SKILLSIQ

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Draft 1 –

Certificate III in Hospital/Health Services Pharmacy Support

and

Certificate IV in Hospital/Health Services Pharmacy Support

Consultation Guide

March 2020

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Introduction

SkillsIQ is a not-for-profit Skills Service Organisation (SSO) supporting industry in developing standards to equip the people-facing workforce with the right skills for jobs now and into the future. SkillsIQ is funded by the Department of Education, Skills and Employment to support the Industry Reference Committees (IRCs) responsible for the development and maintenance of Training Packages in the following sectors:

- Community Services
- Health
- Local Government
- Public Sector
- Floristry
- Hairdressing and Beauty Services
- Funeral Services
- Retail Services
- Sport, Fitness and Recreation
- Tourism, Travel and Hospitality.

IRCs drive the process of Training Package development and are made up of people with experience, skills and knowledge of their particular industry sector. IRCs are responsible for the provision of strategic input and advice that represent the needs of their workforce, and for ensuring Training Package Products reflect those needs.

Project Background

Pharmacy assistants and technicians provide assistance to pharmacists, under supervision, in hospital and community health settings. This may also include pharmacies that are located outside of health services, but which supply medicines and products to hospitals and other health services.

In 2016, the Society of Hospital Pharmacists of Australia (SHPA) conducted a comprehensive workforce study into hospital pharmacy technicians and assistants. SHPA's white paper, titled *Exploring the role of hospital pharmacy technicians and assistants to enhance the delivery of patient-centred care*, showed that:

- Pharmacy technicians/assistants are integral to the provision of pharmacy services to patients in Australian hospitals and can be instrumental in increasing the availability and impact of these services
- There is concern regarding the lack of career opportunities that lead to high staff turnover for hospital pharmacy technicians/assistants in Australia, especially in rural and remote locations
- A lack of training opportunities, limited incentives to undertake training and few opportunities for progression are reported as major obstacles.

The update of the nationally recognised Hospital/Health Services Pharmacy Support Training Package Products, currently packaged within the HLT Health Training Package, has been commissioned by the Australian Industry and Skills Committee (AISC) under the direction of the Technicians Support Services IRC.

With reference to the SHPA's white paper, the IRC provided recommendations that have confirmed the key drivers contributing to the update of the packaging rules of the two qualifications, the update of nine Units of Competency, and the development of eleven new Units of Competency to align to the existing and future job roles of all pharmacy assistants, pharmacy technicians and senior pharmacy technicians.

The following key gaps were identified during the Industry Skills Forecast consultation and have been considered during the Training Package update and development process:

- While the existing Units of Competency within the qualifications cover the basic skills required for the job roles, they do not provide underpinning knowledge in key areas: namely, the pharmacology of drugs (what drugs do and how they work) and how drugs interact with the body's systems.
- Another key gap identified was the lack of robust performance assessment, which failed to address key knowledge-based or performance-based competencies relevant to the workplace. Performance evidence statements need to be strengthened in the corresponding Units of Competency.

Technical Advisory Committees

To inform the update of the two Hospital/Health Services Pharmacy Support qualifications, nine **existing** Hospital Pharmacy Units of Competency, and the development of eleven **new** Hospital Pharmacy Units of Competency, a Hospital/Health Services Pharmacy Support Technical Advisory Committee (TAC) was formed. The Hospital/Health Services Pharmacy Support TAC reports to the Technicians Support Services IRC and is made up of stakeholders and subject matter experts from across Australia who provide:

- guidance at the national level to ensure Training Package Products are flexible and responsive to changing needs and practices
- specialist advice and strategic direction in relation to stakeholder feedback and issues relevant to their sector
- views and feedback on behalf of the sector/organisation they represent
- facilitation of communication and consultation with others, including other members of their organisations, association members and other networks.

The aim of the proposed updates is to ensure that the Hospital/Health Services Pharmacy Support sector is supported by a high quality, highly skilled workforce. Hospital pharmacy assistants and technicians require access to appropriate skills and knowledge in order to meet the current and future needs of the Australian health care system.

Recommended Updates to the Qualifications

- Industry Skills Forecasts and stakeholder consultation have identified that the current structure and packaging of the qualifications, ***Certificate III*** and ***IV in Hospital/Health Services Pharmacy Support***, do not include:
    - Pharmaceutical science knowledge such as the understanding of drugs, chemistry, biology and pharmacology;
    - Human resources contextualised to the hospital sector;
    - Work Health and Safety (WHS) knowledge specific to hospital pharmacy; and
    - Hospital-specific communication and teamwork.
- Both qualifications were updated simultaneously to ensure consistency in the update process and to further ensure that final outcomes are suitable and fit for purpose.
- An update of the packaging rules relating to the Units of Competency within the Certificate III qualification, to enable them to be elective Units in the Certificate IV qualification, so that individuals can directly enter the Certificate IV qualification and pick up any relevant Units from the Certificate III.
- The inclusion of a streamed elective for the specialised pharmacy area of Compounding.

Stakeholders have agreed to the following definitive packaging rules in terms of including Units relevant to hospital pharmacy assistants and technicians:

Certificate III in Hospital/Health Services Pharmacy Support

- Thirteen core Units of Competency, as follows:
    - *BSBFLM309 Support continuous improvement systems and processes*
    - *BSBMED305 Apply the principles of confidentiality, privacy and security within the medical environment*
    - *BSBWOR301 Organise personal work priorities and development*
    - *CHCDIV001 Work with diverse people*
    - *CHCPRP003 Reflect on and improve own professional practice*
    - *HLTAAP001 Recognise healthy body systems*
    - *HLTCCD003 Use medical terminology in health care*
    - *HLTPHA010 Maintain pharmaceutical imprest stock*
    - *HLTPHA011 Pack pharmaceutical products*
    - *HLTPHA012 Assist with dispensing of prescriptions and medication orders*
    - *HLTPHA013 Order, maintain and distribute pharmaceutical stock*
    - *HLTPHA019 Coordinate communication processes in a hospital pharmacy setting*
    - *HLTWHS002 Follow safe work practices for direct client care.*
- Given the specialised nature of the job role and the need for fundamental skills and knowledge, there are no electives in the Certificate III qualification.

Certificate IV in Hospital/Health Services Pharmacy Support

- Updated to include fifteen core and five elective Units of Competency, to be selected from the following specialisations:
    - *Group A – Certificate III Units (maximum three)*
    - *Group B – Compounding specialisation*
    - *Group C – Other electives.*

Updates to the Units in the Qualification:

- The following nine existing Hospital Pharmacy Units of Competency have been updated:
  - *HLTPHA001 Maintain pharmaceutical imprest stock*
  - *HLTPHA002 Pack pharmaceutical products*
  - *HLTPHA003 Assist with dispensing of prescriptions and medication orders*
  - *HLTPHA004 Order, maintain and distribute pharmaceutical stock*
  - *HLTPHA005 Conduct small scale compounding and labelling of pharmaceutical products*
  - *HLTPHA006 Provide assistance in dispensary administration*
  - *HLTPHA007 Conduct small scale compounding and labelling of aseptic pharmaceutical products*
  - *HLTPHA008 Support pharmacist communication with clients and other health professionals*
  - *HLTPHA009 Support pharmacists in the collection and presentation of workplace data and information.*

- Eleven new Units of Competency have been developed to cover the following specialist areas:
  - *HLTPHA019 Coordinate communication processes in a hospital pharmacy setting*
  - *HLTPHA020 Identify and apply biological and physiological principles to provide pharmaceutical support*
  - *HLTPHA021 Apply understanding of medicine use to assist patients in using medicines effectively*
  - *HLTPHA022 Apply knowledge of medicines used to treat gastrointestinal and nutritional disorders to dispense medication to patients*
  - *HLTPHA023 Apply knowledge of medicines used to treat cardio-respiratory disorders to dispense medication to patients*
  - *HLTPHA024 Apply knowledge of medicines used to treat central nervous system disorders to dispense analgesic medication to patients*
  - *HLTPHA025 Conduct a continuing education session for peers on infections, immunological products and vaccines*
  - *HLTPHA026 Apply knowledge of medicines used to treat endocrine and genitourinary disorders to dispense medication to patients*
  - *HLTPHA027 Conduct a continuing education session for peers on malignant disease, immunosuppressive and musculoskeletal medicines*
  - *HLTPHA028 Apply knowledge of medicines used to treat eye, ear, nose and dermatological disorders to dispense medication to patients*
  - *HLTPHA029 Conduct a continuing education session for peers on chemical principles as they apply to pharmacy activity.*

Consultation Activities and Timelines

National consultation for Draft 1 will be open from **Monday, 24 February to Friday, 17 April 2020**. During this period, input will be sought on the following Training Package Products relating to the ***Certificate III*** and ***IV in Hospital/Health Services Pharmacy Support:***

- Two qualifications
- 20 Units of Competency and associated Assessment Requirements.

SkillsIQ will be undertaking a number of key activities to engage community stakeholders and VET professionals. Further details are posted on the SkillsIQ website here:

https://www.skillsiq.com.au/CurrentProjectsandCaseStudies/HospitalPharmacyTPD

Feedback can also be provided **online** via the SkillsIQ Feedback Forum, accessed at:

https://www.skillsiq.com.au/FeedbackForum/TrainingPackages1/HLTHealth/HospitalPharmacyTPDDraft1

When accessing the Feedback Forum, please first refer to the 'How To' guide located on the page. It will provide directions for leaving and submitting comments.

Following the close of the consultation period, feedback received will be collated and evaluated. This feedback will inform the development of the Validation Draft.

To remain up-to-date with project developments, please subscribe to SkillsIQ at: http://www.skillsiq.com.au/Subscribetoournewsletter.aspx.

About this Consultation Guide

This Guide, which should be read in conjunction with the applicable Draft Training Package Products, provides:

- A list of Draft 1 Training Package Products (two qualifications, nine existing and eleven new Units of Competency and associated Assessment Requirements)
- Mapping of qualifications and Units
- Key consultation questions on which SkillsIQ seeks feedback to provide information to the IRC.

Contact Details

For more information please contact:

Devika Mudaliar
Skills Engagement Executive
E: devika.mudaliar@skillsiq.com.au
P: (02) 9392 8100

List of Hospital/Health Services Pharmacy Support Qualifications

Qualification Code	Qualification Title
HLT37120	Certificate III in Hospital/Health Services Pharmacy Support
HLT47120	Certificate IV in Hospital/Health Services Pharmacy Support

List of Hospital/Health Services Pharmacy Support Units and Prerequisites

Unit Code	Unit Title	Prerequisite(s)
HLTPHA010	Maintain pharmaceutical imprest stock	Nil
HLTPHA011	Pack pharmaceutical products	Nil
HLTPHA012	Assist with dispensing of prescriptions and medication orders	Nil
HLTPHA013	Order, maintain and distribute pharmaceutical stock	Nil
HLTPHA014	Conduct small-scale compounding and labelling of pharmaceutical products	Nil
HLTPHA015	Provide assistance in dispensary administration	Nil
HLTPHA016	Conduct small scale compounding and labelling of aseptic pharmaceutical products	Nil
HLTPHA017	Support pharmacist's communication with patients and other health professionals	Nil
HLTPHA018	Support pharmacists in the collection and presentation of workplace data and information	Nil
HLTPHA019	Coordinate communication processes in a hospital pharmacy setting	Nil
HLTPHA020	Identify and apply biological and physiological principles to provide pharmaceutical support	Nil
HLTPHA021	Apply understanding of medicine use to assist patients in using medicines effectively	Nil
HLTPHA022	Apply knowledge of medicines used to treat gastrointestinal and nutritional disorders to dispense medication to patients	Nil
HLTPHA023	Apply knowledge of medicines used to treat cardio-respiratory disorders to dispense medication to patients	Nil

Unit Code	Unit Title	Prerequisite(s)
HLTPHA024	Apply knowledge of medicines used to treat central nervous system disorders to dispense analgesic medication to patients	Nil
HLTPHA025	Conduct a continuing education session for peers on infections, immunological products and vaccines	Nil
HLTPHA026	Apply knowledge of medicines used to treat endocrine and genitourinary disorders to dispense medication to patients	Nil
HLTPHA027	Conduct a continuing education session for peers on malignant disease, immunosuppressive and musculoskeletal medicines	Nil
HLTPHA028	Apply knowledge of medicines used to treat eye, ear, nose and dermatological disorders to dispense medication to patients	Nil
HLTPHA029	Conduct a continuing education session for peers on chemical principles, as they apply to pharmacy activity.	Nil

Qualification Mapping

A qualification is mapped as equivalent (E) to another one when it provides the same skill and knowledge outcomes, including when:

- Core Units remain the same or are replaced by similar Units which provide the same skill and knowledge outcomes
- Numbers of electives remain the same or are raised or reduced slightly.

A qualification is mapped as not equivalent (N) when it provides different skill and knowledge outcomes, including when:

- Units have been added to the core, which provide additional mandatory skill and knowledge outcomes
- Units have been removed from the core, which reduce mandatory skill and knowledge outcomes
- A significant number of additional elective Units are required
- Entry requirements are altered, creating significant differences to the structure of the qualification.

Previous Qualification Code and Title	New Qualification Code and Title	Comment in relation to Qualification E = equivalent N = not equivalent
HLT37115 Certificate III in Hospital/Health Services Pharmacy Support	HLT37120 Certificate III in Hospital/Health Services Pharmacy Support	N Number of Units required to complete the qualification has decreased from 14 to 13

Previous Qualification Code and Title	New Qualification Code and Title	Comment in relation to Qualification E = equivalent N = not equivalent
		Updates to packaging rules - packaging of core Units changed from 10 to 13. Electives removed. Updated Unit codes.
HLT47115 Certificate IV in Hospital/Health Services Pharmacy Support	HLT47120 Certificate IV in Hospital/Health Services Pharmacy Support	N Number of Units required to complete the qualification has increased from 14 to 20 Updates to packaging rules - packaging of core Units changed from 10 to 15. Elective specialisation updated. Updated Unit codes.

Unit of Competency Mapping

A Unit of Competency is mapped as equivalent (E) when:

- It provides the same skill and knowledge outcomes
- Elements and associated Performance Criteria have remained the same, but are better expressed
- Knowledge Requirements have remained the same but are better expressed.

A Unit of Competency is mapped as not equivalent (N) when:

- It provides different skill and knowledge outcomes
- Elements and/or Performance Criteria have been added or removed
- Knowledge Requirements have been added or removed.

Previous Unit Code and Title	New Unit Code and Title	Comment in relation to Unit E = equivalent N = not equivalent
HLTPHA001 Maintain pharmaceutical imprest stock	HLTPHA10 Maintain pharmaceutical imprest stock	N Terminology updated Changes to Performance Criteria and Knowledge Evidence Unit code updated
HLTPHA002 Pack pharmaceutical products	HLTPHA011 Pack pharmaceutical products	N Terminology updated Changes to Performance Criteria and Knowledge Evidence Unit code updated
HLTPHA003 Assist with dispensing of prescriptions and medication orders	HLTPHA012 Assist with dispensing of prescriptions and medication orders	N Terminology updated Changes to Elements, Performance Criteria and Performance Evidence Unit code updated
HLTPHA004 Order, maintain and distribute pharmaceutical stock	HLTPHA013 Order, maintain and distribute pharmaceutical stock	N Terminology updated Changes to Performance Criteria Unit code updated
HLTPHA005 Conduct small scale compounding and	HLTPHA014 Conduct small-scale compounding and	E

Previous Unit Code and Title	New Unit Code and Title	Comment in relation to Unit E = equivalent N = not equivalent
labelling of pharmaceutical products	labelling of pharmaceutical products	Terminology updated Minor changes to Performance Criteria and Performance Evidence Unit code updated
HLTPHA006 Provide assistance in dispensary administration	HLTPHA015 Provide assistance in dispensary administration	E Terminology updated Unit code updated
HLTPHA007 Conduct small scale compounding and labelling of aseptic pharmaceutical products	HLTPHA016 Conduct small scale compounding and labelling of aseptic pharmaceutical products	E Minor changes to Performance Criteria and Knowledge Evidence Unit code updated
HLTPHA008 Support pharmacist communication with clients and other health professionals	HLTPHA017 Support pharmacist's communication with patients and other health professionals	N Terminology updated Changes to Title, Performance Criteria and Knowledge Evidence Unit code updated
HLTPHA009 Support pharmacists in the collection and presentation of workplace data and information	HLTPHA018 Support pharmacists in the collection and presentation of workplace data and information	E Minor changes to Performance Criteria, Performance Evidence, Knowledge Evidence and Assessment conditions Unit code updated
New Unit	HLTPHA019 Coordinate communication processes in a hospital pharmacy setting	
New Unit	HLTPHA020 Identify and apply biological and physiological principles to provide pharmaceutical support	

Previous Unit Code and Title	New Unit Code and Title	Comment in relation to Unit E = equivalent N = not equivalent
New Unit	HLTPHA021 Apply understanding of medicine use to assist patients in using medicines effectively	
New Unit	HLTPHA022 Apply knowledge of medicines used to treat gastrointestinal and nutritional disorders to dispense medication to patients	
New Unit	HLTPHA023 Apply knowledge of medicines used to treat cardio-respiratory disorders to dispense medication to patients	
New Unit	HLTPHA024 Apply knowledge of medicines used to treat central nervous system disorders to dispense analgesic medication to patients	
New Unit	HLTPHA025 Conduct a continuing education session for peers on infections, immunological products and vaccines	
New Unit	HLTPHA026 Apply knowledge of medicines used to treat endocrine and genitourinary disorders to dispense medication to patients	
New Unit	HLTPHA027 Conduct a continuing education session for peers on malignant disease,	

Previous Unit Code and Title	New Unit Code and Title	Comment in relation to Unit E = equivalent N = not equivalent
	immunosuppressive and musculoskeletal medicines	
New Unit	HLTPHA028 Apply knowledge of medicines used to treat eye, ear, nose and dermatological disorders to dispense medication to patients	
New Unit	HLTPHA029 Conduct a continuing education session for peers on chemical principles as they apply to pharmacy activity.	

Questions for Consideration

The following series of questions has been developed to guide feedback for Draft 1 of the Hospital Pharmacy Training Package Products.

HLTPHA017 Support pharmacist's communication with patients and other health professionals

- The Performance Evidence states that the learner has 'complied with legislative and professional practice standards in the collection and provision of a medicines list for at least ten patients. Should the medicines list be for admission and/or discharge or both?
- As stated above, a medicines list for at least ten patients' needs to be provided. Would patient records for ten people meet the requirements? If not, how many records would the learner need to view and analyse to be able to achieve competency?

HLTPHA022 Apply knowledge of medicines used to treat gastrointestinal and nutritional disorders to dispense medication to patients

- The Performance Evidence states that the learner has 'prepared and dispensed gastrointestinal and nutritional medication on four occasions, including informing ten patients on how to manage constipation/diarrhoea'.
- Is preparing and dispensing for 4 occasions feasible? If not, on how many occasions should the learner prepare and dispense gastrointestinal and nutritional medication information?
- Should the learner inform ten patients or more on how to manage constipation/diarrhoea?

HLTPHA028 Apply knowledge of medicines used to treat eye, ear, nose and dermatological disorders to dispense medication to patients

- Unit Title: Should there be a separate Unit for applying knowledge used to treat dermatological disorders to dispense medication to patients?

HLTPHA029 Conduct a continuing education session for peers on chemical principles as they apply to pharmacy activity

- Unit Content: Should chemical principles be embedded in the Knowledge Evidence of other Hospital Pharmacy Units, where relevant?
- Assessment Conditions: Would Assessment Conditions be met by learners having access to a chemistry laboratory equipped with chemistry apparatus? Would this be accessible at all hospitals?

Suite of Units of Competency

- Are the packaging rules for the core and elective composition of Units attainable at a Certificate III and IV level?
- Are all draft Units required? Should any be deleted?
- Are there any essential prerequisites that should be nominated?
- Are there any additional Units of Competency required?

Titles and Application Statements - Units of Competency

- Does the Title reflect the skill being described? Could any be changed to better indicate what the Unit covers?
- Does the Application Statement provide a clear and accurate description of the skill being described?

Elements and Performance Criteria

- Do the Elements and Performance Criteria accurately describe what people do in Pharmacy Assistant/Technician job roles? If not, what could be added?
- Do the Performance Criteria adequately describe the level of proficiency?

Performance Evidence

- Would the types of evidence prove that a person is competent in all the Unit outcomes, including Performance Criteria, Foundation Skills and Knowledge?
- Is the suggested volume (sufficiency) of evidence appropriate? Too little, too much?
- Are the statements clear? Would assessors understand exactly what they must do?

Knowledge Evidence

- What is the essential knowledge required of an individual in order to perform the tasks described in the Performance Criteria? Is the Knowledge Evidence requirement specific enough?
- Is there anything which should be added or deleted?
- What is the breadth and depth of knowledge required? Is this described well enough to assist assessors in understanding the scope?

Assessment Conditions

- Are the nominated environments appropriate?
- Are the statements clear? Would assessors understand what they must provide for assessment?

Appendix A: Training Package Unit of Competency Terminology Guide

Units of Competency specify the skills and knowledge a learner needs in order to complete a work task. Each Unit of Competency has associated Assessment Requirements, which detail what a learner must demonstrate and know in order to be deemed competent, along with any special conditions which apply to the assessment of competency.

UNIT CODE	Unique code which identifies the Unit of Competency
UNIT TITLE	The Unit Title is a brief statement of the outcome of the Unit of Competency, i.e. what is the task that learners will be able to complete once they are deemed competent
APPLICATION	The application summarises: • the content of the Unit of Competency and the skill area it addresses • any relationship with other Units of Competency • any licensing requirements or relevant legislation • the Unit of Competency's scope, purpose and operation in different contexts - for example, by showing how it applies in the workplace.
PREREQUISITE UNIT	Prerequisites are other Units of Competency or in some cases licences, etc. that a learner must complete before undertaking this Unit of Competency. This may be in order to provide underpinning skills or knowledge that is essential for a learner to undertake this Unit.
ELEMENTS	The Elements are the basic themes of the Unit of Competency. They describe the significant functions that form part of the work task that the Unit of Competency covers.
PERFORMANCE CRITERIA	The Performance Criteria specify the required steps that enable the learner to undertake the work task.
Assessment Requirements	
PERFORMANCE EVIDENCE	Identifies what a learner must demonstrate in order to be deemed competent at the work task.
KNOWLEDGE EVIDENCE	Identifies what a learner needs to know to perform the work task effectively.

ASSESSMENT CONDITIONS	Assessment Conditions provide the context for the Unit of Competency, describing essential operating conditions that must be present for assessment, depending on the work situation, needs of the candidate, accessibility of the items required, and local industry and regional contexts. They may specify any of the following: • The conditions under which competency must be assessed including variables such as the assessment environment or necessary equipment or tools • Whether or not the Unit must be assessed in the workplace or may also be assessed via simulation • Resource implications, for example access to particular equipment, infrastructure or situations • Any required characteristics of the assessor, e.g. whether the assessor must hold a higher qualification in that field, etc.