

Pharmacy Industry Training Organisation

Qualifications Review 2011

Review Summary

November 2011

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Introduction

This document is presented as a summary of the Targeted Review of Qualifications for Pharmacy related qualifications. It is the first of two documents to be created; the second pertaining to the final development of new qualifications will be completed following NZQA approval of the intention to develop a new suite of qualifications resulting from recommendations from this review.

This summary outlines the processes that have been followed during this review, details the outcomes from the different phases including consultation with the pharmacy sector and provides details of a proposed qualifications and training framework that is recommended for further development.

The document contains a CD containing all supporting documents produced during the review. Each document is referenced against the appropriate section title.

Figure 1 on the following page outlines the PITO interpretation of the review and development process required by the New Zealand Qualification Authority (NZQA) under the revised guidelines introduced as part of the introduction of the New Zealand Qualifications Framework in 2010.

NZQA has created a new process for the development of qualifications for use under the NZQF which has been overlaid with the requirements for the Targeted Review of Qualifications (TROQ) happening across all sectors over the next three years.

In carrying out this review PITO have, to an extent, covered off all of review phase as well a considerable part of the development phase which normally would follow the NZQA approval to develop a qualification. The rationale for proceeding in this manner was twofold:

1. If the review demonstrated a need for a revised qualification structure both from an overall framework and individually within separate qualifications it was necessary to demonstrate what the possible replacement model and qualifications could look like. This meant some development work was necessary to construct models for discussion and subsequently this flowed onto the possible content of qualifications
2. The review process required bringing sector representatives together. From a resource perspective it made sense to maximise the outcomes from these meetings which would contribute and inform the later stages of development phase.

While considerable development work has been completed it is recognised that the recommendations are subject to NZQA approval before any final framework and qualifications can be submitted for approval and implementation. However it is anticipated once approval is obtained this next phase will happen within a short period of time.

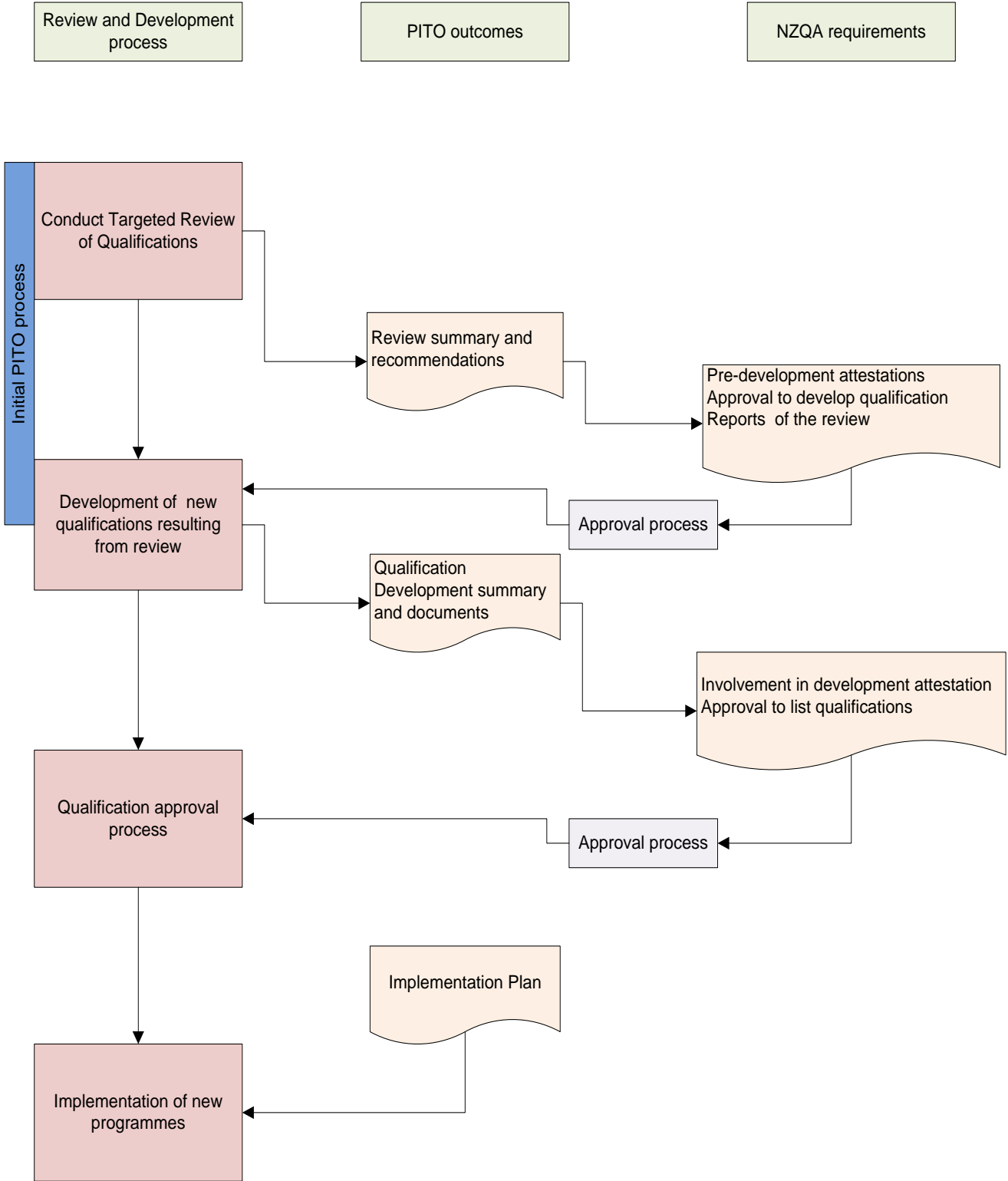


Fig 1. Review and Development Process overview

Context of this Review

(CD Reference documents: 1.1 – 1.2)

NZQA triggered this review in May 2011, however the PITO Board had previously moved in November 2010, that a review of the qualifications for which PITO is the standard setting body, should proceed. Following this decision a review process was established and initiated and it was only when the TROQ schedule was released that it was aligned to NZQA requirements.

It is important to look at the specific context of this review in comparison to others currently underway in the tertiary sector.

Over the last twelve months the Tertiary Education Commission (TEC) has implemented a series of operational and funding changes which has had significant effects on the ITO sector. PITO is one of the smallest ITOs serving a niche market. The consequence of its size and business model means that PITO is not a sustainable entity in the long term under the new operational environment and that forecasting completed in 2010 showed it could not continue operating as a stand alone ITO after 2012. This means that either during or at the conclusion of 2012, the standard setting responsibility for any pharmacy related qualifications will pass to another ITO or to another organisation recognised by NZQA to develop qualifications for this sector.

In the knowledge that this was inevitable and given the newly published design rules for qualifications the decision to initiate the review was made in 2010. In part, it was to investigate whether the new design rules could offer any potential solutions to best meet the need for ongoing provision of pharmacy qualifications either continuing through the ITO sector or move to a different mode of provision.

Another reason for proceeding with the review was to ensure the Pharmacy sector was well positioned, having new qualifications where necessary, going in to any new standard setting or provision arrangements and that the current ITO had exercised its responsibilities towards the sector prior to being disestablished or integrated.

Given this set of circumstances when the TROQ schedule was released, PITO requested that the pharmacy review be moved into 2011 from 2012. Had it remained in 2012 it is unlikely that it could have proceeded in the same manner.

It is important to note that this background information has been discussed with all Steering and Advisory Groups throughout this review process. This includes the Education Advisory Group who have represented specific training providers.

In conclusion this review is serving two distinct but related purposes:

1. meeting the qualification and training needs for the pharmacy sector as a mandated function of the ITO
2. conducting the TROQ as required for NZQA.

While the intention of the TROQ is to provide rationalisation of qualifications across the whole system, the priority of this review is to ensure we have an industry determined framework which will meet the needs of the sector both for the present and future whilst satisfying the requirements of the TROQ.

Current PITO Qualifications

Pharmacy qualifications have undergone several reviews over recent years. Over this time there have been changes made to reflect specific requirements at the time eg inclusion or removal of generic skills. Other skill sets or knowledge requirements have been added in as a result of, or a response to, industry consultation and feedback.

There has always been a Level 3 Pharmacy Assistant qualification and a Level 5 Pharmacy Technician qualification (with two strands). Originally there was a connection between the two and a pathway of progression. Following the last review conducted in 2007/8 this pathway was disconnected and the progression from one to the other was lost. There is currently no requirement for a Pharmacy Technician to have done or hold the level 3 qualification in its entirety although a few unit standards are applicable to both.

The current situation is a level 3 qualification which does not have a high uptake or a high value associated with it by the industry.

The level 5 qualification is mandated for within the Medicines Regulations and so there is a legal requirement for any person working as a Pharmacy Technician to either hold this or be in training to achieve it. This requirement will not change but the legislation will undergo a review and may lead to a broader scope for technician level roles.

Following the last review, significant changes were made to the level 5 qualification including the introduction of a knowledge base of physiology and pharmacology which had not been included previously. While there is good justification for this inclusion at this level, when analysing actual roles of technicians within workplaces there is a recognition that this requirement is not universally needed.

It has become apparent through discussion with representatives from both Community and Hospital pharmacy environments that there is a significant variation in role expectations and requirements for Pharmacy Technicians which is not best served by the current qualification model. This model provides limited scope to recognise differentiation across workplaces and may in fact introduce barriers where the qualification requirements far exceed the role requirements.

Other Qualifications considered under TROQ

The Targeted Review of Qualifications takes into consideration all related qualifications for the sector. For the purposes of this review this also includes the following:

Certificate in Retail Pharmacy Assistant	Bay of Plenty Polytechnic
Certificate in Pharmacy and Retail Services	Universal College of Learning (UCOL)*
Diploma in Pharmacy Technician	Academy New Zealand

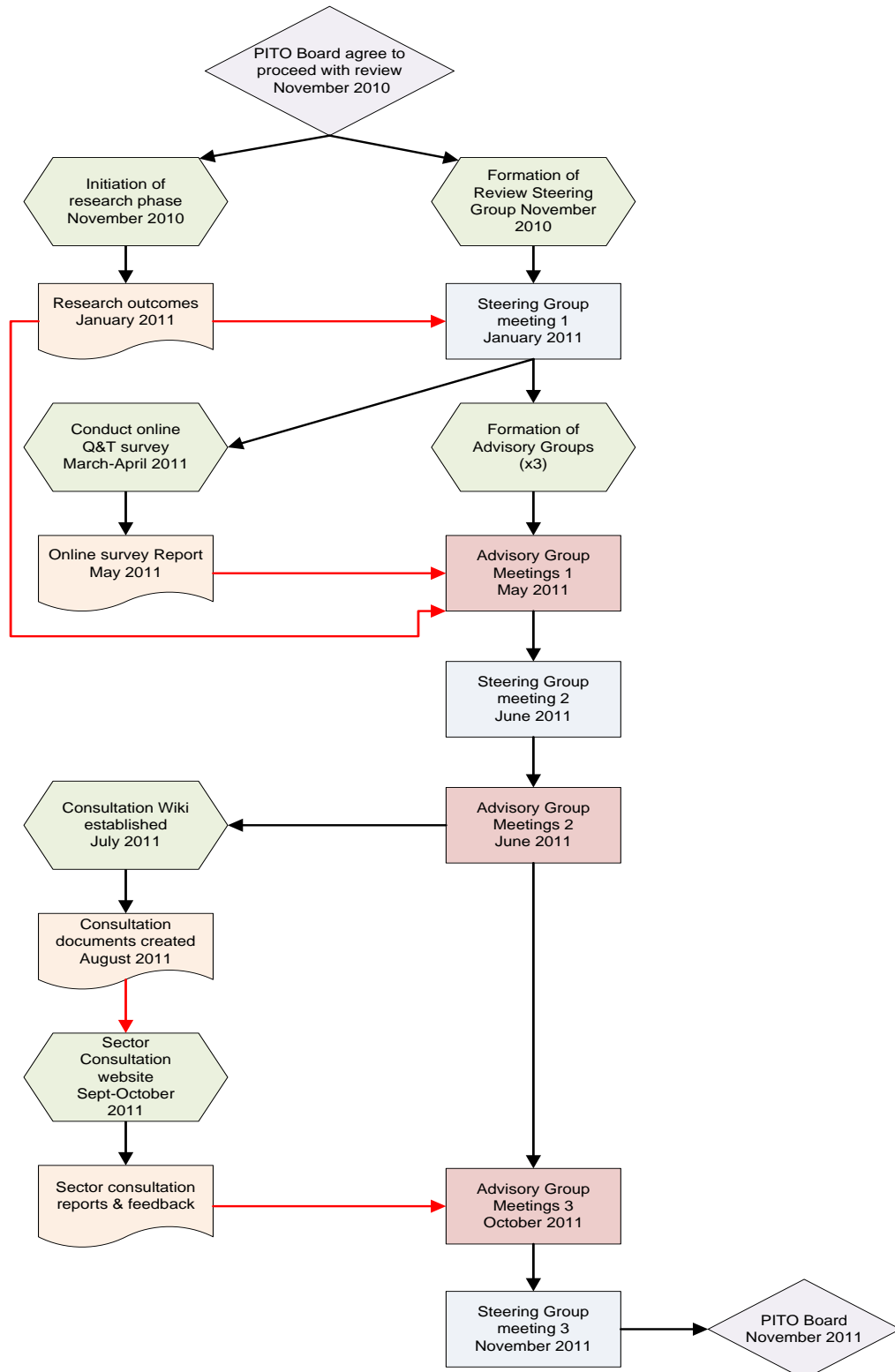
*It should be noted that the qualification offered by UCOL is no longer available and they have indicated that they will not be taking part in the review process.

Qualifications offered by the Bay of Plenty Polytechnic and Academy are based on existing PITO qualifications.

Review Process

(CD Reference documents 1.3 – 1.9)

Figure 2 outlines the sequence of events undertaken during this review process from initiation in November 2010 until its completion.



1. Research Phase

(CD Reference documents 2.1)

Background

Given the context of this review it was agreed that there be two sets of research carried out to help inform the review process and possible outcomes.

1. A comparison of the qualifications and training undertaken by health related occupations in NZ which have a comparable role of either Assistant or Technician.
2. A review of the training and qualification requirements in countries which have traditionally had similar roles or related requirements in pharmacy.

An independent organisation was contracted to conduct this research and provide tabulated summaries for use by the Steering and Advisory groups

Key Outcomes

1. NZ health related occupations.

Thirteen occupations were identified as having technician or assistant type roles. The data gathered included details pertaining to:

- The Standard setting body
- Nature of training programme
- Qualification details (including NZQA level)
- Training providers
- Other relevant information

This data was collated to identify if there were other models of qualification provision that could be applied to pharmacy technicians.

The outcomes showed:

- Low involvement of ITO's in this sector
- Most provision through existing ITP
- A range of qualification levels
- Little connection with current NZQF

The main conclusion drawn was that there is no directly comparable model that could be used to formulate a structure for Pharmacy Assistants and Technicians.

2. International comparison

Data relating to the qualifications and training of both Pharmacy Assistants and Pharmacy Technicians was collated for the following countries:

United Kingdom
Australia
Canada
USA
Ireland

The data looked at the key factors related to standard setting, nature of training programmes, any mandatory or regulatory requirements, the equivalency of the level to NZQA and any other pertinent facts.

The outcomes showed:

- A range of models across the selected countries
- Some have recently completed or are involved in some form of review
- A trend towards the regulation of technicians
- Where multiple jurisdictions apply in larger countries, a move to centralising or providing commonality to qualification outcomes or a recognition process being applied or in development
- Multi level approach to qualifications
- Qualifications consistently in the range between level 2 and 5 (NZ equivalent)
- Inclusion of higher level knowledge requirements for technicians

The main conclusions to be drawn from this research are:

- While it is important to develop for the NZ context, this should show parallels where relevant to overseas trends
- Many of the issues within pharmacy are evident in all countries so similarity in training models and qualifications is relevant
- Any new developments should be able to draw on recently reviewed training programmes overseas and utilise, where relevant, similar learning outcomes
- We need to be mindful of the implications of regulation of technicians
- A core base training model for all pharmacy staff has parallels in other existing training regimes

2. Qualifications and Training survey

(CD Reference documents 3.1 -3.2, 8.1-8.2)

Background

A fundamental requirement of any review is to collate sector feedback on current training and qualification provision. Given the nature of this review this consultation process was developed to gather evidence related to:

- Current satisfaction of both qualifications and training
- Skills and knowledge requirements for pharmacy support staff roles
- Preferred qualification structures
- Preferred training delivery mechanisms

The scope was far more comprehensive than required just for a review of current provision and was deliberately structured so that the outcomes gave not only evidence related to satisfaction of current provision but allowed participants to put forward ideas about gaps in knowledge and skill sets that should be included. It also gathered data about preferred delivery so that this information could be used to inform any change to future practice which may help determine the required structure of the ITO going forward.

What was done

An online survey was created using Surveygizmo. This was tested using a reference group before going live in March. The survey ran for a period of 5 weeks.

During this time an intensive communications strategy was employed to ensure sector participation. This included:

- A direct mail out to all pharmacies in NZ (approx 900 community, 32 Hospital)
- Initial email communication via the Pharmacy Guild, Pharmaceutical Society and PITO databases
- Weekly email updates via the Guild InTouch email distribution
- Letters to all pharmacy organisations including regional community groups, retail groups, other organisations within pharmacy
- Media article in both the online and printed version of Pharmacy Today

The communications were designed to ensure that no group in pharmacy was excluded and that all parts of the sector were engaged

Key Outcomes

The full survey report is appended as document 3.1

Participation was considered to be very successful with 400 respondents in total. Respondents represented and reflected the full range of sector groups.

Knowledge and Skills: The survey allowed responses relating to the nature of the knowledge or skill component together with its importance and frequency of its use.

The key finding in this was to ratify the current mix of contents of the existing qualifications but it highlighted areas where this could be differentiated more and the emphasis changed. The data indicated distinct groupings of skills and knowledge. Respondents were also able to comment on additional skills or knowledge that needed to be incorporated for the future. The key finding in this related to the ability of technicians to undertake higher management skills and advanced or specialist technician roles.

Training delivery: The survey asked respondents to rank four different delivery options. For both assistants and technicians the favoured model was for work based training supported by distance learning either in print or online form. There was strong support for short courses or day release options as well.

Satisfaction with current training and qualifications: The majority of respondents indicated a “somewhat satisfied” with some spread toward either extreme. The inference drawn from this is that there is reasonable scope for improvement.

Qualification structures: 74 % indicated a desire to see qualification options at different levels to reflect differences in roles together with a strong indication to include potential for other roles.

Conclusions

The key conclusions drawn for the survey were:

- Current content of qualifications is appropriate but there is scope to look at the importance placed on some aspects
- There is scope to add in additional skills and knowledge to fit changing workplace requirements
- A rearrangement of the current skill and knowledge contents could make these work more effectively
- Preference is to retain the work based delivery model
- There is scope to examine other delivery options including online or class based release courses
- Very strong desire to see a staircase model to qualifications progression

Summary

At the outset of the review process it was clearly stated that the outcomes from this survey would determine what further actions would be required. The support for some changes to the structures and content of the qualifications was evident and the decision taken by the Steering Group at its June meeting that it would progress to looking at a possible new framework incorporating a new suite of qualifications.

3. Steering and Advisory Groups

(CD Reference documents 4.1- 4.2: 6.1 – 6.6; 7.1 – 7.6)

Steering Group

This group, comprised of representatives from key pharmacy organisations, was convened by invitation. Letters were sent to all relevant organisations in December 2010 asking to nominate a representative if they chose to participate. All organisations nominated a representative. They have met on three occasions during the year.

Meeting 1

28 January 2011

Agenda:

- PITO –background and information
- Rationale for conducting review, future outlook for PITO
- NZQA changes to NZQF in 2010
- Review process and approval
- Research summary review
- Draft online survey

Outcomes:

Agreement reached on

1. Steering Group Terms of Reference
2. Project Plan and timeframes
3. Formation of Advisory Groups
4. Proceeding with online survey

Meeting 2

8 June 2011

Agenda:

- Review update
- Advisory Group update
- Online survey outcomes
- Models for possible development
- Qualifications specifications

Outcomes:

Questions posed:

1. Do the outcomes of the survey support the concept of the review? Carried
2. Do the outcomes of the survey support the development of a multilevel approach for qualifications for Pharmacy support staff? Carried

Agreement reached on

3. Use of survey data to support development

4. Proposed model for development
5. Draft Strategic Purpose statement

Meeting 3

8 November 2011

Agenda:

- Review update
- Advisory Group update
- Website consultation outcomes
- Review Summary document
- Qualification outlines
- Next steps

Outcomes:

The Steering Group voted unanimously on the following:

1. The review process has been conducted in a robust manner
2. Every opportunity has been taken for consultation.
3. Feedback from consultation has been incorporated into the outcomes
4. They are satisfied with the review process in its entirety

The Steering Group voted unanimously that:

5. The overall model for pharmacy qualifications as presented should proceed
6. The individual qualifications at level 3-6 all proceed to final development

Advisory Groups

Three advisory groups were established during February and March. A call for expressions of interest to be submitted from interested parties was made, as well as direct invitation to education providers. Nominations were submitted by email before being considered and a selection made by PITO ensuring there was appropriate representation from both Hospital and Community pharmacy.

The pharmacist and technicians groups have both met on three occasions and the educators group has met twice. The educators group will be reconvened for the final development stage of the overall process.

Meetings were held on consecutive days and the outcomes from each were used in the following meetings. The order of meetings was rotated where possible. Outcomes from each meeting were made available for all participants.

While the groups met separately there was an opportunity for cross collaboration between all participants after the second round of meetings. This involved setting up an online forum where all documents were posted. All members of the Advisory Groups as well as the Steering Group had access to this forum and all had equal opportunity to post comments, questions etc which were open to all members to discuss online.

Meeting 1

25th May Pharmacists Group

26th May Technicians Group

27th May Educators Group

Agenda:

- Background on PITO
- Rationale for conducting review
- NZQA and TROQ
- Review process and plan
- Research outcomes
- Online survey outcomes
- Models for development and career pathways
- Review of initial questions on

What does Pharmacy need for future support staff qualifications and training?

What skill sets will they require that are different from today?

What employment and career opportunities should there be?

How can we improve on training delivery methods?

Outcomes:

1. An idea of a shared vision for future qualifications
2. A basic framework of possible qualification outlines
3. A map of possible career/role opportunities

Meeting 2

20th June Educators Group
22nd June Technicians Group
23rd June Pharmacists Group

Agenda:

- Review progress update
- Steering group update
- Revised model for development
- Specific requirements at each level

Outcomes

1. Revised and updated content coverage of each qualification
2. Draft profiles for each role

Online wiki collaboration

Following the second round of Advisory Group meetings all current documents were put online via a PBWorks wiki. This ran for a five week period over July and August. This site gave all Advisory Group and Steering Group members the opportunity to comment on the documents and suggest amendments or alterations. This was an open forum where all participants had equal access and all comments were freely available. During this process questions were posted to stimulate the online discussion.

From the resulting contributions and discussion all documents were refined and modified. There was a survey set up on survey gizmo accessible only to the group members where they were able to indicate their approval or otherwise of the resulting documents and their contents.

Meeting 3 (Pharmacists and Technicians only)

The decision was taken not to hold the third Educators Group meeting at this point as this meeting was to look at the consultation feedback and make any changes to the proposed qualifications content. The Educators Group would be used to map learning outcomes and to convert the desired content into a workable qualification document once pre-approval has been obtained. It is envisaged they would reconvene at a later stage in the process.

27th October Pharmacist Group
28th October Technicians Group

Agenda:

- Review update and wiki consultation
- Review website consultation feedback
- Refinement of all proposed qualification documents

Outcomes

Revised and agreed final qualification documents to be submitted to the Steering group for approval

4. Sector Consultation

(CD Reference documents 5.1 – 5.4, 8.1-8.2,11.1)

Background

The intention of the review, once it had been established there was a need for some change, was to propose a framework of qualifications which would be appropriate for the current and future needs of the pharmacy sector. This required that the consultation documents created from the review process should be made available for sector wide consultation.

To achieve this dedicated review website was developed (www.pharmacyqualreview.org.nz).

This website was launched in the middle of September and ran until the end of October. The website had information relating to the review process as well as access to all documents that had been developed. Each qualification had a brief survey attached where respondents could answer specific questions as well as provide free text comments. There was also a page on the website where they could lodge other related questions.

A communications strategy was initiated to alert the sector to the presence of the website.

This included

Direct mail out to all pharmacies

Email communication via the Pharmacy Guild Intouch (weekly for 4 weeks)

Email communication via PITO database contacts

Letters to pharmacy organisations and other networks

Media article in the online version of Pharmacy Today

PITO newsletter

Pharmacy Brands newsletter

Summary

Over the duration that the website was available there were 948 visits and 4600 pages visited.

All questions posted were responded to. The questions related to:

- the impact of new qualifications on existing ones
- when they may be available
- the differences to existing training programmes
- how this may relate to employing technicians

Following the conclusion of the consultation all surveys were analysed for both quantitative and qualitative results. The Pharmacist and Technician Advisory groups looked at each comment individually during their last meeting and where appropriate used the information to amend the content of the proposed qualifications.

Review Outcomes

Proposed Qualification and Training Framework model

The proposed model comprises a total of 5 new qualifications which cover the training required for two separate streams within Pharmacy support staff roles. Both streams are based on a common core qualification designed to offer all pharmacy staff a foundation of knowledge and skills needed to operate in a pharmacy environment. The subsequent choice will be determined by the specific role being followed, either Pharmacy Technician or Pharmacy Assistant.

The development of a specific Hospital Pharmacy Assistant role is being considered for future development.

Each qualification provides for a specific role within the pharmacy environment and is targeted to ensure that appropriate training is provided relevant to the requirements of that role.

1. NZ Certificate in Pharmacy (Introduction to Pharmacy Practice) Level 3 – provides for all support staff in a pharmacy and will ensure a base level of training is undertaken so that the provision of services from pharmacy support staff are safe, effective and provided in a legal and ethical manner.

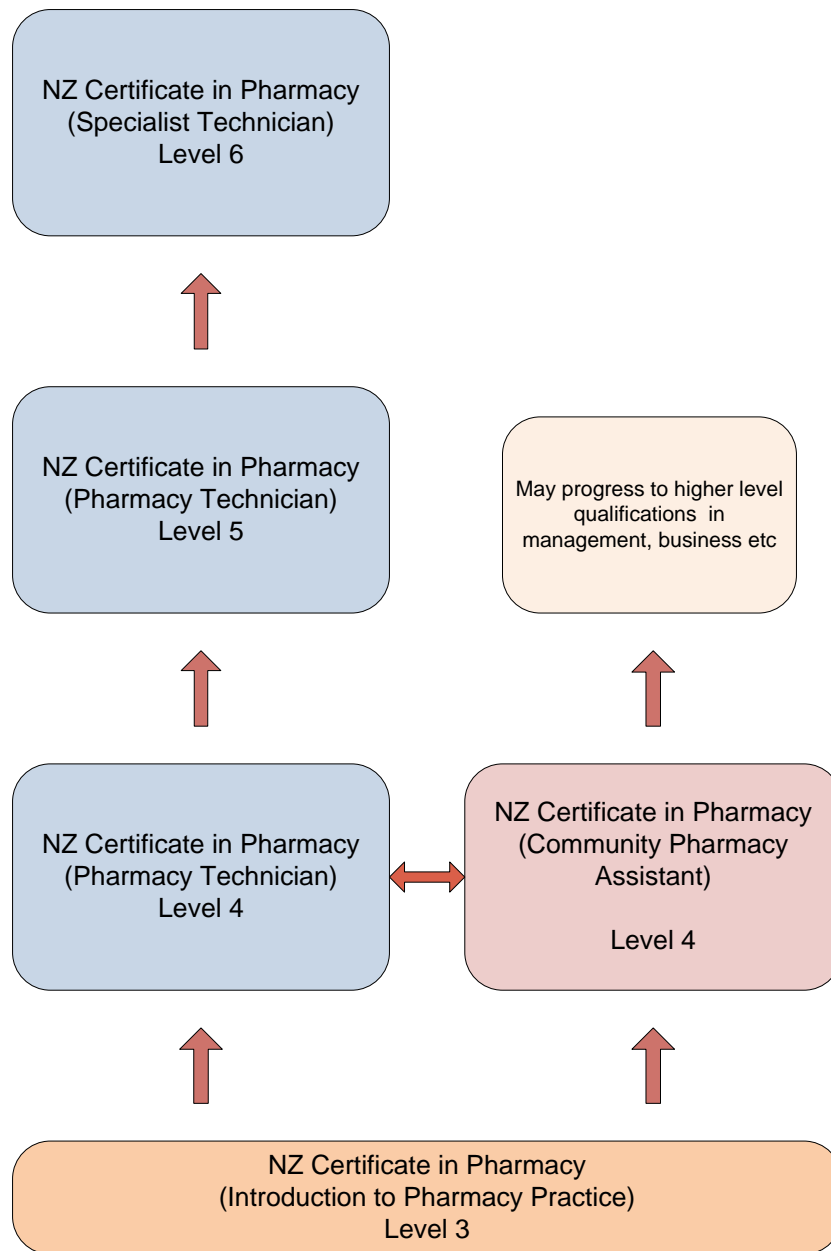
2. NZ Certificate in Pharmacy (Community Pharmacy Assistant) Level 4 - will ensure that appropriate training, skills and knowledge are achieved for those working in a community pharmacy and providing informed and appropriate advice and sales for pharmacy related products and services.

3. NZ Certificate in Pharmacy (Pharmacy Technician) Level 4 – provides a qualification at level 4 which ensures that foundational training, skills and knowledge are achieved for those who work as a Pharmacy Technician Level 4 within a dispensary under the direct supervision of a pharmacist. This qualification also fulfils the legal requirements and provides the authority to work in the dispensary.

4. NZ Certificate in Pharmacy (Pharmacy Technician) Level 5 - provides a qualification at level 5 for those progressing from the role of Pharmacy Technicians level 4. The training will provide an increased level of skills and knowledge in dispensary processes which allows participation in the full range of pharmacy functions to enable the delivery of pharmaceutical healthcare services in any pharmacy environment under the direct supervision of a pharmacist.

5. NZ Certificate In Pharmacy (Specialist Technician) Level 6 - provides a qualification at level 6 which will enable those progressing in pharmacy to obtain the training, skills and knowledge to be able work in a supervisory, management or specialist technical role working in a collaborative team environment within any pharmacy setting.

In addition to the proposed qualifications a training pathway has also been considered to show how this may operate from a provider perspective.



Proposed Technician Training pathways

Current Technician pathway

Level 3	Level 4	Level 5 Pharmacy Technician	Qualification
Enrolled into one training programme			
Current qualification covers all three levels in one programme , achievement is all or nothing, does not cater well for variation in workplace requirements, trainees must achieve all aspects to gain qualification.			

Proposed Technician pathway

Level 3 Introduction to Pharmacy practice	Level 4 Pharmacy Technician	Level 5 Pharmacy Technician	Level 6 Specialist Technician	Qualification	Qualification	Qualification	Qualification
First training programme			Second training programme		Advanced training programme		
The proposed model differentiates training across the three levels with potential outcomes and stepping off points at each level, allows for skill recognition at each level, differentiation of roles and responsibilities, encapsulates all current skills and knowledge and provides a framework to expand on that and provide a wider range of skills and responsibilities.					New level of attainment recognising specialist training and roles in pharmacy		

Proposed Qualifications for development

(CD Reference documents 8.1)

The skills and knowledge requirements are based around nine competence category groups which flow through, and are common to, all qualifications where appropriate. In developing these proposed qualifications a full matrix showing skill and knowledge progression through the levels has been used to ensure that the requisite skills and knowledge have been covered at the required level.

The categories used are based on the professional competencies for technicians at entry to practice in Canada. These have been slightly modified for use within these qualifications.

The nine competence categories are:

- Legal, ethical and professional responsibility
- Professional collaboration and teamwork
- Medicines distribution: Prescription and patient information
- Medicines distribution: Product preparation
- Medicines distribution: Product release
- Systems and inventory control
- Communication, numeracy and IT
- Healthcare knowledge and skills
- Retail and business knowledge

Qualification Title	NZ Certificate in Pharmacy (Introduction to Pharmacy Practice) L3
NZQA Level	3
Credit Value	
Strategic Purpose Statement	<p>The purpose of this qualification is to provide the pharmacy sector with culturally competent support staff who have obtained relevant knowledge and skills and can demonstrate safe, effective, patient centred healthcare for communities and whanau.</p> <p>Graduates will work in a scope of practice within any legislative requirements. Specifically this provides a Level 3 introductory qualification for all support staff in a pharmacy which will ensure a base level of training is undertaken. The outcome will be the provision of services from pharmacy support staff that are safe, effective and provided in a legal and ethical manner.</p>
Profile	<p>This qualification recognises people who have the knowledge, skills, attitudes and behaviours to work in any pharmacy environment. It covers the essential legislative, professional and personal aspects required to provide safe, effective and customer/patient focussed service.</p> <p>A person holding this qualification will be able to :</p> <ul style="list-style-type: none"> • Demonstrate an ethical approach and acknowledge the special nature of a pharmacy as a workplace • Demonstrate a focus on patient centred care • Practice in a culturally competent manner • Attend to customer/patient needs as appropriate to the work environment • Provide support services for the day to day operation of the pharmacy • Work effectively as a pharmacy team member • Refer customers/patients when required • Demonstrate knowledge of relevant legislation as applicable to pharmacy

Target	All pharmacy support staff.
Pre-requisites	People entering programmes leading to the award of this qualification must demonstrate the capacity to understand requirements and instructions and communicate to the required industry level, together with an appropriate level of numeracy ability. This might be evidenced by Level 2 credits in NCEA Communication or English and Maths or demonstration of equivalent knowledge or skills.
Pharmacy related role	Pharmacy Assistant or equivalent role
Qualification structure	All modules of this qualification will be compulsory. Delivery of this qualification will be supported by a training plan outlining the preferred or recommended progression of modules.
Qualification delivery	This qualification can be delivered either part time through distance provision for those currently employed in a pharmacy or through a full time course at an approved provider. With full time course delivery there will be a requirement of a minimum equivalent to 10 days work experience in a pharmacy. This qualification will also be available to existing pharmacy assistants through a recognition of current competence programme for those wishing to formalise their existing skills.
Employment pathways	Holders of this certificate will have the knowledge, skills, attitudes and behaviours required to work in a non-dispensary role within a pharmacy.
Educational progression	This certificate can lead to further qualifications in Pharmacy; the NZ Certificate in Pharmacy (Pharmacy Assistant) Level 4 or the NZ Certificate in Pharmacy (Pharmacy Technician) Level 4.
Intended Qualification Coverage	
Legal, Ethical and Professional responsibility	<ul style="list-style-type: none"> Cultural competence Ethics Privacy Patient centred care Legislation (eg Privacy, Health & Safety, Hazardous goods) Roles/boundaries/limitations within pharmacy Classification of medicines

	Customer service Security
Professional Collaboration and teamwork	Teamwork (being part of a team) Self and time management Presentation
Medicines Distribution: Prescription and Patient Information	Receiving requests for prescriptions and pharmacy related products
Medicines Distribution: Product release	Providing pharmacy related products including deliveries and picking up prescriptions
Systems and Inventory control	Stock maintenance (pricing, ordering, rotation, stock takes, expiry dates) Knowledge of loss prevention in a retail or warehouse distribution system Waste management
Communication, Numeracy and IT	Oral communication Active listening Calculations (basic workplace calculations) Computer skills eg hardware, software, navigation, backups, troubleshooting Email, internet Word processing, spreadsheets
Healthcare knowledge and Skills	First Aid Basic advice and referrals (alarm bell scenario) Overuse and misuse of medicines

Qualification Title	NZ Certificate in Pharmacy (Community Pharmacy Assistant) L4
NZQA Level	4
Credit value	
Strategic Purpose Statement	<p>The purpose of this qualification is to provide the pharmacy sector with culturally competent support staff who have obtained relevant knowledge and skills and can demonstrate safe, effective, patient centred healthcare for communities and whanau.</p> <p>Graduates will work in a scope of practice within any legislative requirements.</p> <p>Specifically this provides a level 4 qualification which ensures that appropriate training, skills and knowledge are achieved by those working in a community pharmacy and providing informed and appropriate advice and sales for pharmacy related products and services.</p>
Profile	<p>This qualification recognises people who have the knowledge, skills, attitudes and behaviours to work in a community pharmacy environment. It provides specific training on the provision of over the counter health related products and advice on their use (OTC Healthcare) as well as more advanced retail and business skills necessary for the delivery of safe, effective, customer focussed service:</p> <p>A person holding this qualification will be able to :</p> <ul style="list-style-type: none"> • Provide advice and guidance on appropriate over the counter health related products and services • Retail stock and inventory control • Support and lead teams within a pharmacy environment • Communicate with a range of people, community organisations and services • Demonstrate an understanding of retail business processes and management
Target	All pharmacy staff interacting with customers and providing advice for pharmacy related products.
Pre-requisite quals/entry	NZ Certificate in Pharmacy (Introduction to Pharmacy Practice) Level 3 or demonstration of equivalent skills and knowledge.

requirements	
Pharmacy related role	Pharmacy Assistant
Qualification structure	All modules of this qualification will be compulsory. Delivery of this qualification will be supported by a training plan outlining the preferred or recommended progression of modules.
Qualification delivery	This qualification can be delivered either part time through distance provision for those currently employed in a pharmacy or through a full time course at an approved provider. With full time course delivery there will be a requirement of a minimum equivalent to 20 days work experience in a pharmacy.
Employment pathways	Holders of this certificate will have the knowledge, skills, attitudes and behaviours required to work in any community pharmacy environment. They may progress to retail management or supervisor or work in other non dispensary health related roles.
Educational progression	This certificate can lead to further qualifications in business or personnel management. It may also allow holders to undertake a NZ Certificate in Pharmacy (Pharmacy Technician) Level 4 qualification.
Intended Qualification Coverage	
Legal, Ethical and Professional responsibility	<ul style="list-style-type: none"> Cultural Competence Ethics Privacy Patient centred care Complaints and incidents Behaviour identification and management
Professional Collaboration and	<ul style="list-style-type: none"> Teamwork (supporting and leading teams) Information management and dissemination

teamwork	
Systems and Inventory control	Retail stock management Management of handling hazardous substances procedures
Communication, Numeracy and IT	Written and oral communication skills as appropriate to the community and other health related services Calculations Research and apply appropriate information for business purposes
Healthcare knowledge and Skills	Basic human anatomy Advising on and selling OTC related to : <ul style="list-style-type: none"> common health disorders personal healthcare eye care nutritional and dietary treatment and prevention of minor ailments treatment of minor wounds infections and parasites skin care integrated healthcare Advising on and selling other pharmacy related products
Retail and Business Knowledge	Budgeting, banking, cashing up, accurate transactions and cash handling Merchandising(displays and marketing) General housekeeping

Qualification Title	NZ Certificate in Pharmacy (Pharmacy Technician) L4
NZQA Level	4
Credit value	
Strategic Purpose Statement	<p>The purpose of this qualification is to provide the pharmacy sector with culturally competent support staff who have obtained relevant knowledge and skills and can demonstrate safe, effective, patient centred healthcare for communities and whanau. Graduates will work in a scope of practice within any legislative requirements. Specifically this provides a qualification at level 4 which ensures that foundational training, skills and knowledge are achieved for those who work as a Pharmacy Technician within a dispensary under the direct personal supervision of a pharmacist. This qualification also fulfils the legal requirements and provides the authority to work in the dispensary.</p>
Profile	<p>This qualification recognises people who have the knowledge, skills, attitudes and behaviours to work in any pharmacy environment as a Pharmacy Technician. It covers the essential legislative, professional and personal aspects required to provide safe, effective and customer/patient focussed service.</p> <p>A person holding this qualification will be able to :</p> <ul style="list-style-type: none"> • Support and carry out the dispensing process while working under the direct personal supervision of a pharmacist • Demonstrate dispensary stock and inventory management skills • Ensure compliance with environmental requirements and correct medicines storage • Communicate effectively with customers, patients and other health care professionals • Demonstrate an understanding of basic human anatomy and physiology
Target	Pharmacy staff in the pharmacy environment or those wishing to work in a technician role
Pre-requisite qualification/entry	NZ Certificate in Pharmacy (Introduction to Pharmacy Practice) Level 3

requirements	
Pharmacy related role	Pharmacy Technician
Qualification structure	All modules of this qualification will be compulsory. Delivery of this qualification will be supported by a training plan outlining the preferred or recommended progression of modules. An understanding of any Hospital or Community specific aspects will be included but assessed only on actual workplace practice.(eg stock and inventory control)
Qualification delivery	This qualification can be delivered either part time through distance provision for those currently employed in a pharmacy or through a full time course at an approved provider. With full time course delivery there will be a requirement of a minimum equivalent to 20 days work experience in a pharmacy dispensary.
Employment pathways	Holders of this certificate will have the knowledge, skills, attitudes and behaviours required to work in any pharmacy environment as Pharmacy Technician level 4.
Educational progression	Holders of this certificate are able to progress to further training leading to the award of the NZ Certificate in Pharmacy (Pharmacy Technician) level 5
Intended Qualification Coverage	
Legal, Ethical and Professional responsibility	Cultural competence Ethics and professional standards Privacy Legislation DHB Procedures manuals Pharmac schedule, funding rules, National formulary Overview health services (including local initiatives) Risk management SOP's Limitations of roles within pharmacy

<p>Medicines Distribution: Prescription and Patient Information</p>	<p>Dispensing: (includes)</p> <ul style="list-style-type: none"> annotating Rx data entry patient history interactions (referral) annotations
<p>Medicines Distribution: Product preparation</p>	<p>Dispensing: (includes)</p> <ul style="list-style-type: none"> labelling count and pour checking processes accuracy (self reflection) identifying and managing interventions, near misses substitution dispensary stock management pharmaceutical orders bulk supply <p>Compliance packaging</p> <p>Deblistering</p> <p>Compounding: Reconstituting antibiotics</p> <p>Repacking</p> <p>Prescription administration</p> <p>Batching (awareness of)</p>
<p>Systems and Inventory control</p>	<p>Stock and inventory control</p> <p>Unpacking and processing orders</p>

	<p>Bulk supplies General housekeeping (cleaning, temp monitoring) Dispensing systems Ward supplies, Imprest, autosystems</p>
Communication, Numeracy and IT	<p>Written, oral and listening as appropriate to the intended recipient Increasing/decreasing dose, insulin, inhalers, eye drops, dilutions, conversions (g to mg), quantities estimation, pricing Accessing and assessing information Using databases</p>
Healthcare knowledge and Skills	<p>Basic anatomy and physiology and an understanding of medicines as they relate to a range of common health disorders (knowing where drugs work but not how they work). Theory of interactions and understanding the degree of importance Drug dosing Dose forms</p>

Qualification Title	NZ Certificate in Pharmacy (Pharmacy Technician) L5
NZQA Level	5
Credit value	
Strategic Purpose Statement	<p>The purpose of this qualification is to provide the pharmacy sector with culturally competent support staff who have obtained relevant knowledge and skills and can demonstrate safe, effective, patient centred healthcare for communities and whanau. Graduates will work in a scope of practice within any legislative requirements. Specifically this provides a qualification at level 5 for those progressing from the role of Pharmacy Technician Level 4. The training will provide an increased level of skills and knowledge in dispensary processes which allows participation in the full range of pharmacy functions to enable the delivery of pharmaceutical healthcare services in any pharmacy environment under the direct supervision of a pharmacist.</p>
Profile	<p>This qualification recognises people who have the knowledge, skills, attitudes and behaviours to work in any pharmacy environment as a Pharmacy Technician Level 5. It covers the essential legislative, professional and personal aspects required to provide safe, effective and customer/patient focussed service.</p> <p>A person holding this qualification will be able to :</p> <ul style="list-style-type: none"> • Demonstrate higher level knowledge of human anatomy, physiology and medicines used in the treatment of disorders of all systems • Demonstrate an understanding of medicines and how they affect the body • Carry out a range of compounding techniques • Control stock and inventory in a dispensary • Communicate effectively with healthcare professionals and patients/customers • Solve problems related to pharmacy practice • Demonstrate involvement in a wide range of healthcare and other services • Work effectively within a pharmacy team

Target	Pharmacy technicians working in all aspects of dispensing
Pre-requisite qualification/entry requirements	NZ Certificate in Pharmacy (Pharmacy Technician) Level 4
Pharmacy related role	Pharmacy Technician
Qualification structure	This qualification contains both compulsory and elective modules. The modules are chosen dependent on the requirements of the specific workplace (hospital or community). Delivery of this qualification will be supported by a training plan outlining the preferred or recommended progression of modules.
Qualification delivery	This qualification can be delivered either part time through distance provision for those currently employed in a pharmacy or through a full time course at an approved provider. For full time course provision there will be a requirement for work experience to be completed.
Employment pathways	Holders of this certificate will have the knowledge, skills, attitudes and behaviours required to work in roles including those in community, hospital, industrial and educational settings in pharmacy.
Educational progression	Holders of this certificate are able to progress to further training leading to the award of the NZ Certificate in Pharmacy (Specialist Technician) level 6.
Intended Qualification Coverage	
Professional Collaboration and teamwork	Team leadership, coaching Personal motivation and self management
Medicines Distribution: Product preparation	Dispensing Batch processing and claiming Compounding: Non aseptic Compounding: Aseptic Compounding: Cytotoxic Unit dose management

	Clinical trials
Systems and Inventory control	<p>Dispensary stock and inventory management</p> <p>Facilitate and/or manage rest home/institution supply, monitoring community and institution cycles</p> <p>Ward stock control</p>
Communication, Numeracy and IT	<p>Communication as appropriate with doctors, medical staff, patients (eg patient adherence), pharmacy staff and for the provision of appropriate and informed advice and guidance on medications as required</p> <p>Problem solving</p> <p>Critical thinking</p> <p>Calculations as appropriate to compounding</p> <p>Information systems</p>
Healthcare knowledge and Skills	<p>Health check measurements</p> <p>Knowledge of human physiology and the medicines used in the treatment of disorders of the:</p> <ul style="list-style-type: none"> Cardiovascular system Central Nervous system Gastro-intestinal system Endocrine system Respiratory system Reproductive system Urinary tract Musculoskeletal system Skin Immune system Eye, Ear, Nose and Oropharynx <p>Knowledge of how the body handles medicines</p> <p>Knowledge of how medicines act on the body</p>

Qualification Title	NZ Certificate in Pharmacy (Specialist Technician) L6
NZQA Level	6
Credit Value	
Strategic Purpose Statement	<p>The purpose of this qualification is to provide the pharmacy sector with culturally competent support staff who have obtained relevant knowledge and skills and can demonstrate safe, effective, patient centred healthcare for communities and whanau. Graduates will work in a scope of practice within any legislative requirements.</p> <p>Specifically this provides a qualification at level 6 which will enable those progressing in pharmacy to obtain the training, skills and knowledge to be able work in a supervisory, management or specialist role working in a collaborative team environment within any pharmacy setting.</p>
Profile	<p>This qualification recognises people who have the knowledge, skills, attitudes and behaviours to work in any pharmacy environment in a senior or specialist technician role and who can provide higher level contribution to pharmacy services as required. A person holding this qualification will be able to carry out a range of functions which may include (but is not limited to):</p> <ul style="list-style-type: none"> • Provide leadership to others • Work at an advanced level in their specialist area • Carry out specialist technician functions • Co-ordinate with other healthcare professionals communicating medicines information at a high level • Manage a dispensary or manufacturing unit • Manage teams of staff • Management of Pharmacy IT systems • Participation in an education environment role
Target	Pharmacy Technicians who are progressing to senior roles in dispensary management, business, or people management or for specialised functions

Pre-requisite qualification/entry requirements	NZ Certificate in Pharmacy (Pharmacy Technician) Level 5
Pharmacy related role	Specialist Technician
Qualification structure	It is intended that this qualification have core learning modules but the majority will be built around independent self study research projects, or projects related to the trainees own work environment under the direction of an approved supervisor. They will be required to present reports/papers on the chosen modules.
Intended Qualification Coverage	
<p>This list includes some examples of topics/modules which may be included but there may be a range of other relevant topics that arise</p> <ul style="list-style-type: none"> Medicines reconciliation- data collation, verification Clinical trials co-ordination Primary healthcare initiatives Clinical technician Medicines information Business skills-accounting, budgeting Stock management Documentation-protocols, SOPs Coaching and mentoring Dispensary management Management- area, staff, systems Checking within manufacturing units IT systems 	

Appendices (CD)

1. Project documents

- 1.1 PITO Qualifications and Training Framework January 2011
- 1.2 PITO Background document (updated May 2011)
- 1.3 Review Plan
- 1.4 Steering Group Invitation
- 1.5 Steering and Advisory Groups Composition
- 1.6 Education provider invitation
- 1.7 Nomination forms

2. Research documents

- 2.1 Tabulated Summary of Data January 2011

3. Online Survey

- 3.1 Survey Summary Report May 2011
- 3.2 Executive summary of survey results

4. Development

- 4.1 Advisory & Steering group wiki pages
- 4.2 Advisory & Steering Group survey results

5. Sector Consultation

- 5.1 Review website
- 5.2 Website Traffic reports
- 5.3 Website Survey reports
- 5.4 Summary of website queries

6. Meeting Presentations

- 6.1 Review Steering Group January 2011
- 6.2 Review Steering Group June 2011
- 6.3 Review Steering Group November 2011
- 6.4 Advisory Groups May 2011
- 6.5 Advisory Groups June 2011
- 6.6 Advisory Groups October 2011

7. Meeting Notes

- 7.1 Review Steering Group January 2011
- 7.2 Review Steering Group June 2011
- 7.3 Review Steering Group November 2011
- 7.4 Advisory Groups May 2011
- 7.5 Advisory Groups June 2011
- 7.6 Advisory Groups October 2011

8. Development matrix

- 8.1 Qualification Matrix

9. Communications

- 9.1 PITO newsletters
- 9.2 Other communications

10. NZQA Attestation documents

- 10.1 Involvement in Pre-development stage – Stakeholder Attestations

10.2 Applications for approval to develop a qualification at level 1-6

11. NZQA Submissions

11.1 Review initiation documents

12. Other

12.1 Letters of Support from Pharmacy Organisations