   This unit of competency deals with the knowledge, skills and attitudes in following health, safety and security practices. It includes dealing with emergency situations and maintaining safe personal presentation standards**.**

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS

1. Follow workplace procedures for health, safety and security practices	1.1 **Correct health, safety and security procedures** are followed in line with legislation and enterprise procedures.
	1.2 **Breaches** of health, safety and security procedures are identified and reported in line with enterprise procedure.
	1.3 Suspicious behavior or unusual occurrences are reported in line with enterprise procedure.
		1.1 Knowledge, Theory, Practices and Systems Operations
		  1.1.1 Correct health, safety and security procedures
		  1.1.2 Types of breaches of health, safety and security procedures
		1.2 Communications
		  1.2.1 Verbal and written communication
		  1.2.1 Interaction with clients
		1.3 Safety
		  1.3.1 Personal Safety Equipment
		  1.3.2 Work hazards
		1.4 Codes and Regulations
		  1.4.1 Occupational safety and health standards
		  1.4.2 RA 9003
		  1.4.3 RA 6969
		  1.4.4 Local ordinances
		1.5 Values
		  1.5.1 Safety and health consciousness
		  1.5.2 Resourcefulness
		  1.5.3 Diligence
		  1.5.4 Time and cost consciousness
		  1.5.5 Integrity
		  1.5.6 Perseverance
		  1.5.7 Ability to work with others harmoniously
			1.1 Knowing the sources of information on the industry
			1.2 Assessing and updating industry information to effect improved work performance
			1.3 Applying industry information to day-to-day work activities
			1.4 Practicing communication skills

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
2. Deal with emergency situations	2.1 ***Emergency*** and potential emergency situations are recognized and appropriate actions are taken within individual's scope of responsibility. 2.2 Emergency procedures are followed in line with enterprise procedures. 2.3 Assistance is sought from colleagues to resolve or respond to emergency situation. 2.4 Details of emergency situations are reported in line with enterprise procedures.	2.1 Knowledge, Theory, Practices and Systems Operations 2.1.1 Types of emergency situations and procedures 2.2 Communications 2.2.1 Verbal and written communication 2.2.2 Interaction with clients 2.3 Safety 2.3.1 Personal Safety Equipment 2.3.2 Work hazards 2.4 Codes and Regulations 2.4.1 Occupational safety and health standards 2.4.2 RA 9003 2.4.3 RA 6969 2.4.4 Local ordinances 2.5 Values 2.5.1 Safety and health consciousness 2.5.2 Resourcefulness 2.5.3 Diligence 2.5.4 Time and cost consciousness 2.5.5 Integrity 2.5.6 Perseverance 2.6 Ability to work with others harmoniously	2.1 Practicing intra and interpersonal skills 2.2 Applying appropriate actions to emergencies 2.3 Reporting emergency situations
3. Maintain safe personal presentation standards	3.1 Safe personal standards are identified and followed in line with enterprise requirements	3.1 Knowledge, Theory, Practices and Systems Operations 3.1.1 Types of emergency situations and procedures 3.1.2 Personal safety standards 3.2 Communications 3.2.1 Verbal and written communication 3.2.1 Interaction with clients 3.3 Safety 3.3.1 Personal Safety Equipment 3.3.2 Work hazards	3.1 Practicing intra and interpersonal skills 3.2 Following appropriate safety personal standards

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS

		3.4 Codes and Regulations
		  3.4.1 Occupational safety and health standards
		  3.4.2 RA 9003
		  3.4.3 RA 6969
		  3.4.4 Local ordinances
		3.5 Values
		  3.5.1 Safety and health consciousness
		  3.5.2 Resourcefulness
		  3.5.3 Diligence
		  3.5.4 Time and cost consciousness
		  3.5.5 Integrity
		  3.5.6 Perseverance
		  3.5.7 Ability to work with others harmoniously	

RANGE OF VARIABLES

VARIABLE	RANGE
1. Health, Safety and Security Procedures	May include but are not limited to: 1.1 Use of personal protective clothing and equipment 1.2 Safe posture including sitting, standing, bending 1.3 Manual handling including lifting, transferring 1.4 Safe handling of chemicals, poisons and dangerous materials 1.5 Ergonomically sound furniture and work stations 1.6 Emergency fire and accident 1.7 Hazard identification and control 1.8 Security of documents, cash, equipment, people 1.9 Key control systems
2. Breaches of Procedure	May include but are not limited to: 2.1 Loss of keys 2.2 Strange or suspicious persons 2.3 Broken or malfunctioning equipment 2.4 Loss of property, goods or materials 2.5 Damaged property or fittings 2.6 Lack of suitable signage when required 2.7 Lack of training on health and safety issues 2.8 Unsafe work practices
3. Emergency	May include but is not limited to: 3.1 Personal injuries 3.2 Fire 3.3 Electrocution 3.4 Natural calamity i.e. earthquake/flood 3.5 Criminal acts i.e. robbery 3.6 Bomb

EVIDENCE GUIDE

1. Critical aspects of competency	Assessment requires evidence that the candidate: 1.1 Complied with industry practices and procedures 1.2 Used interactive communication with others 1.3 Complied with workplace safety, security and hygiene practices 1.4 Identified faults and problems and the necessary corrective action 1.5 Promoted public relation among others 1.6 Complied with quality standards 1.7 Responded to emergency situations in line with enterprise guidelines 1.8 Complied with proper dress code
2. Resource implications	The following resources should be provided: 2.1 Procedures manual on safety, security, health and emergency 2.2 Availability of tools, equipment, supplies and materials
3. Methods of assessment	Competency may be assessed through: 3.1 Written examination 3.2 Practical demonstration 3.3 Interview
4. Context of assessment	Competency may be assessed in the work place or in a simulated work place setting.

UNIT TITLE   **:** **PERFORM COMPUTER OPERATIONS**

UNIT CODE   **:** **TRS311203**

UNIT DESCRIPTOR **:** This unit covers the knowledge, skills, attitudes and values needed to perform computer operations which include inputting, accessing, producing and transferring data using the appropriate hardware and software.

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Plan and prepare for task to be taken undertaken	1.1. Requirements of task are determined in accordance with the required output 1.2. Appropriate *hardware* and *software* are selected according to task assigned and required outcome 1.3. Task is planned to ensure that *OH & S guidelines and* procedures are followed 1.4. Client -specific guidelines and procedures are followed 1.5. Required data security guidelines are applied in accordance with existing procedures	1.1. Knowledge, Theory, Practices and Systems Operations 1.1.1. Basic ergonomics of keyboard and computer user 1.1.2. Main types of computers and basic features of different operating systems 1.1.3. Main parts of a computer 1.1.4. Storage devices and basic categories of memory 1.1.5. Relevant types of software 1.1.6. Viruses 1.1.7. Calculating computer capacity 1.1.8. Productivity Application 1.1.9. Business Application 1.1.10. System Software 1.2. Communications 1.2.1. Written communication 1.2.2. Encoding patient data/ profile 1.3. Codes and Regulations 1.3.1. General security, privacy	1.1 Identifying lines of communication, requesting advice, following instructions and receiving feedback 1.2 Using equipment safely including keyboard skills 1.3 Troubleshooting any hardware related problems 1.4 Interpreting user manuals and help functions

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
		legislation and copyright 1.3.2. OH & S principles and responsibilities 1.4. Values 1.4.1. Resourceful-ness 1.4.2. Diligence 1.4.3. Time and cost consciousness 1.4.4. Integrity 1.4.5. Perseverance 1.4.6. Ability to work with others harmoniously	
2. Input data into computer	2.1. Data are entered into the computer using appropriate program/application in accordance with company procedures 2.2. Accuracy of information is checked and information is saved in accordance with standard operating procedures. 2.3. Inputted data is stored in *storage media* according to requirements 2.4. Work is performed within *ergonomic guidelines*	2.1 Knowledge, Theory, Practices and Systems Operations 2.1.1 Basic ergonomics of keyboard and computer user 2.1.2 Main types of computers and basic features of different operating systems 2.1.3 Main parts of a computer 2.1.4 Storage devices and basic categories of memory 2.1.5 Relevant types of software 2.1.6 Viruses 2.1.7 Business Application 2.1.8 System Software 2.2 Communications 2.2.1 Written communication 2.2.2 Encoding patient data/ profile 2.3 Codes and Regulations	2.1 Interpreting work instructions and basic user manuals 2.2 Identifying lines of communication, requesting advice, follow instructions and receive feedback 2.3 Using equipment safely including keyboard skills 2.4 Understanding relevant pharmaceutical or medical terms to properly encode in the system 2.5 Interpreting user manuals and help functions

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS

		2.3.1 General security, privacy legislation and copyright
		2.3.2 OH & S principles and responsibilities
		2.4 Values
		  2.4.1 Resourceful-ness
		  2.4.2 Diligence
		  2.4.3 Time-cost consciousness
		  2.4.4 Integrity
		  2.4.5 Perseverance	

3. Access information using computer	3.1. Correct program/application is selected based on job requirements.
	3.2. Program/application containing the information required is accessed according to company procedures.
	3.3. *Desktop icons* are correctly selected, opened and closed for navigation purposes.
	3.4. Keyboard techniques are carried out in line with OH & S requirements for safe use of keyboards.
		3.1 Knowledge, Theory, Practices and Systems Operations
		  3.1.1 Basic ergonomics of keyboard and computer user
		  3.1.2 Main types of computers and basic features of different operating systems
		  3.1.3 Main parts of a computer
		  3.1.4 Storage devices and basic categories of memory
		  3.1.5 Relevant types of software
		  3.1.6 Viruses
		  3.1.7 Calculating computer capacity
		  3.1.8 Productivity Application
		  3.1.9 Business Application
		  3.1.10 System Software
		3.2 Communications
		  3.2.1 Written communication
			3.1 Interpreting work instructions and basic user manuals
			3.2 Identifying lines of communication, requesting advice, follow instructions and receive feedback
			3.3 Saving and retrieving files to and from various folders or disk storage
			3.4 Running software applications
			3.5 Interpretation of user manuals and help functions
			3.6 The ability to carry out written and verbal instructions using a personal computer whether standalone or in a networked environment

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
		3.2.2 Encoding patient data/ profile 3.3 Codes and Regulations 3.3.1 General security, privacy legislation and copyright 3.3.2 OH & S principles and responsibilities 3.4 Values 3.4.1 Resourceful-ness 3.4.2 Diligence 3.4.3 Time consciousness 3.4.4 Cost consciousness 3.4.5 Perseverance in routine works	
4. Produce output/ data using computer system	4.1. Entered data are processed using appropriate software commands. 4.2. Data are printed out as required using computer hardware /peripheral devices in accordance with standard operating procedures. 4.3. Files and data are transferred between compatible systems using computer software, hardware/periphe ral devices in accordance with standard operating procedures.	4.1 Knowledge, Theory, Practices and Systems Operations 4.1.1 Basic ergonomics of keyboard and computer user 4.1.2 Main types of computers and basic features of different operating systems 4.1.3 Storage devices and basic categories of memory 4.1.4 Printing procedure 4.2 Communications 4.2.1 Written communication 4.2.2 Encoding patient data/ profile 4.3 Codes and Regulations	4.1 Reading and comprehension skills required to interpret work instruction and to interpret basic user manuals. 4.2 Communication skills to identify lines of communication, request advice, follow instructions and receive feedback. 4.3 Technology skills to use equipment safely including keyboard skills.

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
		4.3.1 General security, privacy legislation and copyright 4.3.2 OH & S principles and responsibilities 4.4 Values 4.4.1 Resourceful-ness 4.4.2 Diligence 4.4.3 Time consciousness 4.4.4 Cost consciousness 4.4.5 Perseverance in routine works	
5. Use basic functions of a www-browser to locate information	5.1. Information requirements for internet search are established. 5.2. Browser is launched. 5.3. Search engine is loaded. 5.4. Appropriate search criteria/or URL of site is entered. 5.5. Relevant links are followed to locate required information. 5.6. Useful pages are bookmarked or printed as required.	5.1 Knowledge, Theory, Practices and Systems Operations 5.1.1 Basic ergonomics of keyboard and computer user 5.1.2 Main types of computers and basic features of different operating systems 5.1.3 World wide web 5.1.4 Access relevant and credible internet sites 5.2 Communications 5.2.1 Written communication 5.2.2 Encoding patient data/ profile 5.3 Codes and Regulations 5.3.1 General security, privacy legislation and copyright	5.1 Reading and comprehension skills required to interpret work instruction and to interpret basic user manuals 5.2 Communication skills to identify lines of communication, request advice, follow instructions and receive feedback 5.3 Technology skills to use equipment safely including keyboard skills

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
		5.3.2 OH & S principles and responsibilities 5.4 Values 5.4.1 Resourceful-ness 5.4.2 Diligence 5.4.3 Time consciousness 5.4.4 Cost consciousness 5.4.5 Perseverance in routine work 5.4.6 Ability to work with others harmoniously	
6. Maintain computer equipment and systems	6.1. Procedures for ensuring security of data, including regular back-ups and virus checks are implemented in accordance with standard operating procedures. 6.2. Basic file maintenance procedures are implemented in line with the standards operating procedures.	6.1 Knowledge, Theory, Practices and Systems Operations 6.1.1 Basic ergonomics of keyboard and computer user 6.1.2 Main types of computers and basic features of different operating systems 6.1.3 Calculating computer capacity 6.1.4 Productivity Application 6.1.5 Business Application 6.1.6 System Software 6.2 Communications 6.2.1 Written communication 6.2.2 Encoding patient data/ profile 6.3 Codes and Regulations 6.3.1 General security, privacy legislation and copyright	6.1 Reading and comprehension skills required to interpret work instruction and to interpret basic user manuals 6.2 Communication skills to identify lines of communication, request advice, follow instructions and receive feedback 6.3 Technology skills to use equipment safely including keyboard skills

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
		6.3.2 OH & S principles and responsibilities 6.4 Values 6.4.1 Resourceful-ness 6.4.2 Diligence 6.4.3 Time consciousness 6.4.4 Cost consciousness 6.4.5 Perseverance in routine works 6.4.6 Ability to work with others harmoniously	

RANGE OF VARIABLES

VARIABLE	RANGE
1 Hardware and peripheral devices	1.1 Personal computers 1.2 Networked systems 1.3 Communication equipment 1.4 Printers 1.5 Scanners 1.6 Keyboard 1.7 Mouse 1.8 Voice/Data logger
2 Software	Software includes the following but are not limited to: 2.1 Word processing packages 2.2 Database packages 2.3 Internet 2.4 Spreadsheets 2.5 Client Specific Software
3 OH & S guidelines	3.1 OHS guidelines 3.2 Enterprise procedures
4 Storage media	Storage media include the following but are not limited to: 4.1 Diskettes 4.2 CDs 4.3 Zip disks 4.4 hard disk drives, local and remote 4.5 Optical drives
5 Ergonomic guidelines	5.1 Types of equipment used 5.2 Appropriate furniture 5.3 Seating posture 5.4 Lifting posture 5.5 Visual display unit screen brightness
6 Desktop icons	6.1 Icons include the following but not limited to: 6.2 Directories/folders 6.3 Files 6.4 Network devices 6.5 Recycle bin 6.6 Program icons

VARIABLE	RANGE
7 Maintenance	7.1 Creating and managing more space in the hard disk and other peripherals 7.2 Reviewing programs 7.3 Deleting unwanted files 7.4 Backing up files 7.5 Checking hard drive for errors 7.6 Using up to date anti-virus programs 7.7 Cleaning dust from internal and external surfaces

EVIDENCE GUIDE

1. Critical aspects of competency	Assessment must show that the candidate: 1.1 Selected and used hardware components correctly and according to the task requirement 1.2 Used basic software applications to create new files and documents 1.3 Produced accurate and complete data in accordance with the requirements 1.4 Used appropriate devices and procedures to transfer files/data accurately 1.5 Used basic functions of a www-browser to locate information.
2. Method of assessment	The assessor may select two of the following assessment methods to objectively assess the candidate: 2.1 Direct Observation and Oral Questioning 2.2 Practical demonstration
3. Resource implication	3.1 Computer hardware with peripherals 3.2 Appropriate software
4. Context of Assessment	Assessment may be conducted in the workplace or in a simulated environment

UNIT OF COMPETENCY   :   **USE PHARMACEUTICAL CALCULATION TECHNIQUES AND TERMINOLOGIES**

UNIT CODE   :   **HHC532202**

UNIT DESCRIPTOR   :   The unit involves basic skills in pharmaceutical calculation related to computing the correct quantity of medicine for a specific prescription or regimen. This unit shall also cover knowledge on pharmaceutical terms and abbreviations commonly used in practice.

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Use dimensional analysis to convert one unit to another	1.1 Unit conversions are familiarized. 1.2 Metric systems are known. 1.3 Appropriate operational equation is used for dimensional analysis. 1.4 Complete dosage is computed using dimensional analysis.	4.1 Ratio and proportion 4.2 Conversion factors 4.3 Systems of measurement 4.4 Dimensional analysis	1.1 Basic mathematical operations 1.2 Reports circumstances/situations under which referral to the pharmacist and/or other pharmacy staff is indicated 1.3 Language, literacy and numeracy skills appropriate to the role and workplace requirements
2 Understand pharmaceutical terminologies and medical terms	2.1 **Pharmaceutical terminologies** are understood. 2.2 Common **medical terms** and conditions are familiarized. 2.3 Different types of **dosage forms** are distinguished.	2.1 Dosage forms 2.2 Pharmaceutical abbreviations 2.3 Common medical terms 2.4 Terminologies in pharmaceutical therapeutic category	2.1 Language, literacy and numeracy skills appropriate to the role and workplace requirements 2.2 Communicating ideas and information effectively
3 Use of equipment, glassware, and tools	3.1 Common equipment, tools and glassware used in the pharmacy setting are familiarized. 3.2 Specific parts and its functionality are known.	3.3 Common glassware used in reconstitution 3.4 Common equipment used in retail pharmacy setting 3.5 Introduction to use of computer for Point-of-sale	3.1 Follow good laboratory practice principles 3.2 Maintain a healthy and safe working environment

RANGE OF VARIABLES

VARIABLE	RANGE

1. Pharmaceutical terminologies	May include but not limited to:
	1.1. Abbreviations found in instruction to patients found in prescriptions
	    1.1.1. ac – before meal
	    1.1.2. pc – after meal
	    1.1.3. po – per orem, oral
	    1.1.4. npo – non per orem
	    1.1.5. aq – aqueous – water
	    1.1.6. BID – twice a day
	    1.1.7. TID – thrice a day
	1.2. Abbreviations used in dosage forms
	    1.2.1. tablet – tab
	    1.2.2. capsule – cap
	    1.2.3. suspension - susp
	    1.2.4. modified release – MR
	    1.2.5. intravenous – IV
	    1.2.6. intramuscular – IM
	1.3. Abbreviations used for medical terminologies
	    1.3.1. BMI – body mass index
	    1.3.2. N/V – nausea and vomiting
	    1.3.3. BP – blood pressure
	    1.3.4. TB – tuberculosis
	    1.3.5. HIV – human immunodeficiency virus
	1.4. Abbreviations in medications
	    1.4.1. ASA – aspirin
	    1.4.2. INH – isoniazid
	1.5. Abbreviations used in practice
	    1.5.1. DOTS – Direct observed therapy short-course

VARIABLE	RANGE

2. Medical terms	May include but not limited to:
	2.1 Condition
	  2.1.1 Fever
	  2.1.2 Diarrhea
	  2.1.3 Nausea and vomiting

3. Dosage forms	May include but not limited to:
	3.1 Solid
	    3.1.1 Tablet
	    3.1.2 Modified-extended release
	    3.1.3 Immediate release
	    3.1.4 Capsule
	3.2 Liquid
	    3.2.1 Syrup
	    3.2.2 Suspension
	    3.2.3 Emulsion
	3.3 Parenteral
	    3.3.1 Intravenous
	    3.3.2 Intramuscular
	    3.3.3 Subcutaneous
	3.4 Semi-solid
	    3.4.1 Gel
	    3.4.2 Ointment
	    3.4.3 Suppository
	    3.4.4 Cream
	    3.4.5 Paste

EVIDENCE GUIDE

1. Critical aspects of competency	Assessment requires evidence that the candidate: 1.1 Dimensional analysis is used accurately to convert one unit to another 1.2 Use of pharmaceutical and medical terminologies that shall be encountered in daily routine 1.3 Use of common glassware, tools and equipment to be used in daily routine

2. Resource implications	The following resources **MUST** be provided:
	2.1 A real or simulated pharmacy work premises
	2.2 Relevant documents such as:
	  - Good pharmacy practice
	  - Good laboratory practice
	  - pharmaceutical calculations
	  - government policies as appropriate
	2.3 Access to a range of housekeeping/maintenance tasks and equipment
	2.4 A qualified workplace assessor and/or a technical expert working in partnership with the assessor

3. Method of assessment	Competency may be assessed through: Observation with questioning 8.1 Written exam 8.2 Demonstration with questioning
2. Context of assessment	Competency may be assessed in the workplace or in a simulated workplace setting.

CORE COMPETENCIES

UNIT OF COMPETENCY :   PRACTICE GOOD HOUSEKEEPING

UNIT CODE   :   HHC532301

UNIT DESCRIPTOR   : This unit involves procedures for housekeeping following appropriate health and safety procedures and good housekeeping practice.

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS

1. Perform housekeeping duties	1.1 **Housekeeping procedures** are performed in line with company policy and **regulations**.
	 1.2 **Area** is kept clean, using appropriate **cleaning materials and methods**
	 1.3 **Tools and equipment** are cleaned and used in accordance with company policies and procedures
	 1.4 Housekeeping procedures are documented in line with company policy and regulations
	
	 .
		1.1 Knowledge, Theory and Practices
		  1.1.1 Good Storage Practice guidelines
		  1.1.2 Pest control policies
		 1.2 Communication
		  1.2.1 Preparation of inventory reports on house cleaning tools, materials, supplies and equipment
		  1.2.2 Preparation of Cleaning assignments
		 1.3 Safety Practices
		  1.3.1 Handling of materials, supplies, tools and equipment
		 1.4 Codes and Regulations
		  1.4.1 OSH
		  1.4.2 DOH Hygiene and Sanitation
		 1.5 Materials, Tools, & Equipment
		  1.4.5 Brooms
		  1.4.6 Mops
		  1.4.7 Disinfectants
		 1.5 Values
		  1.5.1 Reliability
		  1.5.2 Resourcefulness
		
		  1.5.3 Consistency
			1.1 Keeping the dispensing/laboratory area and equipment/tools clean
			 1.2 Adhering to dispensing area access controls
			 1.4 Maintaining personal hygiene
			 1.5 Following pest control guidelines and schedules
			 1.6 Preparing and organizing required housekeeping tools in regard to housekeeping/ maintenance in the area
			 1.6 Maintaining confidentiality and privacy
			 1.7 Working with others harmoniously
			 1.8 Managing routines and procedures
			 1.9 Reports circumstances/situations under which referral to the pharmacist and/or other pharmacy staff is indicated
			 1.10 Operational skills to consistently use time effectively

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
			and provide quality customer service

2. Followhealth and safety practices in the area	2.1 ***Procedures to achieve a safe working environment*** in the *area* are complied with in accordance with DOH/FDA safety standards
	~~2.2~~ Irregularities are acted upon in accordance with company policies and procedures
	2.3 ***Dispensing area access controls*** procedures are followed in accordance with FDA policies and procedures
		2.1 Knowledge, Theory and Practices
		  2.1.1 Infection and hazard control
		  2.1.2 Pest control
		  2.1.3 Good storage practices
		2.2 Safety Practices
		  2.2.1 Handling of materials, supplies, tools and equipment
		2.3 Codes and Regulations
		  2.3.1 OSH
		  2.3.2 DOH: Sanitation/FDA
		  2.3.3 Good Storage Practice
		2.4 Values
		  2.1.1 Initiative
		  2.1.2 Reliability
		  2.1.3 Resourcefulness
		  2.1.4 Consistency
		  2.1.5 Professionalism
			2.1 Complying with safe working environment procedures for pharmacy establishments
			2.2 Adhering to dispensing area access controls procedures
			2.3 Maintaining personal hygiene
			~~2.4~~ Preparing and organizing required safety tools
			2.5 Communicating ideas and information effectively
			2.6 Working with others harmoniously
			2.7 Operational skills to consistently use time effectively and provide quality customer service
			2.8 Using time effectively
			2.9 Providing service to customers

RANGE OF VARIABLES

VARIABLE	RANGE
1. Housekeeping procedures	May include but are not limited to: 1.1 Equipment cleaning and storage 1.2 Maintaining pharmacy/laboratory cleanliness 1.3 Maintaining drug information & material safety handling sheets 1.4 Stationery supplies and refurbishing 1.5 Housekeeping and cleaning logbook
2. Regulations	Salient / relevant provisions of the following: 2.1 Consumer Law, Environmental Law, Occupational Safety, Health and Welfare Law 2.2 Good Storage Practices on Housekeeping 2.3 Pharmacy Law 2.4 FDA and related regulations 2.5 Philippine Practice Standards for Pharmacists
3. Cleaning materials	May include but are not limited to: 3.1 Disinfectants at varying strengths 3.2 Chemical cleaning agents 3.3 Gloves, protective eyewear 3.4 Mops, Brooms, Cloth
4. Cleaning methods	May include but are not limited to: 4.1 Swabbing, washing 4.2 Sweeping, wiping 4.3 Disinfecting 4.4 Soaking 4.5 De-scaling
5. Tools, equipment and consumable materials	May include but are not limited to: 5.1 Scales, balances and measures 5.2 Meters, gauges, beakers 5.3 Mixers, spatula 5.4 Filters 5.5 Syringes 5.6 Pestle and mortars
6. Procedures to achieve a safe working environment	May include but are not limited to: 6.1 Identifying dangerous goods and substances 6.2 Correct handling, storage and disposal of goods 6.3 Application of Occupational Health and Safety guidelines 6.4 Ensuring shelves are not overstocked 6.5 Ensuring floors are not slippery or cluttered 6.6 Ensuring access to equipment (e.g. high shelves) is appropriate 6.7 Ensure equipment and devices used are not faulty

VARIABLE	RANGE
7. Area	May include but is not limited to: 7.1 Working Surfaces 7.2 Sinks 7.3 Benches-apparatus 7.4 Shelves 7.5 Containers 7.6 Dispensing containers 7.7 Clothing or similar items 7.8 Floors, walls, ceilings
8. Dispensing area access controls	May include but are not limited to: Keys, swipe cards etc. for access to remain with registered pharmacist Person other than the pharmacist or pharmacy assistant must be under direct supervision of pharmacist while in dispensing area

EVIDENCE GUIDE

1. Critical aspects of competency	Assessment requires evidence that the candidate: 1.1 Housekeeping procedures are performed in line with company policy and regulations. 1.2 Area is kept clean, using appropriate cleaning materials and methods 1.3 Tools and equipment are cleaned and used in accordance with company policies and procedures 2.2 All unusual situations are identified and reported to the pharmacist.

2. Resource implications	The following resources **MUST** be provided:
	 2.1 A real or simulated pharmacy work premises
	 2.2 Relevant documents such as:
	   - pharmacy policies and procedures
	   - Good pharmacy practice
	   - government policies as appropriate
	   - housekeeping procedures
	 2.3 Access to a range of housekeeping/maintenance tasks and equipment
	 2.4 A qualified workplace assessor and/or a technical expert working in partnership with the assessor

Method of assessment	Competency may be assessed through: 3.1 Observation with questioning 3.2 Written exam
4. Context of assessment	Competency may be assessed in the workplace or in a simulated workplace setting.

UNIT OF COMPETENCY : **MONITORSUPPLY/INVENTORY OF PHARMACEUTICAL PRODUCTS**

UNIT CODE : **HHC532302**

UNIT DESCRIPTOR : This unit covers skills and knowledge on key areas of distribution and retail specifically, selection, procurement, and receiving and delivery of stocks.

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS

1. Examine the medicines in the assortment list or formulary	1.1 Products in the **assortment list or formulary** are recognized by name, appearance and shelf location.
	1.2 Products are classified in accordance with **market demand.**
	1.3 Unserved/unsold products are recorded, collected and submitted to the Pharmacist.
		1.1 Knowledge, Theory and Practices
		  1.1.1 Formulary list
		  1.1.2 Assortment list
		  1.1.3 Fast-moving items
		  1.1.4 Slow-moving items
		  1.1.5 Turn-over rate computations
		  1.1.6 Company policies and procedures for SKU deletion or inclusion
		1.2 Communication
		  1.2.1 Record medicine inquiries that are not in the assortment/formulary list
		  1.2.2 Prepare bulletin posts on newly added or deleted SKUs according to instructions
		1.3 Mathematics and Mensuration
		  1.3.1 Turnover rate
		1.4 Codes and Regulations
		  1.4.1 OSH
		1.5 Materials, Tools, & Equipment
		  1.5.1 Logbooks
		1.6 Values
		1.6.1 Professionalism
		1.6.2 Honesty
			1.1 Perform routine workplace duties following simple written or oral instructions
			1.2 Basic mathematical processes of addition, subtraction, division and multiplication
			1.3 Complete work related documents
			1.4 Identify pharmaceutical products that are not on the formulary/ assortment list
			1.5 Recognize sales performance of products

2. Assist in procurement of materials and services from qualified sources	2.1 **Procurement documents** are prepared in accordance with company policies and procedures.
	2.2 Procurement needs are communicated to the inventory manager/analyst or pharmacist in accordance with inventory management policy.
	2.3 **Purchase requests** to suppliers are prepared in accordance with procurement policy.
	2.4 **Stock data** are managed by updating the inventory system and in accordance with established procedures.
		2.1 Knowledge, Theory and Practices
		  2.1.1 Supplier qualification procedure
		 2.1.2 Product classification according to company policy
		 2.1.3 Basic regulatory guidelines on registration of products and licensing
		2.2 Communication
		  2.2.1 Accomplishment of purchase order or request
		  2.1.1 Announcements for accredited supplier
		  2.1.2 Invitation to bid
		2.2 Codes and Regulation
		  2.2.1 OSH
		  2.2.2 Philippine Pharmacy Practice Standards
		  2.2.3 Regulatory requirements
		  2.2.4 RA 3720
		  2.2.5 RA 5921
		2.3 Materials, Tools, & Equipment
		  2.3.1 Logbooks or computers
		  2.3.2 Stock cards
		2.4 Values
		  2.4.1 Perseverance
		  2.4.2 Professionalism
			2.1 Recognize documents necessary for accreditation (License to Operate, Certificate of Product registration, Certificate of Analysis, etc.)
			2.2 Communication skills (oral or written)
			2.3 Perform routine workplace duties following simple written or oral instructions
			2.4 Basic mathematical processes of addition, subtraction, division and multiplication
			2.5 Gather and provide
			2.6 Information in response to workplace requirement
			
			2.7 Complete work related documents

3. Receive and deliver of stocks	3.1 **Delivery specifications** are checked whether it is in accordance with Good Distribution Practices.
	3.2 **Product specifications** of delivered stocks are compared with purchase order in accordance with established procedures
	3.3 **Deviations** from **product specifications** are recognized to detect wrong, damaged and fake medicines
	3.4 Documents are accomplished thoroughly and kept according to company and **government policy/ies**
		3.1 Knowledge and Theory
		  3.1.1 Product specifications of products
		  3.1.2 Common packaging or product damage
		  3.1.3 Double check expiration dates
		  3.1.4 Counterfeit Medicines
		  3.1.5 Storage protocols in delivery vans
		  3.1.6 Regulatory policies on documentation
		
		3.2 Communication
		3.2.1 Return product/ reject form to supplier
		3.3. Safety Practices
		  3.3.1 Material Safety Data Sheet
		  3.3.2 Handling precautions
		  3.3.3 Clothing requirements
		3.4 Codes and Regulations
		  3.4.1 OSH
		  3.4.2 PhilPSP
		  3.4.3 RA 3720
		  3.4.4 RA 8203
		  3.4.5 RA 5921
		3.5 Materials, Tools, & Equipment
		3.5.1 Delivery vehicles
		3.6. Values
		  3.6.1 Honesty
		  3.6.2 Perseverance
		  3.6.3 Professionalism
			3.1 Comprehensively checks product attributes during receiving of stocks
			3.2 Perform routine workplace duties following simple written or oral instructions
			3.3 Basic mathematical processes of addition, subtraction, division and multiplication
			3.4 Gather and provide information in response to workplace requirement
			3.5 Complete work related documents

4. Pack and dispatch orders	4.1 Products ordered are retrieved and properly packaged to avoid breakages following established procedures.
	4.2 Products requiring special **delivery specifications** are maintained in accordance with Good Distribution Practices.
	4.3 Data entry requirements related to processing orders are completely filled and in accordance with established procedures.
	4.4 Labeling, **product and delivery specifications**, and
		4.1 Knowledge, Theory and Practices
		  4.1.1 Packaging procedures
		  4.1.2 Product specification
		  4.1.3 Delivery specification of products
		  4.1.4 Labeling requirements according to regulatory policies
		  4.1.5 Good distribution practices
		  4.1.6 Special handling and packaging procedures of products
		  4.1.7 Cold chain management
		4.2 Communication
		  4.2.1 Labeling
			4.1 Perform routine workplace duties following simple written or oral instructions
			4.2 Gather and provide information in response to workplace requirements
			4.3 Complete work related documents

	delivery information are checked in accordance with established procedures.
	4.5 Products are accurately dispatched in a timely manner.
	4.7 Delivery information is secured and security procedures are followed to ensure integrity of delivered products.
		4.2.2 Reporting damage products
		4.3 Safety Practices
		   4.3.1 Material safety data sheet
		   4.3.2 Personal protective requirements
		4.4. Codes and Regulations
		  4.4.1 OSH
		  4.4.2 PhilPSP
		  4.4.3 Administrative Order No. 2013-0027
		  4.4.4 RA 3720
		4.5 Materials, Tools, & Equipment
		   4.5.1 Bubble wrap
		   4.5.2 Carton boxes
		   4.5.3 Thermometer
		   4.5.4 Padlocks
		4.6 Values
		   4.6.1 Perseverance
		   4.6.2 Professionalism	

5. Handle product returned products or products for return	5.1 Handling of **returned products or products for return** is performed in accordance with policy and procedure in place.
	5.2 Accurate **documentation records** are maintained and credit process is completed in a timely manner
	5.3 Return policies are communicated to patients/clients in accordance with established procedures
		5.1 Knowledge, Theory and Practices
		   5.1.1 Counterfeit Medicines
		   5.1.2 Return policy
		   5.1.3 Quarantine
		   5.1.4 Company sales policies
		   5.1.5 Expiration of medicines
		5. 2 Communication
		   5.2.1 Return forms
		5.3 Safety Practices
		   5.3.1 Standard Operating Procedure
		   5.3.2 Clothing requirements
		5.4 Codes and Regulations
		   5.4.1 OSH
		   5.4.2 Good Storage Practices
		   5.4.3 RA 8203
		   5.4.4 RA 3720
		5.5 Materials, Tools, & Equipment
		   5.5.1 Computer
		5.6 Values
		   5.6.1 Perseverance
		   5.6.2 Passion
		5.6.3 Compassion
			5.1 Comprehensively checks product attributes during receiving of stocks
			5.2 Perform routine workplace duties following simple written or oral instructions
			5.3 Basic mathematical processes of addition, subtraction, division and multiplication
			5.4 Gather and provide information in response to workplace requirements
			5.5 Complete work related documents

RANGE OF VARIABLES

VARIABLE	RANGE
1. Assortment/ Formulary	May include but are not limited to: 1.1 Prescription drugs 1.2 Over-the-counter medicines 1.3 Medical devices 1.4 Household remedies 1.5 Other healthcare products
2. Market demand	It includes: 2.1 Fast-moving products 2.2 Slow-moving products 2.3 Non-moving products
3. Procurement documents	May include: 3.1 Requirements from Supplier: 3.2 License to operate (LTO) 3.3 Photocopy of owner/pharmacist's ID 3.4 Business permit 3.5 Certificate of Product Registration (CPR) 3.6 Current Good Manufacturing Practice Compliance (cGMP) certificate 3.7 Product catalogue/brochure
4. Purchase request	May be: 4.1 Written 4.2 Electronically transmitted via company computer generated system
6 Stock data	5.1 Inventory data 6.1 Lot/batch number 6.2 Expiry date 6.3 Stock keeping units (name, strength, dosage form and size) 6.4 Secondary Packaging size

7 Delivery specification	Special precautions in handling the following drugs may include:
	
	6.1 According to temperature requirement:
	   6.1.1 Room temperature (not more than 32 degrees centigrade)
	   6.1.2 Cool temperature (8-15degrees centigrade)
	   6.1.3 Cold/Refrigerated (0-8degress centigrade)
	   6.1.4 Freezing (0degrees centigrade)
	6.2 According to packaging requirement
	   6.2.1 Bubble pack
	   6.2.2 Corrugated boxes
	   6.2.3 Aluminum foil
	   6.2.4 TempTale(temperature recorder) or Color indicator for temperature
	  6.3 Special procedures for regulated and controlled drugs

8 Product Specification	7.1 Good physical condition 7.2 Shelf life within company's specifications 7.3 Conformity to FDA labeling requirements

VARIABLE	RANGE
9 Deviation from specification	May include the following deviations but are not limited to: 8.1 Color of packaging materials 8.2 Faded printing or misalignment of text 8.3 Unusual color of tablet, capsule, etc. 8.4 Chipping of tablets 8.5 Empty blister 8.6 Product does not fit well into the blisters shells 8.7 Instability of powder for suspensions (sedimentation, caking) 8.8 Creaming of emulsions 8.9 Broken emulsions 8.10 Cloudiness of solution
10 Documentation records	9.1 Delivery receipts/Sales Invoice 9.2 Logbooks 9.3 Return/reject/recall forms
11 Government Regulatory Policy	11.1 FDA regulations 11.2 PDEA regulations 11.3 BIR regulations 11.4 DTI policy
12. Returned products from clients/patients	May include: 11.1 Damaged products 11.2 Expired or near-expiry products bought at the time dispensed 11.3 Incorrect product dispensed
13. Products for return to suppliers	May include but are not limited to: 12.1 Expired or near-expiry products 12.2 Damaged products 12.3 Defective products from the manufacturer 12.4 Products with expiration date outside of the required period 12.5 Phased out, deleted, recalled products

EVIDENCE GUIDE

1. Critical aspects of competency	Assessment requires evidence that the candidate: 1.1 Identified products as part of the assortment/formulary list. 1.2 Explained how to classify product based turn-over rate. 1.3 Accessed information using reliable references. 1.4 Knew how to generate purchase order for stocks replenishment. 1.5 Received stocks according to specifications. 1.6 Packaged products according to order. 1.7 Dispatched orders according to order, delivery and product specifications. 1.8 Handled returned products according to SOP.
2. Resource implications	The following resources **MUST** be provided: 2.1 Computer 2.2 Software – POS 2.3 Record book 2.4 Order forms 2.5 Reject/Return forms
3. Method of assessment	Competency may be assessed through: 3.1 Demonstration with questioning 3.2 Written examination
4. Context of assessment	Competency may be assessed in the work place or in a simulated work place setting.

UNIT OF COMPETENCY   :   **HANDLE AND CONTROL PHARMACEUTICAL PRODUCTS**

UNIT CODE   :   **HHC532303**

UNIT DESCRIPTOR   :   This unit involves procedures for maintaining a stock control system, according to standard operating procedures in compliance with statutory and regulatory requirements.

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS

1. Comply with drug storage requirements	1.1 **Stocks** stored in accordance with manufacturer's specifications, regulatory and company policy and procedures
	1.2 **Storage conditions** monitored and maintained in accordance with manufacturer's instructions, company procedures and regulatory requirements
	1.3 Stocks are arranged in shelves in accordance with first expiry, first-out policy
	1.4 Expiration dates are monitored in accordance with institutional and **regulatory guidelines**
		1.1 Knowledge, Theory and Practices
		   1.1.1 Temperature Mapping
		   1.1.2 Regulatory requirements on storage requirements
		   1.1.3 Sound- Alike-Look-Alike Drugs
		   1.1.4 High Alert Medicines
		1. 2 Communication
		   1.2.1 Temperature and humidity recording data sheet
		1.3 Safety practices
		   1.3.1 Material Safety Data Sheet
		   1.3.2 Personal Protective requirements
		1.4 Codes and Regulations
		   1.4.1 Good storage practices
		   1.4.2 RA 3720
		   1.4.3 FDA regulatory requirements
		1.5 Materials, Tools, & Equipment
		   1.5.1 Thermometer
		   1.5.2 Pallets
		1.6 Values
		   1.6.1 Professionalism
		   1.6.2 Honesty
			1.1 Preparing and organizing information with regard to stock control in the dispensing
			1.2 Familiarity with pharmacy-related terms, abbreviations and pharmaceutical calculations appropriate to the job role and function
			1.3 Identification of circumstances/situations under which referral to the pharmacist and/or other pharmacy staff is appropriate
			1.4 Operational skills to consistently use time effectively and provide quality customer service in the pharmacy environment

| 2. Monitor inventory | 2.1 **Stock level requirements** are monitored and reported in accordance with established procedures
2.2 Inventory count conducted regularly in accordance with company policy and procedures
2.3 Stock discrepancies identified and reported to the pharmacist for reconciliation and proper action | 2.1 Knowledge, Theory and Practices
　2.1.1 Inventory variance monitoring
　2.1.2 Periodic reconciliation of stocks
　2.1.3 Initial inventory
　2.1.4 Replenishment
　2.1.5 Emergency orders
　2.1.6 Low stock levels
2. 2 Communication
　2.2.1 Slow to no movement stock report
　2.2.2 Stock inventory report upon reconciliation
2.3 Mathematics and Mensuration
　2.3.1 Standard Branch Inventory Holding
　2.3.2 Order Quantity
　2.3.3 Safety stock level
　2.3.4 Reorder point
　2.3.5 Reorder quantity
2.4 Codes and Regulations
　2.4.1 RA 3720
2.6 Materials, Tools, & Equipment
　2.6.1 Computer
　2.6.2 Stock cards or Automated inventory monitoring software
2.7 Values
　2.7.1 Diligence
　2.7.2 Vigilance
　2.7.3 Honesty | 2.1 Preparing and organizing information in regard to stock control in the dispensing
2.2 Familiarity with pharmacy-related terms, abbreviations and pharmaceutical calculations appropriate to the job role and function
2.3 Identification of circumstances/ situations under which referral to the pharmacist and/or other pharmacy staff is appropriate

2.4 Operational skills to consistently use time effectively and provide quality customer service in the pharmacy environment |

| 3. Dispense of waste | 3.1 Expired and damaged stocks identified and disposed in accordance with manufacturer's and company's policies, regulatory and environmental policies.
3.2 Expired and damaged stock are segregated and labeled in specific containers and in accordance with established procedures.
3.3 Stock records updated after **disposal** and in accordance with established procedures**.** | 3.1 Knowledge, Theory and Practices
  3.1.1 Waste disposal guidelines according to company policy
  3.1.2 Medicine waste segregation
  3.1.3 Dosage forms
  3.1.4 Pharmacologic category according to packaging
3. 2 Communication
  3.2.1 Request letters to manufacturers
3.3 Safety Practices
  3.3.1 Personal protective requirements
  3.3.2 Material Safety Data Sheet
3.4 Codes and Regulations
  3.4.1 RA 3720
  3.4.2 Good Pharmacy Practice
  3.4.3 Regulatory guidelines on medicine/chemical waste disposal
  3.4.4 Infection control guidelines
3.5 Safety practices
  3.5.1 Occupational Health Safety
  3.5.2 Personal protective requirements
  3.5.3 Proper handling of hazardous products
3.6 Materials, Tools, & Equipment
  3.6.1 Prescriber's Information
  3.6.2 Zip lock plastics
  3.6.3 Containers for chemical waste
  3.6.4 Containers for contaminated and non-contaminated broken glasses
3.7 Values
  3.7.1 Integrity
  3.7.2 Professionalism | 3.1 Preparing and organizing information in regard to stock control in the dispensing
3.2 Identification of circumstances/situations under which referral to the pharmacist and/or other pharmacy staff is appropriate
3.3 Operational skills to consistently use time effectively and provide quality customer service in the pharmacy environment
3.4 Company waste disposal procedure |

RANGE OF VARIABLES

VARIABLE	RANGE
1. Stock	May include but not limited to: 1.1 Formulary drugs and non-formulary drugs 1.2 Products with the required integrity as well as those whose integrity have been compromised (damaged, contaminated or deteriorated) 1.3 Routinely handled products and products requiring special handling e.g. refrigerated stock 1.4 Raw materials for compounding
2. Storage conditions	May include but not limited to: 2.1 Appropriate temperature and humidity 2.2 Clean and regularly maintained area 2.3 Cold chain requirements 2.4 Well-lighted and secured 2.5 Proper ventilation 2.6 Correct storage of hazardous substances 2.7 With adequate space

3.Stock level requirements	2.1 May include:
	    2.1.1 safety stock level
	    2.1.2 reorder point
	    2.1.3 reorder quantity
	2.2 May be recorded:
	    2.2.1 Manually
	    2.2.2 Electronically (computer based)
	2.3 May be in:
	    2.3.1 Print form
	    2.3.2 Electronic form

4. Regulatory requirements	Salient / relevant provisions of the following: FDA, DOH, PDEA Administrative Orders and issuances
5. Disposal	May include but not limited to: 5.1 Returns to supplier 5.2 Safe destruction according to regulatory requirements and environmental protection guidelines

EVIDENCE GUIDE

1. Critical aspects of competency	Assessment requires evidence that the candidate:
	 1.1 Consistently applied pharmacy policies, standards and guidelines, industry legislation and SOPs to dispensing stock control tasks including:
	   - identified and stored products
	   - maintained storage conditions
	   - located and positioned dispensing products
	   - applied legal disposal of waste
	   - applied management procedures to minimize selection errors
	 1.2 Identified and applied procedures for the return of stock including – the procedures for returning pharmacy products to supplier/manufacturer and procedures for returned goods from customer to pharmacy.
	 1.3 Read accurately interpreted and consistently applied instructions for performing dispensing stock control tasks.
	 1.4 Identified and understood different types of stock control documents.
	 1.5 Sourced, recorded and disseminated stock control documents
	 1.6 Consistently made effective use of time and resources by prioritizing tasks.
	 1.7 Recognized situations requiring referral to the pharmacist and/or other pharmacy staff according to pharmacy policy.

2. Resource implications	The following resources **MUST** be provided:
	 2.1 A real or simulated pharmacy environment
	 2.2 Relevant documents such as:
	   - pharmacy policies and procedures for stock control
	   - government/regulatory requirements

3. Method of assessment	Competency may be assessed through: 3.1 Observation with questioning 3.2 Demonstration with oral questioning 3.2 Written exam
4. Context of assessment	Competency may be assessed in the workplace or in a simulated workplace setting.

UNIT OF COMPETENCY: ARRANGE AND DISPLAY PHARMACEUTICAL PRODUCTS

UNIT CODE: HHC532304

UNIT DESCRIPTOR: This unit covers knowledge, attitude and skills on proper merchandising and display as an important component of safety and pharmaceutical marketing.

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS

1. Follow merchandising plan	1.1 Products are displayed according to *planogram.*
	1.2 Regular and timely replenishment of product display are maintained with minimum disruption to customer or traffic flow.
	1.3 Displays are placed and maintained in a safe and secure manner and in accordance with established procedures.
	1.4 Price tags and proper labels are attached to the shelves correctly, and at the specified location according to company policy.
	1.5 Guides and product locators are placed within the store to facilitate ease of locating items
		1.1 Knowledge, Theory and Practices
		  1.1.1 Planograms
		  1.1.2 Principles of merchandising and display
		  1.1.3 Display standards and requirement
		  1.1.4 Aesthetic value
		  1.1.5 Product category
		  1.1.6 Product bundling and synergism
		1.2 Systems Operations
		  1.2.1 Software for monitoring product sales
		1.3 Communication
		  1.3.1 Preparation of report on product movement
		  1.3.2 Report on evaluation of promotional activities
		1.4 Safety Practices
		  1.4.1 Housekeeping to avoid accident
		  1.4.2 Establish appropriate and safe stacking of products in the shelves
		1.5 Codes and regulations
		  1.5.1 DTI guidelines on promo
		1.6 Materials, Tools, & Equipment
		  1.6.1 Product shelves
			1.1 Effective and orderly display of products
			1.2 Strategically place product locators in store premises
			1.3 Refill of product display in shelves or racks
			1.4 Identify products that reach minimum stock levels for reordering purposes
			1.5 Managing routines and procedures

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS

		1.6.2 Computer
		1.6.3 Display information
		1.7 Values
		   1.7.1 Professionalism
		   1.7.2 Cleanliness	

2. Follow display plan for promotional items	2.1 Store policy and procedures with regard to pricing and promo discounts are implemented.
	2.2 Promotional items are arranged based on merchandising agreement.
	2.3 Updated promo labels are attached and in accordance with established procedures.
		2.1 Knowledge, Theory and Practices
		  2.1.1 Planograms Principles of merchandising and display
		  2.1.2 Display standards and requirement
		  2.1.3 Aesthetic value
		  2.1.4 Product category
		2.2 Communication
		  2.2.1 Preparation of product locators
		  2.2.2 Incident reports
		2.3 Safety Practices
		  2.3.1 Prevent possible contamination or interaction
		2.4 Codes and Regulations
		  2.4.1 Company policies and procedures
		2.5 Materials, Tools, & Equipment
		  2.5.1 Product locators
		2.6 Values
		  2.6.1 Honesty
		  2.6.2 Professionalism
			2.1 Effective and orderly display of products
			2.2 Strategically place product locators in store premises

3. Monitor promotional activities	3.1 Client is interviewed regarding feedback on promos in accordance with established procedures.
	3.2 Client feedback is documented in accordance
		3.1 Knowledge, Theory and Practices
		  3.1.1 Electronic Drug Price Monitoring
		  3.1.2 Interpersonal communication
		3.2 Systems Operations
		  3.2.1 Electronic Drug Price Monitoring website
		3.3 Communication
			3.1 Familiarity on prices of top selling products
			3.2 Accomplish forms for Electronic Drug Price Monitoring
			3.3 Observant on what community needs that will

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	with established procedures. 3.3 Store feedback on promos is reported to the pharmacists/ suppliers and in accordance with established procedures.	3.3.1 Assist in the preparation of reports for Electronic Drug Price Monitoring System 3.4 Codes and Regulations 3.4.1 MDRP 3.4.2 Electronic Drug Price Monitoring 3.5 Materials, Tools, & Equipment 3.5.1 Computer 3.6 Values 3.6.1 Professionalism 3.6.2 Honesty	drive success to promo

RANGE OF VARIABLES

VARIABLE	RANGE
1. Planogram	Arrangement of products in the following locations: 1.1 Prescription shelves 1.2 Self-service shelves 1.3 Counter

EVIDENCE GUIDE

1. Critical aspects of competency	Assessment requires evidence that the candidate: 1.1 Effectively executed the merchandising and display plan. 1.2 Arranged products for ease of navigation within the store. 1.3 Implemented company's merchandising policy on pricing. 1.4 Solicited feedback from patients/clients.
2. Resource implications	The following resources **MUST** be provided: 2.1. A real or simulated pharmacy environment 2.2 Sufficient display racks 2.3. Price tags 2.4 Planogram 2.5 Guide/product locators
3. Method of assessment	Competency may be assessed through: 3.1 Demonstration with questioning 3.2 Written exam
4. Context of assessment	Competency may be assessed in the workplace or in a simulated workplace setting.

UNIT OF COMPETENCY: **PERFORM GOOD LABORATORY PRACTICES**

UNIT CODE*:* HHC532305

UNIT DESCRIPTOR: This unit covers knowledge and skills in the use and handling of general pharmacy glassware, devices and equipment. Necessary precautions are importantly followed in the context of working in a laboratory setting to avoid unnecessary accidents. Failure to follow such protocols can jeopardize the quality of outputs.

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILL

1. Observe laboratory protocols	1.1 ***Laboratory outfit*** is worn in accordance with established procedures.
	1.2 ***Proper laboratory conduct*** is demonstrated at all times within store premises.
	1.3 Proper waste disposal is followed in accordance with good laboratory practices.
	1.4 Use of logbook is maintained in accordance with established procedures.
		1.1 Knowledge, Theory and Practices
		  1.1.1 Good laboratory practices
		  1.1.2 Appropriate laboratory outfit
		  1.1.3 Appropriate use of logbook
		1.2 Communication
		  1.2.1 Preparation of Reports
		  1.2.2 Accomplishing data sheets during experiments
		  1.2.3 Incident reports
		  1.2.4 Accomplishing logbook use
		1.3 Numeracy
		  1.3.1 Proper recording of measurement or readings
		1.4 Safety Practices
		  1.4.1 Handling of materials, supplies, tools and equipment
		  1.4.2 Wearing appropriate laboratory outfit and gear as needed
		1.5 Codes and Regulations
		  1.5.1 Occupational Safety and Health
			1.1 Appropriate use of laboratory outfit and gear
			1.2 Appropriate conduct inside the laboratory
			1.3 Applied good laboratory practice techniques, where appropriate
			  1.3.1 Disposal of chemical wastes
			  1.3.2 Proper handling of spilled chemicals
			1.4 Proper care and handling of glassware, devices, and equipment
			1.5 Use of logbook for documentation

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILL
		1.5.2 Good Laboratory Practice 1.6 Materials, Tools, & Equipment: 1.6.1 Volumetric flask 1.6.2 Erlenmeyer flask 1.6.3 Weighing dish 1.6.4 Weighing bottle 1.6.5 Beaker 1.6.6 Aspirator 1.6.7 Camel Hair Brush 1.7 Values 1.7.1 Resourcefulness 1.7.2 Consistency 1.7.3 Integrity 1.7.4 Professionalism	
2. Demonstrate skills in laboratory measurements	2.1 Substances are accurately weighed using *appropriate techniques* and *weighing balance* in accordance with Good Laboratory Practices. 2.2 *Semi-solids, liquids,* and liquid medicines are measured using appropriate glassware capacity in accordance with Good Laboratory Practices. 2.3 Cross-contamination among substances is prevented at all times.	2.1 Knowledge, Theory and Practices 2.1.1 Good laboratory practices 2.1.2 Appropriate weighing materials 2.1.3 Special handling of chemicals according to requirements or Material Safety Data Sheet 2.2 Communication 2.2.1 Preparation of Reports 2.2.2 Accomplishing data sheets during experiments 2.2.3 Incident reports 2.2.4 Appropriate use of logbook 2.3 Safety Practices 2.3.1 Handling of materials,	2.1 Accurate weighing of solid materials 2.2 Accurate measuring of liquid ingredients and liquid preparations 2.3 Applied good laboratory practice techniques, where appropriate 2.4 Disposal of chemical wastes 2.5 Proper handling of spilled chemicals 2.6 Proper care and handling of glassware, devices, and equipment 2.7 Use of logbook for documentation

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILL

		supplies, tools and equipment
		2.4 Codes and Regulations
		  2.4.1 Occupational Safety and Health
		  2.4.2 Good laboratory practice
		2.5 Materials, Tools, & Equipment:
		  2.5.1 Pipette
		  2.5.2 Volumetric flask
		  2.5.3 Erlenmeyer flask
		  2.5.4 Weighing dish
		  2.5.5 Weighing bottle
		2.6 Values
		  2.6.5 Reliability
		  2.6.6 Integrity	

3. Maintain and store pharmacy glassware/device / equipment	3.1. **Cleaning solutions** are used for each **glassware**, **device, or equipment** based on manufacturers/suppliers recommendation**.**
	3.2 Cleaning and storage of pharmacy glass wares/devices/equipment are performed in accordance with established procedures
	3.3 Damage on **equipment and device** or any laboratory glassware are immediately attended to and reported to the **appropriate personnel**.
		3.1 Knowledge, Theory and Practices
		  3.1.1. Good laboratory practices
		3.1.1 Special handling of chemicals according to requirements or Material Safety Data Sheet
		  3.1.2 Proper drying procedures
		3.1.3 Appropriate cleaning materials for glassware
		3.1.4 Voltage requirement
		3.1.5 Protocol on Calibration
		3.2 Communication
		3.2.1 Preparation of Reports
		3.2.2 Accomplishing data sheets during experiments
		3.2.3 Incident reports
		3.3 Safety Practices
		  3.3.1 Handling of materials, supplies,
			3.1 Proper care of glassware, devices, and equipment
			3.2 Proper use and storage of equipment
			3.3 Observe good laboratory techniques
			3.4 Disposal of chemical wastes
			3.5 Proper handling of spilled chemicals
			3.6 Use of logbook for documentation

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILL

	3.5 Policies on the safe/quality use of equipment are complied with.
	
	3.6 Equipment is used in accordance with manufacturers manual and good laboratory practices
		tools and equipment
		3.4 Codes and Regulations
		  3.4.1 Occupational Safety Health
		  3.4.2 Good laboratory practices
		3.5 Materials, Tools, & Equipment:
		  3.5.1 Pipette
		  3.5.2 Volumetric flask
		  3.5.3 Erlenmeyer flask
		  3.5.4 Prescription balance
		  3.5.5 Weighing dish
		  3.5.6 Weighing bottle
		  3.5.7 Spatula
		  3.5.8 Graduated cylinder
		3.6 Values
		  3.6.1 Reliability
		  3.6.2 Integrity	

RANGE OF VARIABLES

VARIABLE	RANGE
1. Weighing balance	May include the following (but are not limited to): 1.1 Prescription balance 1.2 Top loading balance
2. Weighing materials	May include the following but are not limited to: 2.1 Weighing bottle 2.2 Steel Spatula 2.3 Porcelain spatula 2.4 Paper boxes 2.5 Weighing dish 2.6 Camels Hair Brush
3.Semi-solids	May include the following but not limited to: 3.1 Ointment bases 3.2 Creams
4. Liquids	May include the following but not limited to: 4.1 Alcohol 4.2 Water 4.3 Acids 4.4 Bases 4.5 Propylene glycol 4.6 Glycerin
5. Laboratory outfit	May include but are not limited to: 5.1 Laboratory gown 5.2 Scrub suit 5.3 Bunny suit 5.4 Head cap, mask, gloves 5.5 Closed Shoes 5.6 Undershirt covering shoulders
6. Proper Laboratory Conduct	May include the following but are not limited to: 6.1 Not eating in the laboratory 6.2 Not playing inside the laboratory 6.3 Having focus at all times
7. Cleaning solutions	May include the following: 7.1 Detergent 7.2 Alcohol 7.3 Volumetric solutions, where appropriate 7.4 Bleaching solutions
8. Equipment	May include the following: 8.1 Air Conditioner 8.2 Cash registers 8.3 Computers 8.4 All types of weighing balance 8.5 Analytic equipment, where appropriate
9. Device	May include the following: 9.1 Thermometer 9.2 Dehumidifier 9.3 Tablet counter
10. Glassware	May include the following but are not limited to: 10.1 Erlenmeyer flask 10.2 Graduated cylinder

VARIABLE	RANGE
	10.3 Volumetric flask 10.4 Pipettes 10.5 Evaporating dish 10.6 Beaker 10.7 Aspirator 10.8 Stirring Rod

EVIDENCE GUIDE

1. Critical aspects of competency	Assessment requires evidence that the candidate: 1.1 Proper laboratory conduct is demonstrated at all times 1.2 Substances are accurately weighed using appropriate techniques and appropriate weighing balance in accordance with Good Laboratory Practices. 1.3 Semi-solid, liquids, and liquid medicines are measured using appropriate glassware capacity in accordance with Good Laboratory Practices. 1.4 Damaged equipment and device or any laboratory glassware are immediately attended to and reported to the pharmacist or appropriate technical personnel.

2. Resource implications	The following resources **MUST** be provided:
	2.1 A real or simulated pharmacy environment
	2.2 Relevant documents such as:
	         - Local references (issuance of FDA)
	         - Good laboratory practices
	          - Government/regulatory requirements
	         - Equipment manual

3. Method of assessment	Competency may be assessed through: 3.1 Observation with questioning 3.2 Demonstration with oral questioning 3.3 Written exam
4. Context of assessment	Competency may be assessed in the workplace or in a simulated workplace setting.

UNIT OF COMPETENCY : **ADHERETO GOOD MANUFACTURING PRACTICE (GMP)**

UNIT CODE : **HHC532306**

UNIT DESCRIPTOR : This unit covers knowledge and skill required in a pharmacy assistant working in the pharmaceutical manufacturing and laboratory setting. The concept of quality is emphasized in delivering effective service in this environment.

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS

1. Demonstrate understanding of Good Manufacturing Practices and concepts	1.1. GMP references are easily located and accessed and in accordance with company policies and procedures
	
	1.2. GMP principles related to own duties and responsibilities are identified.
	
	1.3. Work habits relating to GMP are identified and developed
		1.1 Knowledge, Theory and Practices
		  1.1.1 Quality
		  1.1.2 Good Manufacturing practices
		  1.1.3 Organizational structure
		  1.1.4 Duties and responsibilities of each member
		1.2 Communication
		  1.2.1 Report any deviation to the SOP to authorized personnel
		1.3 Safety Practices
		  1.3.1 Personal protective requirements
		1.4 Codes and Regulations
		  1.4.1 Occupational Safety and Health
		  1.4.2 Regulatory guidelines
		  1.4.3 Pharmaceutical Inspection and Cooperation Scheme GMP Guidelines
		1.5 Materials, Tools, & Equipment
		  1.5.1 Quality Manual
		  1.5.2 Standard operating procedures
		1.6 Values
		  1.6.1 Honesty
		  1.6.2 Commitment
			1.1 Application of GMP techniques
			1.2 Reporting and recording accurate information
			1.3 Identification of deviation from standard or unacceptable/ inconsistent equipment performance
			1.4 Monitoring, inspection and checking procedures relating to process control requirements
			1.5 Self-inspection

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
		1.6.3 Professionalism	

2. Observe personal hygiene and conduct	2.1 GMP requirements on *personal hygiene* are complied with.
	 2.2 *Clothing* is prepared, used, stored and disposed in accordance with GMP and company procedures and policies.
	 2.3 Movement inside the premises is observed according to area entry and exit procedures.
	 2.4 Sick or injured personnel at the workplace are reported to authorized person.
		2.1 Knowledge, Theory and Practices
		    2.1.1 GMP requirements on personal hygiene
		    2.1.2 Proper working clothes
		 2.2 Communication
		    2.2.1 Report any deviation to the SOP to authorized personnel
		    2.2.2 Sick form
		 2.3 Safety Practices
		    2.3.1 Regular health check-up
		    2.3.2 Daily inspection for sick employees
		 2.4 Codes and Regulation
		    2.4.1 Occupational Safety and Health
		    2.4.2 Regulatory guidelines
		    2.4.3 Pharmaceutical Inspection and Cooperation Scheme GMP Guidelines
		 2.5 Materials, Tools, & Equipment
		    2.5.1 Quality Manual
		    2.5.2 Standard operating
		 2.6 Value
		    2.6.1 Honesty
		    2.6.2 Commitment
		    2.6.3 Cleanliness
			2.1 Reporting and recording accurate information
			 2.2 Identification of deviation from standard or unacceptable/ inconsistent equipment performance
			 2.3 Self-inspection

3. Demonstrate Good Manufacturing Practices in performing work activities	3.1 *GMP requirements* are identified.
	 3.2 Work area, materials, equipment and product are routinely monitored to ensure compliance with GMP requirements.
	 3.1 Raw materials, product and packaging components are processed according to GMP requirements and
		3.1 Knowledge, Theory and Practices
		    3.1.1 PIC/S Good manufacturing practice
		    3.1.2 Procedures in the Operations Manual
		 3.2 Communication
		    3.2.1 Report any deviations to company procedure
		 3.3 Safety Practices
			3.1 Application of Good Manufacturing Practice techniques
			 3.2 Reporting and recording accurate information
			 3.3 Identification of deviation from standard or unacceptable/ inconsistent

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS

	standard operating procedures.
	3.2 **Contamination** and **cross-contamination** occurring at the workplace are identified and reported to authorized person.
	3.3 Processes, practices or conditions that deviate from standard operating procedures relevant to compliance with GMP are identified and reported to authorized person.
	3.4 Work is conducted in accordance with duties and responsibilities, standard operating procedure, and workplace environmental guidelines
		3.3.1 Personal protective requirements
		3.3.2 Health requirements
		3.4 Codes and Regulations
		  3.4.1 Occupational Safety and Health
		  3.4.2 Regulatory guidelines
		  3.4.3 Pharmaceutical Inspection and Cooperation Scheme GMP Guidelines
		3.5 Materials, Tools, & Equipment
		  3.5.1 Standard operating procedure
		3.6 Values
		  3.6.1 Cleanliness
		  3.6.2 Honesty
		  3.6.3 Diligence
			equipment performance
			3.4 Monitoring, inspection and checking procedures relating to process control requirements
			3.5 Self-inspection

4. Complete documentation requirements to support GMP	4.1 Data entry requirements in documentation forms must be identified and completely filled and in accordance with established procedures
	4.2 Information is recorded according to company policy reporting procedures.
		4.1 Knowledge, Theory and Practices
		  4.1.1 Good manufacturing practices
		  4.1.2 Batch Manufacturing Record
		  4.1.3 All company forms related to production
		4.2 Communication
		  4.2.1 Accomplish entries in the manufacturing batch record
		  4.2.2 Product transfer sheet
		  4.2.3 Personnel tracker
		  4.2.4 Accomplish request slips
		  4.2.5 Report deviations to company policies
		4.3 Codes and Regulations
			4.1 Reporting and recording accurate information
			4.2 Identification of deviation from standard or unacceptable/ inconsistent equipment performance
			4.3 Monitoring, inspection and checking procedures relating to process control requirements
			4.4 Self-inspection

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS

		4.3.1 Occupational Safety and Health
		4.3.2 Regulatory guidelines
		4.3.3 Pharmaceutical Inspection and Cooperation Scheme GMP Guidelines
		4.4 Materials, Tools, & Equipment
		  4.4.1 Logbook
		  4.4.2 Company forms
		  4.4.3 Manufacturing Batch Record forms
		  4.4.4 Standard operating procedure
		4.5 Values
		  4.5.1 Honesty
		  4.5.2 Professionalism	

RANGE OF VARIABLES

VARIABLE	RANGE
1. Personal hygiene	Refers to the following: 1.1 Nails 1.2 Hair 1.3 Hands 1.4 Proper use of protective clothing 1.5 Proper use of gloves 1.6 Use of jewelries 1.7 Use of contact lenses
2.Clothing	May include the following but are not limited to: 2.1 Laboratory gown 2.2 Scrub suit 2.3 Bunny suit 2.4 Head caps, head masks, gloves 2.5 Laboratory shoes
3. GMP requirements	Elements that are within his or her scope of responsibility: Personnel – attendance to trainings, hygiene and sanitation
4. Contamination	May include the following: 4.1 Bacterial contamination 4.2 Chemical contamination 4.3 Other foreign matter
4. Cross-contamination	Residues transferring from containers

EVIDENCE GUIDE

1. Critical aspects of competency	Assessment requires evidence that the candidate: 1.1 Applied knowledge in GMP. 1.2 Personal hygiene and conduct complied to GMP standards 1.3 Demonstrated compliance to GMP requirements while performing daily work activities. 1.4 Identified sources and types of contamination. 1.5 Completed all documentation requirements in support to GMP.

2. Resource implications	The following resources **MUST** be provided:
	2.1 Simulated pharmaceutical manufacturing environment;
	
	2.2 Training and workshops
	2.3 Documentation forms, logbooks
	2.4 Relevant documents such as:
	      2.4.1 pharmacy policies and procedures
	      2.4.2 government/regulatory requirements
	      2.4.3 company policy
	      2.4.4 equipment manual

3. Method of assessment	Competency may be assessed through: 3.1 Demonstration with questioning 3.2 Written exam
4. Context of assessment	Competency may be assessed in the workplace or in a simulated workplace setting.

UNIT OF COMPETENCY :   DEMONSTRATE PRODUCT KNOWLEDGE ON MEDICINES

UNIT CODE   :   HHC532307

UNIT DESCRIPTOR   :   This unit covers knowledge, skills and attitude on the pharmacy assistant's knowledge on products on medicines and pharmaceutical products. The candidate must be able to adequately share correct information at the level that is understandable for the patients.

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Demonstrate adequate knowledge on OTC and selected prescription medicines	1.1 Generic names, brand names, **stock keeping units (SKU),** dose regimen, and **therapeutic classification, indication and effects** are identified in accordance with the inventory list. 1.2 Generic equivalent of OTC drugs are identified in accordance with the generic menu card	1.1 Knowledge, Theory and Practices 1.1.1 Legal classification of medicines 1.1.2 Generic, Branded and Innovator Drugs 1.1.3 Dosage forms 1.1.4 Generic equivalent and therapeutic alternative drugs evaluated by Pharmacist 1.1.5 Bioavailability and bioequivalence 1.1.6 GPP standards 1.2 Systems Operations 1.2.1 Inventory management software 1.3 Communication 1.3.1 Prepare inventory list as needed 1.4 Codes and Regulations 1.4.1 Prescribing requirements 1.5 Materials, Tools, & Equipment 1.5.1 Evaluated references 1.6 Values 1.6.1 Perseverance	1.1 Communicating and interacting appropriately with colleagues, health care practitioners, other clients and patients 1.2 Identify OTC vs. prescription medicines 1.3 Preparing and organizing information in regard to assisting in the preparation of medicine 1.4 Communicating ideas and information 1.5 Managing routines and procedures
2.Calculate quantity needed in the regimen of the whole prescription	2.1 Appropriate quantity of medicine is computed to verify the prescribed regimen of the doctor. 2.2 Incorrect quantities based on calculations are referred to the pharmacist.	2.1 Knowledge, Theory and Practices 2.1.1 Pharmaceutical calculations 2.1.2 Dimensional analysis 2.2 Communication 2.2.1 Report to discrepancies observed to pharmacist	2.1 Communicating and interacting appropriately with colleagues, health care practitioners 2.2 Preparing and organizing information in regard to

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS

	2.3 Where necessary amount and dosage and name of drugs in prescription are explained to customer	2.3 Mathematics and Mensuration
		    2.3.1 Basic mathematical skills
		    2.3.2 Basic pharmaceutical calculation
		2.4 Codes and Regulations
		    2.4.1 Good pharmacy practice
		2.5 Materials, Tools, & Equipment
		    2.5.1 Calculator
		2.6 Values
		    2.6.1 Accuracy
		2.6.2 Professionalism
			assisting in the preparation of medicine
			2.3 Communicating ideas and information
			2.4 Mathematical skills with good accuracy
			2.4 Managing routines and procedures

3. Advise proper use of OTC medicine under the supervision of the pharmacist	3.1 Information on indication and dosing, duration of treatment, common side effect, precautions are provided under the supervision of the pharmacist.
	3.2 Information on proper storage of OTC and prescription medicines and what to do with missed dose are provided under the supervision of the pharmacist.
		3.1 Knowledge, Theory and Practices
		    3.1.1 Dosage forms
		    3.1.2 Therapeutic classification and indication of medicines
		    3.1.3 Legal classification of drugs
		    3.1.4 Basic drug information of OTC and prescription medicines (duration of treatment, common side effect, precautions)
		    3.1.5 Interpersonal communication
		    3.1.6 Intercultural competence
		3.2 Systems Operations
		    3.2.1 Electronic resources
		3.3 Communication
		    3.3.1 Preparation of transcribed medicine information
		3. 4 Codes and Regulations
		    3.4.1 Good pharmacy practice
		    3.4.2 Dispensing guideline
		    3.4.3 Prescribing guideline
		3.5 Materials, Tools, & Equipment
			3.1 Effective communication and interaction appropriately with clients and patients
			3.2 Intercultural and interprofessional communication
			3.3 Handle patients, especially those with special needs
			3.4 Managing routines and procedures
			3.5 Simplify information and deliver in a clear manner when providing counseling to the patient

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS

		3.5.1 References
		3.5.2
		3.6 Values
		   3.6.1 Professionalism
		   3.6.2 Accuracy	

RANGE OF VARIABLES

VARIABLE	RANGE
1. Stock keeping units	May include but are not limited to: 1.1 Name of medicine (generic, brand and trade names) 1.2 Dosage form 1.3 Dose strength 1.4 Flavor 1.5 Net content 1.6 Available packaging

2. Therapeutic classifications, indications and effects	May include but are not limited to:
	2.1 Analgesics and anti-inflammatory agents – paracetamol/ibuprofen, diclofenac
	2.2 Viral and antibacterial agents, antifungals or antibiotics – amoxycillin, acyclovir
	2.3 Cough Medicines
	    2.3.1 Expectorant – guiafenesin
	    2.3.2 Mucolytic – acetylcysteine, carbocysteine
	    2.3.3 Antitussive – dextromethorphan
	2.4 Antihyperacidity- aluminumhydroxide/magnesiumhydroxide
	2.5 Anti-ulcer – ranitidine, omeprazole, pantoprazole
	2.6 Antihistamines – loratadine, chlorphenamine, cetirizine
	2.7 Antiflatulence – simethicone/dimethicone
	2.8 Cholesterol and lipid lowering agents – simvastatin, atorvastatin
	2.9 Asthma treating agents – salbutamol, montelukast, theophylline,budesonide
	2.10 Hormonal preparations (contraceptives)– levonorgestrel/ethinyloestradiol
	2.11 Anti-arrhythmic – digoxin
	2.12 Antihypertensive - enalapril, captopril
	2.13 Anti-angina – nitrates (isosorbidedinitrate)
	2.14 Antidiarrheal – oral rehydration solution, loperamide
	2.15 Wound disinfectant – povidone-iodine, alcohol
	2.16 Antifungal – salicylic acid, ketoconazole, clotrimazole
	2.17 Hematinics – Iron supplement, folic acid, Vitamin B12
	2.18 Laxatives – Senna, saline, sodium biphosphate, sodium phosphate, magnesium sulfate
	2.19 Decongestants – Phenylpropanolamine, phenylephrine
	2.20 Liniments – Methyl salicylate, camphor, menthol
	2.21 Eye drops – tetrahydrozoline hydrochloride
	2.22 Diaper rash ointments – zinc oxide, menthol
	2.23 Anti-itch solution- calamine
	2.24 Tonsillitis – hexetidine, Benzoxonium chloride, Dichlorobenzyl alcohol, amylmetacresol
	2.25 Topical antibacterial – mupirocin
	2.26 Food supplements – vitamins and minerals
	2.27 Herbal medicines – lagundi, sambong

EVIDENCE GUIDE

1. Critical aspects of competency	Assessment requires evidence that the candidate:
	1.1 Applied pharmacy policies, standards and guidelines and codes of ethics with regard to assisting in the preparation of medicines, including:
	  - quality checking procedures by pharmacist
	  - referring to the pharmacist any changes in the prescription or medication dosage.
	1.2 Consistently performed work in a safe manner.
	1.3 Consistently used effective communication techniques to provide information to patients/other pharmacy staff while maintaining an awareness of the need for discretion, tact and confidentiality.
	1.4 Read, accurately interpreted and consistently applied instructions for assisting in the preparation of medicine.
	1.5 Sourced recorded and disseminated relevant information.
	1.6 Identified and understood different types of dispensing documents, record books, warehouse documents.
	1.7 Enumerated medicines according to therapeutic classification.

2. Resource implications	The following resources **MUST** be provided
	2.1 A real or simulated pharmacy environment
	2.2 Relevant documents such as:
	  - pharmacy policies and procedures
	  - codes of ethics and relevant legislation
	  - pharmacy standards of practice
	2.3 Access to a range of medication

3. Method of assessment	Competency may be assessed through: 3.1 Demonstration with questioning 3.2 Written exam
4. Context of assessment	Competency may be assessed in the workplace or in a simulated workplace setting.

UNIT COMPETENCY : **DISPENSE PHARMACEUTICAL PRODUCTS**

UNIT CODE : **HHC532308**

UNIT DESCRIPTOR : This unit involves procedures for accepting medication orders, relaying prescription information to the pharmacist and the patient/client; filling of the order, and packaging and/or pre-packaging of pharmaceutical products in dose administration containers. This competency may apply to a range of work roles in the pharmacy noting, however, that only a pharmacist can only give therapeutic advice.

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS

1. Acknowledge patient/ client	1.1 ***Patient/ client*** is greeted in accordance with pharmacy guidelines and procedures.
	 1.2 Patient/client is asked what assistance can be extended.
	 1.3 Confidentiality, tact and privacy maintained at all times while interacting with *clients/patients* and/or passing on relevant information to other pharmacy staff.
	 1.4 First-In-First-Out (FIFO) procedure is followed for large number of clients
		1.1 Knowledge, Theory and Practices
		   1.1.1 Principles of Good Customer Service
		   1.1.2 Principles of Interpersonal and intercultural communication
		   1.1.3 Principles
		   1.1.4 Handling different types of clients
		 1.2 Communication
		   1.2.1 Prepare standard script for receiving patients
		   1.2.2 Report untoward incident
		 1.3 Codes and Regulations
		   1.3.1 Company policies and procedures
		 1.4 Values
		   1.4.1 Respect
		   1.4.3 Professionalism
			1.1 Personal Relations
			 1.2 Interpersonal communication skills
			 1.3 Cultural competence
			 1.4 Good customer service
			 1.5 Handling patients/clients with special needs, including difficult patients/clients
			 1.6 Demonstrate tact
			 1.7 Following set routines and procedures

2. Process over-the-counter medicine order	2.1 Upon receipt of the order, a guided recommendation of OTC medicines are provided for minor symptoms following established procedures.
	 2.2 Generic OTC products on the menu card are offered to identify ***preferred product*** of the patient/client.
	 2.3 Availability and quantity of medicines
		2.1 Knowledge, Theory and Practices
		   2.1.1 Principles of Good Customer Service
		   2.1.2 Principles of Interpersonal and intercultural communication
		   2.1.3 Good pharmacy practice
		   2.1.4 Rational use of medicines
		   2.1.5 US & British Pharmacopeia
			2.1 Personal Relations
			 2.2 Interpersonal communication skills
			 2.3 Cultural competence
			 2.4 Good customer service
			 2.5 Handling patients/clients with special needs, including difficult patients/clients
			 2.6 Demonstrate tact

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	ordered are checked against inventory on hand. 2.4 Any pharmaceutical and disease-based questions beyond the scope of the training are referred to the pharmacist. 2.5 Product is retrieved from the shelves following established procedures. 2.6 **Labels** are prepared in accordance with regulatory requirements, ensuring legibility. 2.7 Ordered medicines are counted using appropriate **devices** and packaged into a suitable **container** under pharmacist supervision 2.7 Prepared product is endorsed to the pharmacist for checking following established procedures.	2.2 Communication 2.2.1 Report untoward incident 2.3 Codes and Regulations 2.3.1 Relevant laws and regulations - Generic Medicines Act - FDA Issuances - Discounts for senior citizens and PWDs 2.3.2 Company policies and procedures 2.3.2 Dispensing guidelines (DOT/FDA Rules) 2.3.3 Philippine Practice Standards for Pharmacists 2.4 Values 2.4.1 Respect 2.4.2 Accuracy 2.4.3 Professionalism	2.7 Following set routines and procedures 2.8 Following disease algorithms to recommend appropriate medicine
3. Process prescription medicine order	3.1 Prescription is checked for validity and completeness of **prescription details** in accordance with **legal and regulatory requirements,** upon receipt of the prescription 3.2 All available generic equivalents are offered to identify the **preferred product of the patient** following established procedures*.* 3.3 Availability of medicines ordered is checked, and quantity of order/s is/are confirmed.	3.1 Knowledge, Theory and Practices 3.1.1 Principles of Good Customer Service 3.1.2 Principles of Interpersonal and intercultural communication 3.1.3 Good pharmacy practice 3.1.4 Rational use of medicines 3.1.5 US & British Pharmacopeia 3.2 Communication 3.2.1 Report untoward incident 3.3 Codes and Regulations 3.3.1 Company policies and procedures	3.1 Personal Relations 3.2 Interpersonal communication skills 3.3 Cultural competence 3.4 Good customer service 3.5 Handling patients/clients with special needs, including difficult patients/clients 3.6 Demonstrate tact 3.7 Following set routines and procedures

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS

	3.4 Patient/client is questioned regarding any entitlement status with regard to the **Health Care Benefits Scheme and PhilHealthinsurance** when applicable or the mode of payment.
	
	3.5 Prescription is endorsed to the pharmacist for validation (signature).
	
	3.6 Pharmacist is assisted to dispense the prescription according to the steps.
	
	3.7 For partially filled prescription, quantity of medicine dispensed is subtracted and noted in the prescription pad prior to returning to the client/patient.
	
	3.8 If the prescription is completely filled, prescription is kept and filed.
		3.3.2 Dispensing guidelines
		3.3.3 Code of ethics
		3.3.4 Philippine Practice Standards for Pharmacists
		3.4 Values
		  3.4.1 Respect
		  3.4.2 Accuracy
		  3.4.3 Professionalism	

4. Receive payment and release exact *change*	4.1 Where necessary, multiple orders from 2 or more customers are noted and endorsed to cashier
	
	4.2 **Prescription/ patient data** is accurately and confidentially entered into dispensing computer records according to regulatory requirements
	
	4.3 Identity of the patient receiving the medicines is confirmed in accordance with company policy and procedure.
	
	4.4 Change is accurately given and official receipt is issued.
		4.1 Knowledge, Theory and Practices
		  4.1.1 Principles of Good Customer Service
		  4.1.2 Principles of Interpersonal and intercultural communication
		  4.1.3 Good pharmacy practice
		  4.1.4 Rational use of medicines
		4.2 Communication
		  4.2.1 Report untoward incident
		4.3 Codes and Regulations
		  4.3.1 Company policies and procedures
		  4.3.2 Dispensing guidelines
			4.1. Personal Relation
			4.2. Interpersonal communication skills
			4.3. Cultural competence
			4.4. Good customer service
			4.5. Handling patients/clients with special needs, including difficult patients/clients
			4.6. Demonstrate tact
			4.7. Following set routines and procedures

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS

		4.3.3 Philippine Practice Standards for Pharmacists
		4.4 Values
		    4.4.1 Respect
		    4.4.2 Accuracy
		    4.4.3 Professionalism	

RANGE OF VARIABLES

VARIABLE	RANGE
1. Patients/clients	May include but not limited to: 1.1 Patients, clients or their authorized agents/representatives 1.2 Patients, clients with routine or special requests 1.3 Patients/clients with special needs e.g. elderly, infants, etc. 1.4 Regular and new clients/patients 1.5 People from a range of social, cultural or ethnic backgrounds and physical and mental abilities and may be unwell, drug affected, grieving or upset
2. Prescription details	Shall include but not limited to: 2.4 Doctor's full name and signature, current address, contact details, PRC license number, PTR, S2 license (for dangerous drugs) and date of prescription 2.5 Generic name of medication, potency, dosage form, quantity prescribed and dosage regimen
3. Prescription validity	Shall include but not limited to: 3.1 Signature of medical doctor, veterinarian or dentist 3.2 Period of prescription validity according to legal requirements 3.3 Written according to Rules and Regulations to Implement Prescribing Requirements under the Generics Act of 1988 (R.A. No. 6675)
4. Legal and regulatory requirements	Salient / relevant provisions of the following: 4.1 Consumer Law 4.2 Philippine Pharmacy Law (RA 5921) 4.3 Philippine Practice Standards for Pharmacists 4.4 Senior Citizen's Law/ Expanded Senior Citizen's Act 4.5 Cheaper Quality Medicines Act 4.6 Counterfeit Medicines Act 4.7 Dangerous Drugs Act 4.8 Generics Law 4.9 Food, Drug and Cosmetics Act (RA3720) 4.10 Food Drug Administration Act (RA 9711)
5. Preferred Product	May include but are not limited to: 5.1 Patient's/client's preferred product 5.2 Prescribers' preferred product
6. Patient/Client details	Shall include but are not limited to: 6.1 Full name 6.2 Current address 6.3 Gender 6.4 Age

VARIABLE	RANGE
7. Health Care Benefits Scheme	Shall include but are not limited to: 7.1 Senior citizen discount Persons with Disability discount 7.2 Promotional discounts 7.3 Primary Care Benefits 7.4 Compliance Pack
8. Prescription/patient data	May include but are not limited to: 8.1 Client/patient details as required e.g. date of birth, weight, known allergies and/or history of adverse drug reaction, or any matters relating to drug dependency 8.2 Prescriber data (name, PRC/PDEA license number, and PTR 8.3 Medication information (name of medicine, quantity, strength, dosage form)

9. Labels	9.1 May be:
	    9.1.1 Type-written
	    9.1.2 Legibly hand written
	    9.1.3 Electronically generated
	
	9.2 May include but are not limited to the following information/data:
	
	9.2.1 the name of the patient, or in the case of an animal the name of the owner of the animal and the type of animal
	
	9.2.2 the name of the drug/generic name
	
	9.2.3 the date of dispensing or supply and where applicable an identifying code/number
	
	the name, address and telephone number of the pharmacy at which the prescription was dispensed

VARIABLE	RANGE
10. Devices	May include but are not limited to: 10.1 Scales, measure 10.2 Irons, heat sealing equipment 10.3 Tweezers 10.4 Gloves 10.5 Glassine paper 10.6 Bond paper 10.7 Spatula 10.8 Transparent tape 10.9 Resealable plastic (zip loc plastic)
11. Containers	May include but are not limited to: 11.1 Boxes 11.2 Cartons 11.3 Packs 11.4 Bottles 10.9 Child resistant packaging
12. Accuracy	May include but is not limited to: 12.1 Correct product 12.2 Quantity 12.3 Placement of labels to expose expiry date and batch number
13. Prescriptions	May be: 13.1 Handwritten 13.2 Electronically generated with handwritten signature

EVIDENCE GUIDE

1. Critical aspects of competency	Assessment requires evidence that the candidate: 1.1 Consistently asked critical questions to patients with regard to verifying prescription details. 1.2 Consistently used effective communication techniques to provide information to patients while maintaining an awareness of the need for discretion, empathy, tact and confidentiality. 1.3 Collected, interpreted and applied prescription information accurately and responsibly. 1.4 Identified and understood different types of prescriptions and entitlements. 1.5 Sourced, recorded and disseminated prescription information Recognized situations requiring referral to the pharmacist and/or pharmacy staff.

2. Resource implications	The following resources **MUST** be provided:
	 2.1 A real or simulated pharmacy environment
	 2.2 Relevant documents such as:
	     2.2.1 Local references (issuance of FDA)
	     2.2.2 Good pharmacy practice
	     2.2.3 Philippine Practice Standards for Pharmacists
	 2.8 Resources on health care benefits scheme including:
	     2.3.1 benefits and entitlements
	     2.3.2 client/patient eligibility
	     2.3.3 payments for general patients (non-cardholders) and concessional clients/patients

3. Method of assessment	Competency may be assessed through: 3.1 Demonstration with questioning 3.2 Written exam
4. Context of assessment	Competency may be assessed in the workplace or in a simulated workplace setting.

UNIT OF COMPETENCY : **PERFORM HEALTH PROMOTION, EDUCATION AND VIGILANCE**

UNIT CODE : **HHC532309**

UNIT DESCRIPTOR : This unit covers knowledge, skills and attitudes necessary to promote health and well-being thru education on responsible use of medication and other health products, and patient-encouragement to participate in health vigilance efforts of FDA.

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS

1. Participate in health promotion and education campaigns	1.1 **Health information** is provided to patients in accordance with established procedures
	1.2 Patients are educated on **self-care** and **rational & responsible use of drug** in accordance with established procedures
	1.3 Information, education and communication materials are provided to the patients as needed
		1.1 Knowledge, Theory and Practices
		  1.1.1 Top morbidity and mortality list in the community
		  1.1.2 Treatment algorithm of common diseases
		  1.1.3 Common drug side effects, precautions, and interactions
		  1.1.4 Prevailing health issues in the community
		  1.1.5 Rational use of medicines
		1.2 Communication
		  1.2.1 Patient counseling
		  1.2.2 Output reports
		1.3. Materials, Tools, & Equipment
		  1.3.1 Electronic references
		  1.3.2 Literature references
		  1.3.3 Teaching aids
		1.4. Values
		  1.4.1 Perseverance
		  1.4.2 Compassion
			1.1 Accessing appropriate reference
			1.2 Using of screening devices
			1.3 Recording of medication profiles
			1.4 Filling out forms for referrals
			1.5 Effective communication skills (oral and written)

2. Perform screening procedures for common diseases	2.1 Basic *screening procedures* are performed in accordance with established process 2.2 Provide information to patients regarding *common diseases, minor ailments* and *seasonal diseases* in accordance with established procedures 2.3 Patients are referred to health facility for proper diagnosis following established procedures	2.1 Knowledge, Theory and Practices 2.1.1 Screening procedure available in the company 2.1.2 Treatment algorithm for common diseases 2.1.3 Health facilities in the community 2.1.4 Top morbidity and mortality list in the community 2.1.5 Seasonal diseases prevalent in the community 2.2 Communication 2.2.1 Patient counseling 2.2.2 Accomplishment of referral forms with partner institutions 2.3 Safety Practices 2.3.1 Proper handling of devise 2.3.2 Precautionary outfit, as necessary, when performing tests 2.4 Codes and Regulations 2.4.1 Occupational Safety and Health 2.4.2 Good Pharmacy Practice 2.5 Materials, Tools, & Equipment 2.5.1 Screening device or tools (BP set, glucometer) 2.6 Values 2.6.1 Compassion 2.6.2 Passion 2.6.3 Perseverance	2.1 Accessing appropriate reference 2.2 Use of screening devices 2.3 Recording of medication profiles 2.4 Filling out forms for referrals 2.5 Effective communication skills (oral and written)

3. Refer patients to appropriate health care professionals or facilities	3.1 **Trigger points** for referral are identified following established procedures
	3.2 Patients with **minor health problems** are referred to the pharmacist
	3.3 Patients with **major health problems** are referred to other health care professionals
		3.1 Knowledge, Theory and Practices
		  3.1.1 Standard treatment guidelines and algorithm
		  3.1.2 Common drug side effects, precautions, and interactions
		  3.1.3 Signs and symptoms of common diseases
		3.2 Communication
		  3.2.1 Referral forms
		  3.2.2 Patient counseling
		3.3 Codes and Regulation
		  3.3.1 Good Pharmacy Practice
		3.4 Materials, Tools, & Equipment
		  3.4.1 Referral forms
		  3.4.2 Telephone
		  3.4.3 Computer
		3.5 Values
		  3.5.1 Professionalism
		  3.5.2 Compassion
			3.1 Recognizing patient need for referral
			3.2 Communication (oral and written) skills

4. Advise patients on reporting unusual experience with medicines	4.1. Objectives of reporting **adverse drug events** are explained to patients in accordance with established procedures.
	4.2. Unusual or unexpected effects of drugs are gathered and reported to pharmacist.
	4.3. Patients are encouraged to report any unusual experience in the use of the medicine.
		4.1 Knowledge, Theory and Practices
		  4.1.1 FDA Guidelines on Pharmacovigilance
		  4.1.2 Common side-effects of over-the-counter medicines
		4.2 Communication
		  4.2.1 Accomplish ADR forms according to company policy
		  4.2.2 Patient counseling
		4.3 Codes and Regulation
			4.1 Compiling reports and forwarding them to pharmacist
			4.2 Documenting process
			4.3 Recognizing patient need for referral
			4.4 Communication (oral and written) skills
			4.6 Familiarize common side effects of fast moving medicines
			4.7 Access reliable information

		4.3.1 Good Pharmacy Practice
		4.3.2 FDA: Pharmacovigilance guideline
		4.4 Materials, Tools, & Equipment
		   4.4.1 Reporting forms (electronic or paper)
		   4.4.2 Internet connection for online reporting
		4.5 Values
		   4.5.1 Vigilance
		   4.5.2 Compassion	

5. Guide patients on how to fill-out forms	5.1. Instructions on how to fill-out the form are given to the patients in accordance with FDA requirements or company policy.
	5.2. Items that should be answered in the ***health vigilance*** form are clarified to the patient.
	5.3 Patient responses are processed, tabulated and summarized and reported to store supervisor.
		5.1 Knowledge, Theory and Practices
		  5.1.1 FDA Guidelines on Pharmacovigilance
		  5.1.2 Common side-effects of OTC medicines
		5.2 Communication
		  5.2.1 Accomplish ADR forms according to company policy
		  5.2.2 Patient counseling
		5.3 Codes and Regulation
		  5.3.1 Good Pharmacy Practice
		  5.3.2 FDA: Pharmacovigilance guideline
		5.4 Materials, Tools, & Equipment
		  5.4.1 Reporting forms (electronic or paper)
		5.5 Values
		  5.5.1 Vigilance
		  5.5.2 Compassion
		Professionalism
			5.1 Compiling reports and forwards to pharmacist
			5.2 Documenting process
			5.3 Recognizing patient need for referral
			5.4 Interpersonal communication
			5.5 Communication skills

RANGE OF VARIABLES

VARIABLE	RANGE
1. Health information	May be one of the following but are not limited to: 1.1. First aid over-the-counter (OTC) medicines 1.2. First aid non-pharmacologic treatments 1.3. Signs/Symptoms that will warrant consultation to appropriate healthcare practitioner 1.4. Screening tests that may be necessary for the condition
2. Self-care	2.1 Adherence to proper use of medicines 2.2 Antimicrobial stewardship 2.3 Awareness of precautions, common side-effects and interaction with other drugs, food, health supplements, and laboratory tests.
3. Responsible self-medication	3.1 Appropriateness of OTC drug for the condition 3.2 Safe drug regimen for specific OTCs 3.3 Non-pharmacologic interventions 3.4 Lifestyle modification
4. Screening procedures	May include the following, but are not limited to: 4.1 Blood pressure 4.2 Blood sugar testing 4.3 Pregnancy test 4.4 Screening for tuberculosis 4.5 Determine presence of risk factors
5. Common diseases and minor ailments	Prevalent diseases in the community, which may include but are not limited to: 5.1 Flu 5.2 Colds 5.3 Diarrhea 5.4 Skin infections 5.5 Constipation 5.6 Pimples 5.7 Indigestion 5.8 Hyperacidity 5.9 Food poisoning
6. Seasonal Diseases	6.1. Leptospirosis 6.2. Typhoid fever 6.3. Measles 6.4. Chicken pox 6.5. Dengue fever 6.6. Rabies 6.7. Heat stroke
7. Minor health problems	May include the following, but are not limited to: 7.1 Common colds 7.2 Headache 7.3 Low grade Fever
8. Major health problems	May include the following, but are not limited to: 8.1 Cancer 8.2 Diabetes Mellitus 8.3 Hypertension 8.4 Asthma 8.5 Tuberculosis

VARIABLE	RANGE
	8.6 HIV/AIDS 8.7 Malaria
9. Trigger points	May include the following, but are not limited to: 9.1 Any symptom lasting for 2 weeks 9.2 Chest pain 9.3 Hemoptysis 9.4 Severe/Progressive Pain 9.5 Shortness of Breath 9.6 Tinnitus 9.7 Progressive headache 9.8 Odorous body secretions 9.9 Any Recurrent symptoms 9.10　Dark/Bloody stools 9.11　Unexplained Weight loss 9.12　High grade fever 9.13　OTC medicine failure 9.14　Rashes 9.15　Fainting
10. Adverse drug events	10.1 Adverse reactions and interactions 10.2 Intolerable side-effects 10.3 Failure of treatments
11. Health Vigilance	Monitoring and evaluation of safety and efficacy (performance) of profile of products: 11.1 Drugs 11.2 Cosmetics 11.3 Food supplements 11.4 Medical devices

EVIDENCE GUIDE

1. Critical aspects of competency	Assessment requires evidence that candidate: 1.1 Participated in health promotion and educational campaigns. 1.2 Carried out screening procedures for common diseases. 1.3 Advised patients on prevention of diseases and their complications. 1.4 Referred patients to health facilities as appropriate. 1.5. Guided patients on how to fill-out forms
2. Resource implications	The following resources **MUST** be provided: 2.1 A real or simulated pharmacy environment 2.2 Relevant documents such as: 　　- local references 　　- clinical practice guidelines; FDA guidelines 　　- government/regulatory requirements 2.3 Telephone/Fax
3. Method of assessment	Competency may be assessed through: 3.1 Demonstration with questioning 3.2 Written exam
4. Context of assessment	Competency may be assessed individually in the actual workplace or in a simulated workplace setting environment in TESDA accredited institutions.

SECTION 3 TRAINING ARRANGEMENT

This set of standards provides Technical and Vocational Education and Training (TVET) providers with information and other important requirements to consider when designing training programs for **PHARMACY SERVICES NC III**.

This includes information on curriculum design; training delivery; trainee entry requirements; tools and equipment; training facilities; and trainer's qualification and institutional assessment.

3.1 CURRICULUM DESIGN

Course Title: **PHARMACY SERVICES**   NC Level**: NC III**

Nominal Training Duration:

No. of Hours	Coverage
22	Basic Competencies
24	Common Competencies
802	Core Competencies
200	Industry Exposure
1048	**Total**

Course Description:

This course is designed to enhance the knowledge, skills and attitude of **Pharmacy Services** workers in accordance to pharmacy practice standards. It covers the basic, common, and core competencies in **PHARMACY SERVICES NCIII.**

To obtain this, an individual must achieve the basic, common and core competencies, and complete the on-the-job training prescribed for this qualification.

The training center has the option can enter into a memorandum of agreement with an existing government health units, retail pharmacy (community, hospital, institutional), or pharmaceutical manufacturing facility for the enhancement of the didactic training for the facilities and equipment to be used. A separate provision may be included for the industry exposure.

BASIC COMPETENCIES
22hrs

Unit of Competency	Learning Outcomes	Learning Activities	Methodology (Proposed)	Assessment Approach (Proposed)	Nominal Duration
1. Lead workplace communication	1.1. Communicate information about workplace processes.	• Display communications skills using verbal, written, wireless, non-verbal (standard signs and symbols of the industry) media	• Lecture-Discussion • Role play	• Observation • Interview	4 hrs
		• Read policies and procedures in standard operating protocols	• Lecture	• Interview	
	1.2. Lead workplace discussions.	• Demonstrate interpersonal relations in discussing with superiors, colleagues, and/or subordinates	• Lecture-Discussion • Small group activities	• Observation	
		• Demonstrate people management skills	• Lecture-Discussion • Small group activities	• Observation	
		• Facilitate discussion among colleagues	• Lecture-Discussion • Small group activities	• Observation	
	1.3. Identify and communicate issues arising in the workplace	• Apply safety procedures in handling equipment and machinery, waste, environment, volatile fluids and gases.	• Lecture-Discussion • Demonstration	• Oral/Written Test • Observation	
		• Apply health and hygiene practices	• Lecture-Discussion • Demonstration	• Oral/Written Test • Demonstration with oral questioning	
2. Lead small teams	2.1. Lead small teams	• Learn concepts on people management	• Lecture-Discussion • Small group activities' • Brainstorming	• Observation	4 hrs
		• Apply oral and written communication skills in dealing with other team members	• Lecture-Discussion • Demonstration	• Demonstration with oral questioning	
	2.2. Provide team leadership	• Conduct team building activities as necessary	• Lecture-Discussion • Small group activities	• Observation	
	2.3 Assign responsibilities	• Delegate tasks to other members of the team	• Small group activities • Lecture-Discussion	• Observation	

Unit of Competency	Learning Outcomes	Learning Activities	Methodology (Proposed)	Assessment Approach (Proposed)	Nominal Duration
	among members	• Relay instructional strategies and methodologies	• Small group activities • Lecture-Discussion	• Demonstration with oral questioning	
	2.4 Set performance expectation for team members	• Inform subordinates on performance criteria that will be observed	• Small group activities • Lecture-Discussion	• Demonstration with oral questioning	
	2.5 Supervise team performance	• Establish facilitation skills	• Small group activities • Lecture-Discussion	• Observation	
		• Apply presentation skills as necessary	• Individual/Small group activities • Lecture-Discussion	• Demonstration with oral questioning	
		• Translate ideas and concepts into implementable activities in pharmacy services	• Small group activities • Lecture-Discussion	• Demonstration with oral questioning`	
3. Develop and practice negotiation skills	6.1 Identify relevant information in planning negotiations	• Obtain necessary information regarding the issue	• Small group activities • Lecture-Discussion	• Observation	4 hrs
	6.2 Participate in negotiations	• Apply different questioning techniques	• Small group activities • Lecture-Discussion	• Observation	
		• Use appropriate language during negotiation	• Small group activities • Lecture-Discussion	• Demonstration with oral questioning	
		• Address and implement problem solving strategies on dealing with unexpected questions and attitudes during negotiation	• Small group activities • Lecture-Discussion	• Demonstration with oral questioning	
	6.3 Document areas for agreement	• Document issues and processes	• Lecture-discussion • Simulation/role playing	• Demonstration with oral questioning	
		• Explore different solutions that may be used	• Direct observation • Simulation/role playing	• Demonstration with oral questioning	

Unit of Competency	Learning Outcomes	Learning Activities	Methodology (Proposed)	Assessment Approach (Proposed)	Nominal Duration
		• Written documents are filed and kept for future reference	• Direct observation • Simulation/role playing	• Demonstration with oral questioning	
		• Follow-up on agreements based on deadlines	• Demonstration with return demonstration	• Observation	
	6.4 Identify relevant information in planning negotiations	• Search for relevant information on competing products and services	• Lecture-discussion • Simulation/role playing	• Demonstration with oral questioning • Written Exams	
	6.5 Participate in negotiation	• Deal with patients/clients/ service providers according to agreements discussed	• Lecture-discussion • Simulation/role playing	• Demonstration with oral questioning	
4. Solve workplace problem related to work activities	4.1 Explain the analytical techniques	• Manage and control flow of resources	• Lecture-discussion • Simulation/role playing	• Demonstration with oral questioning	4 hrs
		• Identify cause and potential effects	• Lecture-discussion • Brainstorming	• Demonstration with oral questioning	
	4.2 Determine the possible cause/s of the problem	• Identify deviations from normal operating procedures to maintain product quality	• Lecture-discussion • Case Discussion	• Demonstration with oral questioning • Written Output	
		• Participate in root cause analysis session and state problems clearly	• Lecture-discussion • Case Discussion	• Demonstration with oral questioning	
		• Apply problem analysis and problem solving techniques	• Lecture-discussion • Small-group activity	• Demonstration with oral questioning	
	4.3 Prepare action plans	• Corrective actions are determined	• Lecture-discussion	• Demonstration with oral questioning	
		• Establish action plans based on available options	• Lecture-discussion	• Demonstration with oral questioning	
5. Use mathematical concepts and techniques	5.1 Identify mathematical tools and techniques to solve problem	• Identify mathematical techniques to be used in the task at hand	• Lecture-discussion	• Demonstration with oral questioning	4 hrs
		• Develop skills in four fundamental operations	• Lecture • Exercises	• Written Exercise	

Unit of Competency	Learning Outcomes	Learning Activities	Methodology (Proposed)	Assessment Approach (Proposed)	Nominal Duration
		• Use calculator or computer for calculating cash change	• Demonstration with return demonstration • Small-group activities	• Demonstration with oral questioning	
	5.2 Apply mathematical procedures/solution	• Use mathematical tools and standard formulas	• Lecture-discussion • Individual/Group Assignments	• Demonstration with oral questioning • Written Exam	
		• Use conversion formulas	• Lecture-discussion • Individual/Group Assignments	• Demonstration with oral questioning • Written Exams	
		• Ensure precisions and accuracy of results	• Lecture-discussion	• Demonstration with oral questioning • Written Exam	
	5.3 Analyze results	• Analyze and interpret the results based on specified requirements	• Lecture-discussion	• Demonstration with oral questioning	
		• Communicate the results of the analysis	• Lecture-discussion	• Demonstration with oral questioning	
		• Appropriate action is applied in case of error	• Lecture-discussion	• Demonstration with oral questioning	
6. Use relevant technologies	6.1 Identify appropriate technology	• Follow protocols in the use of basic equipment used in the pharmacy	• Lecture-discussion • Individual/Group Assignments	• Demonstration with oral questioning	2 hrs
		• Use relevant technology to transmit data	• Lecture-discussion • Individual/Group Assignments	• Demonstration with oral questioning	
	6.2 Apply relevant technology	• Use software programs in computers, machines/equipment being used	• Lecture-discussion • Individual/Group Assignments	• Demonstration with oral questioning	
	6.3 Maintain/enhance relevant technology	• Follow company policy in relation to relevant technology	• Lecture-discussion • Individual/Group Assignments	• Demonstration with oral questioning	
		• Access protocols and references on the use of technology	• Lecture-discussion • Individual/Group Assignments	• Demonstration with oral questioning	

Unit of Competency	Learning Outcomes	Learning Activities	Methodology (Proposed)	Assessment Approach (Proposed)	Nominal Duration
1. Maintain an effective relationship with clients/ customers	1.1 Establish professional image	• Read the Philippine Pharmacist's Code of Ethics	• Lecture-Discussion • Role play	• Observation • Interview	4 hrs
		• Read and understand the role of pharmacy assistants in the pharmacy	• Lecture	• Interview	
		• Read patient's rights	• Lecture-Discussion	• Interview	
	1.2 Build credibility among customers/clients	• Establish confidence in interacting with patients	• Lecture-Discussion • Demonstration with return demonstration	• Observation	
		• Communicate properly with different types of patients, and of different nationalities	• Lecture-Discussion • Demonstration with return demonstration	• Observation	
		• Deliver correct information to the patient	• Lecture-Discussion • Demonstration with return demonstration	• Observation	
		• Provide exemplary customer service	• Lecture-Discussion • Demonstration with return demonstration	• Demonstration with oral questioning	
	1.3 Satisfy clients/ customer requirements	• Attend to, and serve clients/patients based on established SOP	• Lecture-Discussion • Demonstration with return demonstration	• Demonstration with oral questioning	
		• Solve simple problems encountered in serving patients	• Lecture-Discussion • Demonstration with return demonstration	• Oral/Written Test • Demonstration with oral questioning	
		• Politely start, carry out, and finish conversation with clients	• Lecture-Discussion • Demonstration with return demonstration	• Oral/Written Test • Demonstration with oral questioning	
		• Treat clients/patients with respect	• Lecture-Discussion • Demonstration	• Oral/Written Test • Observation	

Unit of Competency	Learning Outcomes	Learning Activities	Methodology (Proposed)	Assessment Approach (Proposed)	Nominal Duration
2. Update industry knowledge and practice through continuing education	2.1 Identify sources of information on updates related to practice of pharmacy	• Access relevant and updated references	• Lecture-Discussion • Small group activities'	• Demonstration with oral questioning • Oral/Written Test • Observation	4 hrs
		• Correctly operate computer hardware and selected software	• Lecture-Discussion • Demonstration with return demonstration	• Demonstration with oral questioning • Observation	
	2.2 Apply industry updates to workplace	• Follow new protocols to adhere to industry updates	• Lecture-Discussion • Demonstration	• Demonstration with oral questioning • Observation	
	2.3 Update continuously relevant industry knowledge	• Attend seminars relevant and related to duties and responsibilities	• Lecture-Discussion • Small group activities	• Demonstration with oral questioning	
		• Identify and read references for self-directed learning	• Small group activities	• Interview	
		• Aim for continuous personal development	• Individual assignment	• Interview	
	2.4 Access, apply and share industry information	• Prepare short presentation/report from the learnings obtained in seminar	• Lecture-Discussion • Individual/Group assignment	• Demonstration with oral questioning	
3. Perform workplace security and safety practices	3.1 Identify and follow workplace procedures	• Follow health, safety and security protocols	• Small group activities • Lecture-Discussion	• Demonstration with oral questioning • Written Exam	4hrs
	3.2 Handle emergency situations within workplace	• Identify different types of emergency situations and act accordingly	• Lecture-Discussion • Emergency drills (fire, terrorist attack, robbery)	• Demonstration with oral questioning • Written Exam	
		• Lead patients and colleagues to safety	• Small group activities • Lecture-Discussion	• Demonstration with oral questioning	
	3.3 Follow enterprise requirements	• Read and comply with enterprise goals, targets and measures	• Lecture-Discussion • Demonstration with return demonstration	• Demonstration with oral questioning	
		• Use enterprise information systems and data collation based on protocols	• Lecture-Discussion • Demonstration with return demonstration	• Demonstration with oral questioning	

Unit of Competency	Learning Outcomes	Learning Activities	Methodology (Proposed)	Assessment Approach (Proposed)	Nominal Duration
4. Perform computer operations	4.1 Identify and explain the functions, general features and capabilities of both hardware and software	• Identify main parts of a computer	• Lecture-Discussion • Demonstration with return demonstration	• Demonstration with oral questioning	6 hrs
		• Operate the computer from turning on to turning the equipment	• Lecture-Discussion • Demonstration with return demonstration	• Demonstration with oral questioning	
	4.2 Prepare and use appropriate hardware and software according to task requirement	• Use the company software to process ordering and issuing receipt	• Lecture-Discussion • Demonstration with return demonstration	• Demonstration with oral questioning	
		• Encode pertinent patient information and prescribed medicines	• Lecture-Discussion • Demonstration with return demonstration	• Demonstration with oral questioning	
		• Use the internet-browser to access information	• Lecture-Discussion • Demonstration with return demonstration	• Demonstration with oral questioning	
	4.3 Use appropriate devices and procedures to transfer files/data	• Use new or formatted USB to transfer data	• Lecture-Discussion • Demonstration with return demonstration	• Demonstration with oral questioning	
	4.4 Produce accurate and complete data according to the requirements	• Process entered data into meaningful information using relevant software	• Lecture-Discussion • Demonstration with return demonstration	• Demonstration with oral questioning	
		• Print data according to SOP	• Lecture-Discussion • Demonstration with return demonstration	• Demonstration with oral questioning	
	4.5 Maintain computer system	• Troubleshoot in case of virus infection	• Lecture-Discussion • Demonstration with return demonstration	• Demonstration with oral questioning	
		• Clean regularly to avoid accumulation of dust	• Lecture-Discussion • Demonstration with return demonstration	• Demonstration with oral questioning	

Unit of Competency	Learning Outcomes	Learning Activities	Methodology (Proposed)	Assessment Approach (Proposed)	Nominal Duration
5. Use pharmaceutical calculation techniques and terminologies	5.1 Use dimensional analysis to convert one unit to another	• Read and familiarize with dimensional analysis in conversion	• Lecture-Discussion • Demonstration with return demonstration	• Demonstration with oral questioning	6 hrs
		• Apply dimensional analysis in conversion	• Lecture-Discussion • Demonstration with return demonstration	• Demonstration with oral questioning	
		• Read and familiarize with mathematical concepts • Apply mathematical concepts in English and Metric System of Measurement	• Lecture-Discussion • Demonstration with return demonstration	• Demonstration with oral questioning	
		• Apply mathematical concepts in English and Metric System of Measurement	• Lecture-Discussion • Demonstration with return demonstration	• Demonstration with oral questioning	
		• Read and familiarize with ratio and proportion	• Lecture-Discussion • Demonstration with return demonstration	• Demonstration with oral questioning	
		• Apply ratio and proportion	• Lecture-Discussion • Demonstration with return demonstration	• Demonstration with oral questioning	
	5.2 Understand pharmaceutical terminologies and medical terms	• Read and familiarize with pharmaceutical terminologies and medical terms	• Lecture-Discussion • Demonstration with return demonstration	• Demonstration with oral questioning	
		• Apply pharmaceutical terminologies and medical terms	• Lecture-Discussion • Demonstration with return demonstration	• Demonstration with oral questioning	
	5.3 Use equipment, glassware and tools	• Read and familiarize with equipment, glassware and tools	• Lecture-Discussion • Demonstration with return demonstration	• Demonstration with oral questioning	
		• Operate equipment, use glassware and tools	• Lecture-Discussion • Demonstration with return demonstration	• Demonstration with oral questioning	

Unit of Competency	Learning Outcomes	Learning Activities	Methodology (Proposed)	Assessment Approach (Proposed)	Nominal Duration
1. Practice Good Housekeeping	1.1 Perform housekeeping duties	• Apply good storage practices in the facility	• Lecture discussion • Demonstration	• Written Exam • Demonstration with oral questioning	24 hours
		• Apply good compounding practices in maintaining compounding/sterile area and premises	• Lecture discussion • Demonstration	• Written Exam • Demonstration with oral questioning	
		• Practice good laboratory practice principles in cleaning work area and premises	• Lecture discussion • Demonstration	• Written Exam • Demonstration with oral questioning	
		• Perform daily housekeeping tasks using appropriate procedures	• Lecture discussion • Demonstration	• Demonstration with oral questioning • Observation	
		• Clean floors to ensure its not dirty or slippery	• Demonstration	• Demonstration with oral questioning • Observation	
		• Organize and regularly clean housekeeping tools	• Demonstration	• Observation	
		• Read and follow pest control protocols and schedules	• Lecture • Demonstration	• Demonstration with oral questioning	
		• Prepare inventory reports on house cleaning tools, materials, supplies and equipment	• Lecture • Demonstration	• Demonstration with oral questioning	
		• Fill out different types of daily maintenance records	• Demonstration	• Demonstration with oral questioning	
		• Compliance to hygienic practices	• Lecture • Demonstration	• Demonstration with oral questioning	
		• Follow patient safety and employee safety protocols	• Lecture • Demonstration	• Written Exam • Demonstration with oral questioning	

Unit of Competency	Learning Outcomes	Learning Activities	Methodology (Proposed)	Assessment Approach (Proposed)	Nominal Duration
	1.2 Follow appropriate health and safety practices in the area	• Adhere to occupational Safety and Health Standards	• Lecture discussion	• Written Exam • Demonstration with oral questioning	
		• Comply to DOH Sanitation Guidelines	• Lecture discussion	• Written Exam • Demonstration with oral questioning	
		• Follow dispensing area protocols	• Lecture • Demonstration with return demonstration	• Written Exam • Demonstration with oral questioning	
2. Monitor supply/inventory of pharmaceutical products	2.1 Examine the medicines in the assortment list or formulary	• Familiarize stock keeping units in the formulary or assortment list	• Lecture • Demonstration	• Written Exam • Demonstration with oral questioning	60 hrs
		• Identify fast-moving and slow moving products using turn-over rate	• Lecture • Exercises	• Written Exam • Demonstration with oral questioning	
		• Handle and record inquiries on unserved products	• Lecture • Demonstration with return demonstration	• Demonstration with oral questioning	
	2.2 Assist in procurement of materials and services from qualified sources	• Request minimum documentation requirements from suppliers	• Lecture • Demonstration with return demonstration	• Written Exam • Demonstration with oral questioning	
		• Prepare purchase request	• Demonstration with return demonstration	• Demonstration with oral questioning	
		• Follow protocols when counterfeit products are received	• Lecture discussion • Demonstration and return demonstration • Problem based discussion	• Demonstration with oral questioning • Case discussion	
		• Communicate procurement needs to inventory manager/analyst or pharmacist	• Lecture discussion • Demonstration and return demonstration	• Demonstration with oral questioning • Case discussion	

Unit of Competency	Learning Outcomes	Learning Activities	Methodology (Proposed)	Assessment Approach (Proposed)	Nominal Duration
	2.3 Receive and deliver stocks	• Update and manage stock inventory/data	• Lecture discussion • Demonstration and return demonstration	• Demonstration with oral questioning	
		• Check delivery specifications if compliant to good distribution practices	• Lecture discussion • Demonstration and return demonstration	• Demonstration with oral questioning	
		• Check delivery receipt as against to the actual products received	• Lecture discussion • Demonstration and return demonstration	• Demonstration with oral questioning	
		• Check product specification prior to receiving	• Lecture discussion • Demonstration and return demonstration	• Demonstration with oral questioning	
	2.4 Pack and dispatch orders	• Pack medicines in bulk quantities using appropriate container	• Lecture discussion • Demonstration and return demonstration	• Demonstration with oral questioning	
		• Follow delivery specifications and maintain temperature requirements while on transport	• Lecture discussion • Demonstration and return demonstration	• Demonstration with oral questioning	
		• Follow basic procedures in handling delivery and dispatch of orders	• Lecture discussion • Demonstration and return demonstration	• Demonstration with oral questioning	
	2.5 Handle returned products or products for return	• Handle product returns and product for return according to protocols	• Lecture discussion • Demonstration and return demonstration	• Demonstration with oral questioning	

Unit of Competency	Learning Outcomes	Learning Activities	Methodology (Proposed)	Assessment Approach (Proposed)	Nominal Duration
3. Handle and control pharmaceutical products	3.1 Comply with drug storage requirements	• Follow good storage practices and manufacturer's specification in storing the products	• Lecture discussion • Demonstration and return demonstration	• Demonstration with oral questioning	40 hrs
		• Arrange stocks neatly in the shelves following first expiration first out	• Lecture discussion • Demonstration and return demonstration	• Demonstration with oral questioning	
		• Monitor and record temperature and relative humidity using hygrometer	• Lecture discussion • Demonstration and return demonstration	• Demonstration with oral questioning	
		• Assist pharmacist in temperature mapping	• Lecture discussion • Demonstration and return demonstration	• Demonstration with oral questioning • Written exam	
		• Maintain and regulate temperature and relative humidity	• Lecture discussion • Demonstration and return demonstration	• Demonstration with oral questioning • Written exam	
		• Use palettes to store medicines	• Demonstration and return demonstration	• Demonstration with oral questioning • Written exam	
		• Implement strategies to separate look alike drugs	• Lecture discussion • Demonstration and return demonstration	• Demonstration with oral questioning	
		• Follow storage protocols for high alert or regulated medications	• Lecture discussion • Demonstration and return demonstration	• Demonstration with oral questioning	
		• Use appropriate chemical/medicine containers	• Lecture discussion • Demonstration and return demonstration	• Demonstration with oral questioning	
		• Segregate products for return, returned products and quarantined products	• Lecture discussion • Demonstration and return demonstration	• Demonstration with oral questioning	

Unit of Competency	Learning Outcomes	Learning Activities	Methodology (Proposed)	Assessment Approach (Proposed)	Nominal Duration
	3.2 Monitor inventory	• Prepare stock control documents	• Lecture discussion • Demonstration and return demonstration	• Demonstration with oral questioning	
		• Periodically count the stocks and compare against manual or automated records	• Lecture discussion • Demonstration and return demonstration	• Demonstration with oral questioning • Written Examination	
		• Report variance of stocks to the pharmacist	• Lecture discussion • Demonstration and return demonstration	• Demonstration with oral questioning	
		• Monitor safety stock level, low stock level, and expiration date of medicines	• Lecture discussion • Demonstration and return demonstration	• Demonstration with oral questioning • Written Examination	
		• Replenish stocks regularly	• Lecture discussion • Demonstration and return demonstration	• Demonstration with oral questioning	
		• Report to pharmacist if quantity of products are at the reorder quantity, out of stock level	• Lecture discussion • Demonstration and return demonstration • Exercise	• Demonstration with oral questioning	
	3.3 Dispose of stock waste	• Segregate expired medicines for disposal	• Lecture discussion • Demonstration and return demonstration	• Demonstration with oral questioning • Written Examination	
		• Dispose medicines according to standard protocols	• Lecture discussion • Demonstration and return demonstration	• Demonstration with oral questioning • Written Examination	
		• Dispose waste according to medical waste segregation process	• Lecture discussion • Demonstration and return demonstration	• Demonstration with oral questioning • Written Examination	

Unit of Competency	Learning Outcomes	Learning Activities	Methodology (Proposed)	Assessment Approach (Proposed)	Nominal Duration
4. Arrange and display of products	4.1 Follow merchandising plan	• Understand merchandising concepts and terms	• Lecture-discussion	• Demonstration with oral questioning • Written Examination	44 hours
		• Use price tag and product locators according to established protocols	• Lecture-discussion • Observation	• Demonstration with oral questioning	
		• Understand and propose product synergism sample	• Lecture-discussion • Case exercise	• Demonstration with oral questioning	
	4.2 Follow display plan for promotional items	• Arrange products in the display shelves and warehouse according to planogram	• Lecture discussion • Demonstration and return demonstration	• Demonstration with oral questioning	
		• Follow promotional activities	• Lecture discussion • Demonstration and return demonstration	• Demonstration with oral questioning	
	4.3 Monitor promotional activities	• Respond to customer feedback	• Problem-based discussion • Demonstration and return demonstration	• Demonstration with oral questioning	
		• Follow maximum drug retail price	• Lecture discussion	• Demonstration with oral questioning	
		• Comply to requirements of electronic drug price monitoring system	• Lecture discussion • Demonstration and return demonstration	• Demonstration with oral questioning	
5. Perform good laboratory practices	5.1 Observe proper laboratory protocols	• Read good laboratory practice guidelines	• Lecture discussion	• Written Exam • Demonstration with oral questioning	24hrs
		• Describe proper behavior and attire inside the work area	• Laboratory class • Exercise	• Written Exam • Demonstration with oral questioning	

Unit of Competency	Learning Outcomes	Learning Activities	Methodology (Proposed)	Assessment Approach (Proposed)	Nominal Duration
	5.2 Demonstrate skills in laboratory measurements	• Weigh solid particles accurately	• Lecture discussion • Laboratory class	• Written Exam • Demonstration with oral questioning	
		• Measure liquid accurately using the appropriate glassware	• Lecture discussion • Laboratory class • Exercise	• Written Exam • Demonstration with oral questioning	
		• Know the use of different glassware and instrument used in the facility	• Lecture discussion • Laboratory class	• Written Exam • Demonstration with oral questioning	
	5.3 Maintain and store pharmacy glassware/device/ equipment	• Calibrate instruments according to schedule	• Lecture discussion • Laboratory class	• Written Exam • Demonstration with oral questioning	
		• Clean glassware, workspace, instruments according to protocols	• Lecture discussion • Laboratory class	• Written Exam • Demonstration with oral questioning	
		• Timely fill documentation requirements	• Lecture discussion • Laboratory class	• Demonstration with oral questioning	
		• Follow chemical/medicine waste disposal	• Lecture discussion • Laboratory class	• Written Exam • Demonstration with oral questioning	
6. Adhere to good manufacturing practice (GMP)	6.1 Demonstrate compliance to Good Manufacturing Practices in own work	• Understand Pharmaceutical Inspection Convention and Pharmaceutical Inspection Co-operation Scheme (PIC/S) Good Manufacturing Practices and quality	• Lecture discussion •	• Written Exam • Demonstration with oral questioning	24 hrs
		• Fill production documents	• Lecture discussion • Demonstration	• Demonstration with oral questioning	
		• Wear laboratory attire appropriately	• Lecture discussion • Demonstration	• Demonstration with oral questioning	

Unit of Competency	Learning Outcomes	Learning Activities	Methodology (Proposed)	Assessment Approach (Proposed)	Nominal Duration
	6.2 Observe personal hygiene and conduct	• Prevent contamination	• Lecture discussion • Demonstration	• Written Exam • Demonstration with oral questioning	
	6.3 Demonstrate compliance to Good Manufacturing Practices requirements in work activities	• Adhere to good manufacturing practices	• Lecture discussion • Demonstration	• Written Exam • Demonstration with oral questioning	
	6.4 Complete documentation requirements to support GMP	• Control documents using good documentation practices	• Lecture discussion • Demonstration	• Demonstration with oral questioning	
7. Demonstrate product knowledge on medicines	*7.1* Demonstrate adequate knowledge on OTC and selected prescription medicines	• Describe stock keeping units	• Lecture discussion	• Written Exam	200 hrs
		• Identify classification of (top selling) drugs according to indication	• Lecture discussion •	• Written Exam •	
		• Identify over-the-counter medicines vs prescription medicines	• Lecture discussion • Demonstration •	• Written Exam • Demonstration with oral questioning	
		• Differentiate generic, branded and innovator medicines	• Lecture discussion • Demonstration	• Written Exam • Demonstration with oral questioning	
	7.2 Calculate quantity needed in prescription	• Compute for the correct number of bottles (if liquid) based on the regimen prescribed	• Lecture discussion • Exercise	• Written Exam • Demonstration with oral questioning	
		• Calculate for correct quantity of tablets, capsules, etc. needed to complete the regimen prescribed	• Lecture discussion • Exercise	• Written Exam • Demonstration with oral questioning	

Unit of Competency	Learning Outcomes	Learning Activities	Methodology (Proposed)	Assessment Approach (Proposed)	Nominal Duration
	7.3 Advise proper use of OTC medicine under the supervision of the pharmacist	• Communicate to patients on the proper use of their over-the-counter medicine	• Lecture discussion • Role-playing	• Written Exam • Demonstration with oral questioning	
		• Inform patients on the proper storage of medicines	• Lecture discussion • Role-playing	• Written Exam • Demonstration with oral questioning	
8. Dispense pharmaceutical products	8.1 Acknowledge patient/ client	• Greet and interact with patients according to protocol	• Lecture-discussion • Role playing	• Demonstration with oral questioning	200 hrs
	8.2 Process Over-the-Counter medicine orders	• Probe patient's health status	• Lecture-discussion • Role playing	• Written Exam • Demonstration with oral questioning	
		• Refer to pharmacist if trigger points are identified according to the patient	• Role playing • Lecture-discussion	• Written Exam • Demonstration with oral questioning	
		• Complete the process of dispensing over-the-counter medicines	• Role playing • Lecture-discussion	• Demonstration with oral questioning	
	8.3 Process prescription product orders	• Familiarize basic concepts and policies relevant to dispensing	• Lecture-discussion	• Written Exam • Demonstration with oral questioning	
		• Recognize prescription validity and dispensing error	• Lecture-discussion • Role playing	• Written Exam • Demonstration with oral questioning	
		• Understand the difference between prescription from over-the counter medicines	• Lecture-discussion	• Written Exam	
		• Complete the process of dispensing prescription	• Lecture-discussion • Demonstration and return demonstration	• Written Exam • Demonstration with oral questioning	
		• Pack and label medicine according to its appropriate container.	• Lecture discussion • Demonstration and return demonstration	• Written Exam • Demonstration with oral questioning	

Unit of Competency	Learning Outcomes	Learning Activities	Methodology (Proposed)	Assessment Approach (Proposed)	Nominal Duration
		• Provide patient health information and medicines information	• Problem-based discussion • Workshop • Role-playing	• Written Exam • Demonstration with oral questioning	
	8.4 Receive payment and release exact change	• Implement senior citizen discounts, government reimbursement schemes, and health care benefits	• Lecture discussion • Demonstration and return demonstration	• Written Exam • Demonstration with oral questioning	
		• Provide accurate amount of cash change	• Demonstration and return demonstration	• Demonstration with oral questioning	
9. Perform health promotion, education and vigilance	9.1 Participate in health promotion and education campaigns	• Describe common minor ailments and its treatment	• Lecture discussion • Demonstration and return demonstration	• Written Exam • Demonstration with oral questioning	200 hrs
		• Describe top major ailments in the country	• Lecture discussion • Demonstration and return demonstration	• Written Exam • Demonstration with oral questioning	
		• Develop communication skills for information dissemination on drug products	• Lecture discussion • Demonstration and return demonstration	• Written Exam • Demonstration with oral questioning	
		• Access reliable information	• Lecture discussion • Demonstration and return demonstration	• Written Exam • Demonstration with oral questioning	
		• Perform first-aid procedure on patients	• Lecture discussion • Demonstration and return demonstration	• Written Exam • Demonstration with oral questioning	
		• Describe common side effects on top selling medicines in the country	• Lecture discussion • Small group and large group discussion	• Written Exam • Demonstration with oral questioning	

Unit of Competency	Learning Outcomes	Learning Activities	Methodology (Proposed)	Assessment Approach (Proposed)	Nominal Duration
	9.2 Perform screening procedures for common diseases	• Ask more information about their patients health	• Lecture discussion • Role-playing	• Written Exam • Demonstration with oral questioning	
		• Obtain blood pressure measurement of a patient using blood pressure monitor	• Demonstration and return demonstration • Small group and large group discussion	• Demonstration with oral questioning	
	9.3 Refer patients to pharmacist to refer to other healthcare professionals or facilities	• Identify trigger points that implies patient's worsening condition	• Lecture discussion • Role-playing	• Demonstration with oral questioning	
		• Refer patients to a pharmacist and other health care professionals as necessary	• Lecture discussion • Role-playing	• Demonstration with oral questioning	
	9.4 Advise patients on reporting unusual experience with medicines	• Identify unusual side effects of top selling medicines in the country	• Lecture discussion • Role-playing	• Written Exam • Demonstration with oral questioning	
		• Communicate with patients effectively	• Lecture discussion • Role-playing	• Demonstration with oral questioning	
	8.5 Guide patients on how to fill-out forms	• Teach patients how to answer the pharmacovigilance report	• Demonstration	• Demonstration with oral questioning	

3.2 TRAINING DELIVERY

The delivery of training should adhere to the design of the curriculum. Delivery should be guided by the 10 basic principles of competency-based TVET.

- The training is based on curriculum developed from the competency standards;
- Learning may be modular or conventional in its structure;
- Training delivery is individualized and self-paced;
- Training is based on work that must be performed;
- Training materials are directly related to the competency standards and the curriculum modules;
- Assessment is based in the collection of evidence of the performance of work to the industry required standard;
- Training is based both on and off-the-job components;
- Allows for recognition of prior learning (RPL) or current competencies;
- Training allows for multiple entry and exit; and
- Approved training programs are Nationally Accredited

The competency-based TVET system recognizes various types of delivery modes, both on and off-the-job as long as the learning is driven by the competency standards specified by the industry. The following training modalities may be adopted when designing training programs:

- The dualized mode of training delivery is preferred and recommended. Thus programs would contain both in-school and in-industry training or fieldwork components. Details can be referred to the Dual Training System (DTS) Implementing Rules and Regulations.
- Modular/self-paced learning is a competency-based training modality wherein the trainee is allowed to progress at his own pace. The trainer just facilitates the training delivery.
- Peer teaching/mentoring is a training modality wherein fast learners are given the opportunity to assist the slow learners.
- Supervised industry training or on-the-job training is an approach in training designed to enhance the knowledge and skills of the trainee through actual experience in the workplace to acquire specific competencies prescribed in the training regulations.
- Distance learning is a formal education process in which majority of the instruction occurs when the students and instructor are not in the same place. Distance learning may employ correspondence study, audio, video or computer technologies.
- Project-Based Instruction is an authentic instructional model or strategy in which students plan, implement and evaluate projects that have real world applicants.

3.3 TRAINEE ENTRY REQUIREMENTS

Trainees who want to enroll in this qualification must possess the following requirements:

- Must have completed at least ten (10) years of basic education
- Can communicate effectively both orally and in writing
- Can perform basic mathematical computation

This list does not include specific institutional requirements such as educational attainment, appropriate work experience and others that may be required of the trainees by the school or training center delivering this TVET program.

3.4 TOOLS, EQUIPMENT ANDMATERIALS

PHARMACY SERVICES NC III

Recommended list of tools, equipment and materials for the training of a maximum of 25 trainees for **Pharmacy Services NC III** are as follows:

QTY.	EQUIPMENT	QTY.	TOOLS/MATERIALS	QTY.	REFERENCES
1 unit	Executive Table	1 unit	AV Equipment	1 copy each	Consumer Law, Environmental Law
	Tables and Chairs for 25 students	1 unit	Sound System	1 copy	Pharmacy Law (RA 5921)
1 unit	Clerical Table	1 unit	Internet Connection	1 copy	Generics Law (RA 6675)
1 pc.	Whiteboard	1 unit	Air-conditioning Unit	1 copy	Traditional Medicine
1 unit	CD of PowerPoint presentation	1 unit	Heat seal or press seal equipment	1 copy	Counterfeit Medicines Law (RA 8203)
1 unit	LCD Projector	25 each	Formulary drugs/ non formulary drugs for display and simulation	5 copies	DOH and FDA circulars related to retail pharmacy
1 unit	Laptop (for lecturer)		White board marker and eraser	1 copy	Medical dosage form and its abbreviations
1 unit	Computer for administrative and clerical work	1 set	Cleaning materials for working, swabbing, sweeping, disinfecting, soaking, sterilizing and or cleaning equipment	1 copy each	Drug information reference (MIMS, MIMS Pharmacy, Better Pharmacy)
5 units	Computer for technology resource center and class demonstration	1 unit	Bio-refrigerator (or cabinet that looks like a ref inside)	1 copy	FIP Good Pharmacy Practice Standards
1 unit	Telephone (for inquiries)	1 each	Hygrothermometer	1 copy	Good Laboratory Practice, Good Manufacturing Practice, Good Clinical Practice,
		1 unit	Top loading balance	1 copy	Philippine Practice Standard for Pharmacists (PhilPSP)
		25 each	Steel and porcelain spatulas	1 copy	Patient Benefit Scheme information
		5 each	Filtration setup (funnel, filter paper, stand)	1 copy each	Senior Citizen and Expanded Senior Citizen Act
		25	Stirring rod	1 copy	Price Regulation Acts (MDRP)
		2 units	Mortar and pestle*	1 copy	Dangerous Drug Act
			Graduated cylinder (100 ml, 10 ml)	1 copy	Food Drug and Cosmetics Act (RA 3720)
			Beakers (500 ml, 250ml, 100ml, 50ml)	1 copy	BFAD Strengthening (RA 9711)
		1 box	Gloves	1 copy	Cheaper Quality Medicines Act
		1000	Re-sealable plastics	1 copy	Generics Menu Card
		5	Tablet counter		
		1000	Bond Papers		
		500	Labeling materials		
		500	Referral forms		
		5	Bubble pack		
		1	Aluminum foils		

*Note: For demo purposes only

3.5 TRAINING FACILITIES

Based on a class intake of 25 students/trainees

Space Requirement	Size in Meters	Area in Sq. Meters
Student/Trainee Performance Space (S/TPS)	5 x 8 m.	40 sq. m.
Pharmacy simulation room (PSR)	2 x 3 m.	6 sq. m.
Technology Resource Center (TRC)	2 x 5 m.	10 sq. m.
Circulation Area	(S/TPS+PSR+TRC+CR) X 30% (40+6+10+10) X 30%=**19.8sq.m**.)	20 sq. m.
Separate Restrooms for Male and Female Trainees/ Students (CR)	2 x 5 m.	10 sq. m.
	Total Workshop Area	86 sq. m.

The training center should have a simulation room of a pharmacy set-up (see Annex 1). The simulation room should have shelves (see Annex 2) for display of products and a sink area at the minimum. This simulation room may be integrated within the S/TPS. In addition to that, partnership may be forged with an operating pharmacy or existing pharmacy drug store where Candidates can visit and observe.

3.6 TRAINER'S QUALIFICATIONS FOR SERVICES SECTOR

PHARMACY SERVICES NC III
TRAINER QUALIFICATION

- Must be a holder of NTTC I in Pharmacy Services NCIII
- Must be a graduate of BS Pharmacy
- Must have at least 2 years job / pharmacy industry experience

SECTION 4   ASSESSMENT AND CERTIFICATION ARRANGEMENTS

4.1 To attain the National Qualification of **PHARMACY SERVICES NC III** the candidate must demonstrate competence in all the units of competency listed in Section 1. Successful candidates shall be awarded a National Certificate by the TESDA Director General.

4.2 Assessment shall focus on the units of competency. The basic and common units shall be integrated or assessed concurrently with the core units.

4.3 The following are qualified to apply for assessment and certification (should comply to at least one):

    4.3.1 Graduates of Pharmacy Services NC III program;
    4.3.2 Graduates of formal, non-formal and informal including enterprise-based training programs.
    4.3.3 BS Pharmacy degree program holders;
    4.3.4 Pharmacy Services NC II holder with relevant experience; and
    4.3.5 Experienced workers (wage employed or self-employed) of at least 3 years.

4.4 Individuals who shall be eligible to apply for assessment without enrollment to Pharmacy Services NC III (criteria 4.3.2-4.3.5) must undergo initial assessment by submitting a portfolio. Portfolio assessment must be composed of the following requirements, as applicable to the Candidate. The documents should include the following:

    4.4.1 Resume or curriculum vitae with detailed description of duties and responsibilities
    4.4.2 Certificate/Diploma of formal, non-formal and informal education.
    4.4.3 Certificate of employment of at least 3 years in the field where they are applying for certification – hospital, community pharmacy, manufacturing or laboratory support;
    4.4.4 Certificates of Training from employers (in the past 5 years);
    4.4.5 Certificate of Awards and Recognition (in the past 5 years); and

4.5 A candidate who passed portfolio assessment and gone through the National Assessment, and failed the examination (either written or practical), must undergo complete training of Pharmacy Services NCIII.

    4.5.1 A candidate who fails the assessment for two (2) consecutive times will be required to go through a refresher course on the competencies failed based on the result of the assessment before taking another assessment. The candidate will retake the failed competencies (specific station/s) only.

4.6 A candidate who took the training Pharmacy Services NCIII and failed the examination, may again retake the exam. However, if the candidate fails the second time, a refresher course will be required to be taken before they are allowed to take the exam again.

4.7 The refresher course will be comprised of unit competencies the candidate had failed. After completing the refresher course, the candidate may take the exam of the specific competencies.

4.8 For the renewal of National Certificate for Pharmacy Services NCIII <u>valid for 3 years</u>, the Pharmacy Assistant has to comply the following requirement:

    4.8.1 Has attended relevant Continuing Education/ training program for a total of *18 hours in 3 years* by TESDA-accredited training provider approved by **National Monitoring Training Council**.

4.9   Only accredited competency assessors are allowed to conduct competency assessment, however trainers who are accredited competency assessors are not allowed to assess their trainees.

4.10   Assessment of competence must be undertaken only in the TESDA accredited assessment center. The performance assessment (demonstration of competence), however, may be done in any venue or workplace duly designated by an accredited assessment center.

4.11   The guidelines on assessment and certification are discussed in detail in the Procedures Manual on Assessment and Certification.

COMPETENCY MAP – HEALTH CARE SECTOR (PHARMACY SERVICE NCIII)

BASIC COMPETENCIES

Lead Workplace Communication	Lead small teams	Develop and Practice Negotiation Skills	Solve Problems Related to Work Activities	Use Mathematical Concepts and Techniques	Use Relevant Technologies

COMMON COMPETENCIES

Maintain an effective relationship with clients/customers	Update industry knowledge and practice through continuing professional development	Perform workplace security and safety practices	Perform computer operations	Use Pharmaceutical Calculation Techniques And Terminologies

CORE COMPETENCIES

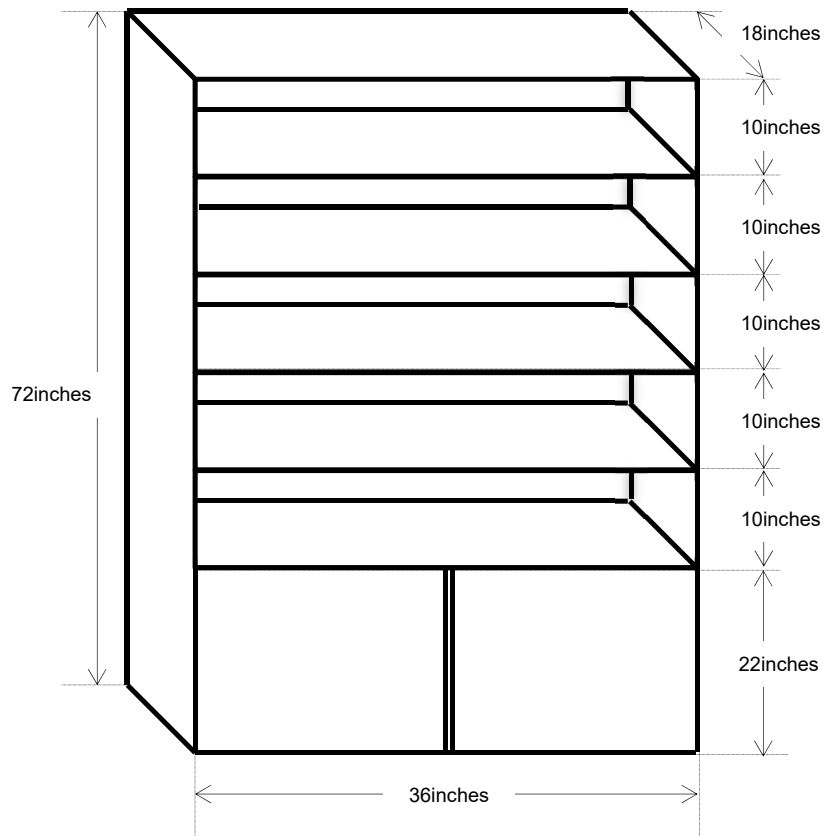| Perform general housekeeping	Monitor supply/inventory of pharmaceutical products	Handle and control pharmaceutical products	Arrange and display pharmaceutical products	Perform good laboratory practices	Adhere to good manufacturing practices (GMP)	Demonstrate product knowledge on medicines
Dispense pharmaceutical products	Perform health promotion, education and vigilance					

DEFINITON OF TERMS

1. **Adverse Drug Reactions** - refers to a response to a drug which is noxious, unintended, and which occurs at doses normally used in man for the prophylaxis, diagnosis, or therapy of disease, or for the modification of physiological function.
2. **Adverse Event -** Any untoward medical occurrence in a patient or clinical investigation subject administered with the pharmaceutical product that does not necessarily have causal relationship with the treatment for which the product is used; any unfavorable and unintended sign (including an abnormal laboratory finding), symptom or disease temporarily associated with the use of the medicinal (investigational) product, whether or not considered related to the medicinal (investigational) product
3. **Dispensing** –refers to the process of preparing and giving medicine to named person on the basis of a prescription. It involves the correct interpretation of the prescription prepared by a prescriber and labeling of medicine for use by the patient.
4. **Distribution** - The division and movement of pharmaceutical products from the premises of the manufacturer of such products, or another central point, to the end user thereof, or to an intermediate point by means of various transport methods, via various storage and/or health establishments. It is the procuring, purchasing, holding, storing, selling, supplying, importing, exporting, or movement of pharmaceutical products, with the exception of the dispensing or providing pharmaceutical products directly to a patient or his or her agent.
5. **Housekeeping** – routine maintenance of the pharmacist's shop
6. **Stock** – goods stored in a pharmacist's shop
7. **Dose Administration Containers** – receptacles of medicines for administration
8. **Drug** – any chemical compound or biological substance, other than food, intended for use in the treatment, prevention or diagnosis of disease in a man or animals
9. **Generic Menu Card** – a list of generic medicines carried by the pharmacy or in accordance with the law
10. **Label -** a slip of paper, cloth, metal attached to anything to provide information about its nature, contents, ownership
11. **Medication** – a drug or other substance that is used as a medicine
12. **Merchandising plan** - A systematic approach aimed at maximizing return on investment, through planning sales and inventory in order to increase profitability
13. **Orders** – arrangements, method, a request to supply something
14. **Planogram -** a diagram that shows how and where specific retail products should be placed on retail shelves or displays in order to increase customer purchases.
15. **Pharmaceutical Products** –medicines or drugs
16. **Pharmacy** – is the professional practice of discovering, preparing, dispensing, monitoring, and educating about drugs.
17. **Pharmacist** – means any person who is registered and entitled under the laws of Philippines to practice the profession of pharmacy.
18. **Pharmacovigilance - t**he process of monitoring, assessing or evaluating and improving the safety of drug products carried out by pharmaceutical companies on their products and by government agencies on all drug products. It is also the science and activities relating to the detection, assessment, understanding and prevention of adverse effects or any other drug-related problems
19. **Pharmacy Services -**Service or group of services rendered to the sale of a pharmaceutical product from a drug retailer; provision of pharmaceutical care by a member of the pharmacy workforce as an inseparable part of providing health care
20. **Post-marketing surveillance** - The close observation of drug effects, whether adverse or beneficial, following the marketing of a drug product; continued monitoring of safety after a pharmaceutical product or medical device has been placed on the market
21. **Prescription** – is the written order and instruction of a validly-registered physician, dentist or veterinarian for the use of a specific drug product for a specific patient or, the doctor's order on the patient's chart for the use of specific drug(s)
22. **Products for return –** products that were received by the distributor/retail store from the principal but were found to be either expired or near-expiry, damaged, defective products from the manufacture, expiration date outside of the required period upon delivery, phased out, deleted, or recalled
23. **Returned products**– products that were already dispensed to the patient and returned to the pharmacy
24. **Self-care -** is what people do for themselves to establish and maintain health, prevent and deal with illness.
25. **Standard operating procedure -** An authorized, written procedure giving instructions for performing operations not necessarily specific to a given product but of a more general nature
26. **Stock** – goods on hand
27. **Stock Control**– checking / regulation of goods on hand
28. **Waste Disposal** – disposing of rubbish, trash, junks

Annex 1: Pharmacy Simulation Room (Top View)

| Cabinet/Display Rack (Annex 2) | Compounding area | Sink |

Chair

18 inches

44 inches

16 inches

Dispensing Counter

118 inches
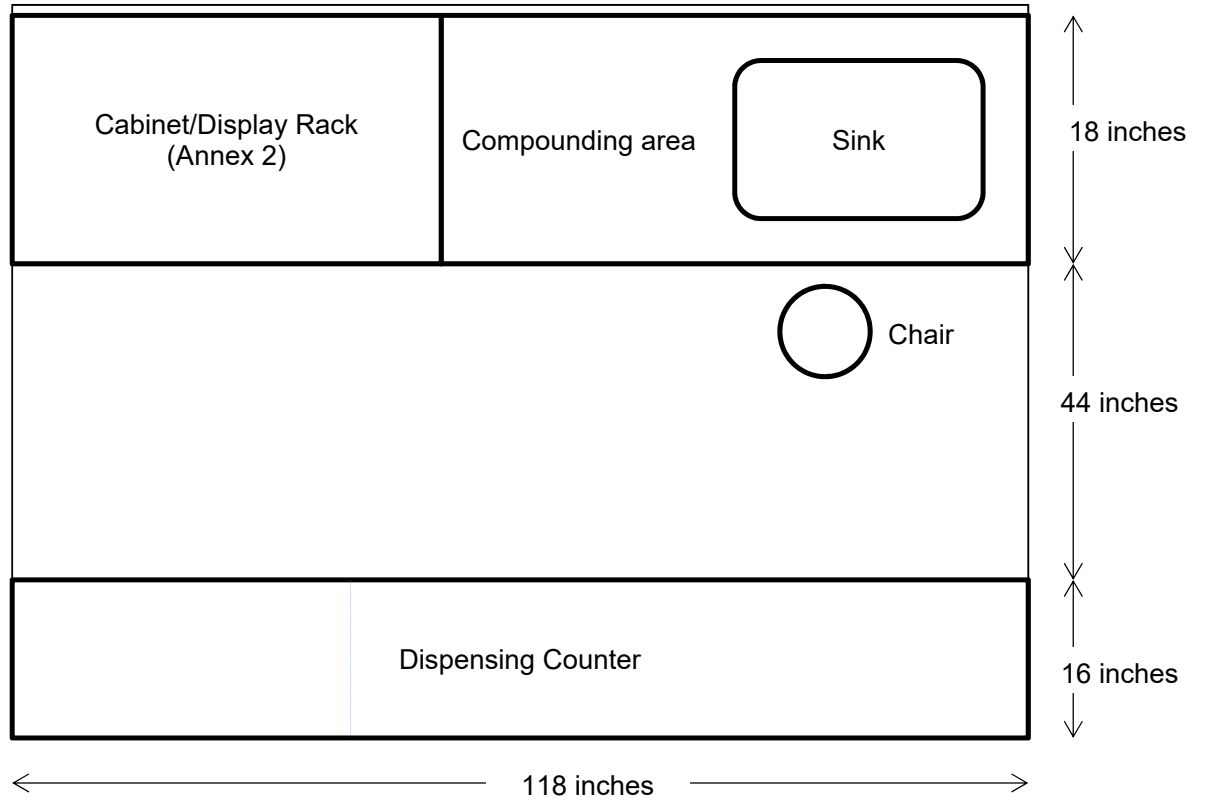
Annex 2: Pharmacy Display Rack/Cabinet with sample pharmaceutical products and proper labeling

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