



National Vocational Certificate level 2,
in (Pharmacy)

Assistant Clinical Pharmacist



National Vocational and Technical Training Commission (NAVTTTC)
Government of Pakistan

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National Vocational Certificate level 3, in (Pharmacy)
“Assistant Clinical Pharmacist”

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INTRODUCTION

Pharmacy is a health specialty, which describes the activities and services of the pharmacist to develop and promote the rational and appropriate use of medicinal products and devices. Pharmacy includes all the services performed by pharmacists practicing in hospitals, community pharmacies, nursing homes, and any other setting where medicines are prescribed and used. Pharmacy comprises set of functions that promote safe, effective and economic use of medicines for individual patient. Pharmacist provides direct patient care services that optimizes the use of medication and promotes health, wellness, and disease prevention.

Pharmacists are an integral part of the interdisciplinary approach to patient care. They work collaboratively with physicians, nurses and other healthcare personnel in various medical and surgical areas. The areas of opportunities for pharmacists to coordinate patient care include but not limited to data integration are communication management with physicians and patients, outcome research efforts, drug utilization reviews, disease management, academic detailing, cost analysis programs, and pharmacy benefit designs. In addition, pharmacists must be able to qualify and quantify the results of different therapies and programs, and therefore add value to the health care team.

The field of Pharmacy is dynamic and ever changing as complex technological advancements are taking place in this sector. Therefore, hospitals and community pharmacy expectations for skilled workforce are also dynamic which can only be managed through setting relevant competency standards in collaboration with the leading industries. Being cognizant of this fact, National Vocational & Technical Training Commission (NAVTTTC) developed competency standards for Assistant Clinical Pharmacist under National Vocational Qualifications Framework (NVQF). These competency standards have been developed by a Qualifications Development Committee (QDC) and validated by the Qualifications Validation Committee (QVC) having representation from the leading hospitals, community pharmacies and academic sector of the country.

PURPOSE OF THE QUALIFICATION

The purpose of this training is to develop a range of skills and techniques, personal skills and attributes essential for successful performance as an Assistant Clinical Pharmacist while meeting the requirements of the industry. It also enables the trainee to pursue his/her career as an Assistant Clinical Pharmacist with greater employment and entrepreneurial skills to progress.

Specific objectives of these Qualifications are as under:

- Improve the overall quality of training delivery and setting national benchmarks for training of Assistant Clinical Pharmacist in the country.
- Provide basis for competency-based assessment which is recognized and accepted by employers.
- Establish a standardized and sustainable system of training for Assistant Clinical Pharmacist in the country.

DATE OF VALIDATION

These national qualifications have been validated by the Qualifications Validation Committee (QVC) on 7th & 8th August, 2018 they will remain in currency until August 2023.

CODE OF QUALIFICATION

Qualification Title	Code
National Vocational Certificate Level-3, in Pharmacy (Assistant Clinical Pharmacist)	0916PHR01

ENTRY REQUIREMENTS

The entry requirement to National Vocational Certificate Level-3 in Pharmacy as Assistant Clinical Pharmacist is Matriculation with Science.

QUALIFICATIONS DEVELOPMENT COMMITTEE

The following members participated in the qualification development:

Sr. No.	Name	Designation	Organization	Phone No.	Email
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QUALIFICATION VALIDATION COMMITTEE

The Qualifications Validation Committee consisted of following members:

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REGULATIONS FOR THE QUALIFICATION AND SCHEDULE OF UNITS

Not Applicable

SUMMARY OF COMPETENCY STANDARDS

Code	Competency Standards	Level	Credits	Category
091600575	Maintain Pharmacy inventory	2	6	F
091600576	Provide Service to Customers	2	6	F
091600577	Manage hospital formularies	4	9	T
091600578	Formulate the extemporaneous preparation	2	9	T
091600579	Adjust dose according to Patient parameters	4	9	T
091600580	Manage safety and quality standards	3	3	G
071300559	Demonstrate Communication Skills	2	4	G
061100560	Maintain Safe work Environment	2	4	G
041600453	Occupational health and safety	2	3	Technical
041600455	Communicate in the workplace to support customers and team	3	6	Technical
041600459	Work effectively in a customer service - sales environment	3	7	Technical
041600460	Develop professionalism	3	3	Technical
041600461	Comply with health and safety regulations	3	2	Technical

Competency Standard: Maintain Pharmacy Inventory

Overview

This competency standard covers the skills and knowledge required to generate order for medicine and supplies, reconcile invoice to supplies received, and storage of medicines

Competency Units	Performance Criteria
A1: Generate order for medicine and supplies	<p>P1. Assist the Pharmacist to set and maintain periodic automatic replenishment (PAR) levels.</p> <p>P2. Identify the medicines & supplies required according to hospital need and consumption.</p> <p>P3. Select distributor to place order for required medicines and supplies.</p> <p>P4. Place the order for required medicines and supplies as per allocated budget with consultation of Pharmacist</p>
A2: Reconcile received supplies with invoice	<p>P1. Verify the quantity of received goods against generated order.</p> <p>P2. Inspect received goods for packaging & labelling, damage, batch no, expiry and cold chain maintenance if required.</p>
A3: Store medicines and supplies	<p>P1. Select the area for medicines & supplies storage according to optimal temperature and humidity.</p> <p>P2. Place the medicines and supplies according to first expire first out (FEFO) method.</p> <p>P3. Document the received medicines and supplies as per SOPs / organizational guidelines.</p>
A4: Perform audit of inventory	<p>P1. Check the expiry of inventory at random.</p> <p>P2. Perform audit of inventory at specific intervals as per organizational policy to compare the physical stock with inventory management software/manual register</p>

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- K1. Basic knowledge of Drugs, generic names, brand names, storage conditions, strengths, dosage forms
- K2. Basic Knowledge of Inventory Management
- K3. Economic Order Quantity (EOQ)
- K4. Drug Laws The Pharmacy Act 1967, The Drug Act 1976, DRAP Act 2012
- K5. Procurement Process
- K6. IT Skills (Inventory Management Software)

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) to be competent in this competency standard:

- Uses of inventory management software accurately
- Store medicine and supplies using FEFO method
- Demonstrates that the supplies and medicine have been placed at their respective storage places
- Maintained narcotics register and update it.
- Stores/maintains record of prescriptions bearing Narcotic Drugs.

Competency Standard: Provide Service to Customers

Overview

This competency standard covers the skills and knowledge required to receive medication order from physician, provide medicines to customers and counsel patients as per requirement.

Competency Units	Performance Criteria
B1. Receive medication order from customer	P1. Verify patient identifiers to ensure right medication for the right patients. P2. Analyze prescription/ medication order for completeness and validity P3. Identify prescription and medication error, if any, for patient safety P4. Contact the prescribing physician for intervention after consultation with pharmacist P5. Document the intervention for record
B2. Provide medicines to customers	P1. Check the availability of medicine in inventory. P2. Check expire of medicines and fill the prescription of prescribed medicine. P3. Re check filled medication against the prescription. P4. Label the medications with patient identifiers correctly. P5. Maintain privacy of the patient's information.
B3. Counsel Patients as per requirement	P1. Provide information regarding dose, frequency and drug administration for patient's compliance after consultation with Pharmacist P2. Provide patient compliance chart, if necessary P3. Verify patient understanding for medication use

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- K1. Knowledge of drugs according to the disease condition
- K2. Technical knowledge of prescription components
- K3. Basic knowledge of pharmaco-therapeutics
- K4. Dosage form knowledge
- K5. Knowledge regarding patient consultation behavior
- K6. Prescription abbreviations

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Interpret various terminologies/ abbreviations used in prescription
- Identifies prescription and medication errors correctly for safe dispensing
- Labels the prescribed medicine correctly.

Competency Standard: Manage Hospital Formularies

Overview

This competency standard covers the skills and knowledge required to develop comprehensive formulary, implement the formulary and update formulary periodically.

Competency Units	Performance Criteria
C1. Develop comprehensive formulary	<p>P1. Make a list of hospital approved drugs on prescribed format as per need and consumption analysis after consultation with Hospital Pharmacist</p> <p>P2. Identify brands for approved generic drugs</p> <p>P3. Submit formulary for approval from administration after consultation with Hospital Pharmacist</p>
C2. Implement the formulary	<p>P1. Provide guidelines to implement formulary</p> <p>P2. Conduct training of hospital staff (prescribing physicians and pharmacist)</p> <p>P3. Monitor implementation of formulary through prescribing practices</p>
C3. Update formulary periodically	<p>P1. Review the medications consumption in periodic manner</p> <p>P2. Add/remove drugs approved from Pharmacy and Therapeutics Committee (P&TC).</p> <p>P3. Assist the Hospital Pharmacist to obtain Approval of updated information of formulary from Pharmacy and Therapeutic Committee (P&TC).</p>

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- K1. Knowledge of pharmacotherapeutics
- K2. Knowledge regarding essential drug list & national essential drug list of Pakistan.
- K3. Basic knowledge of pharmaco-economics

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Prepare list of essential and non-essential drugs used in hospital
- Prepare template for drug monograph.
- Prepare list of drugs to be removed or added to the formulary periodically
- Documents the proceeding of meeting of P&TC and hospital administration

Competency Standard: Formulate the Extemporaneous Preparation

Overview

This competency standard covers the skills and knowledge required to receive the dispensing order, maintain extemporaneous preparation area, finalize raw materials for preparation, formulate the dosage form and Dispense pharmaceutical product.

Competency Units	Performance Criteria
D1: Receive the dispensing order	<p>P1. Analyze the dispensing order to formulate extemporaneous preparation.</p> <p>P2. Make changes in excipients of dispensing formula, if required.</p>
D2: Maintain the extemporaneous preparation area	<p>P1. Clear the workplace area from previous batch</p> <p>P2. Sterilize the machine, equipment and material if required.</p> <p>P3. Follow Current Good Manufacturing Practices (cGMP) of sterile and non-sterile compounding as per USP/BP and other compendial methods if required.</p>
D3: Finalize raw materials for preparation	<p>P1. Select compatible excipients for formulations</p> <p>P2. Calculate quantities of raw materials for weighing</p> <p>P3. Weight the ingredients using calibrated balance</p>
D4: Formulate the dosage form	<p>P1. Select the compendial method for formulation.</p> <p>P2. Manage the apparatus if ready to use.</p> <p>P3. Wear personal protective equipment as per organizational safety rules.</p> <p>P4. Prepare the dosage form as per standard methods.</p> <p>P5. Perform quality control tests, if required.</p>
D5: Dispense pharmaceutical product	<p>P1. Fill the product in suitable container (Unit/Bulk)</p> <p>P2. Label the container with product name, composition, manufacturing date, expiry date and directions for use.</p>

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- K1. Physiochemical properties of drugs & excipients
- K2. Dosage form knowledge
- K3. Compounding techniques
- K4. Sterile products & their compounding as per compendial methods

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard.

- Follows Sops for compounding and sterility standards.
- Follows guidelines of adopted procedures of pharmaceutical techniques to dispense extemporaneous preparations.
- Maintains record of patient's specific extemporaneous preparations.

Competency Standard: Adjust Dose According to Patient Parameters

Overview

This competency standard covers the skills and knowledge required to assess patient parameters and dose adjustment of drugs.

Competency Units	Performance Criteria
E1: Assess patient parameters	P1. Assess prescription with respect to primary and secondary identifiers P2. Take medical history of the patient for assessment. P3. Investigate lab reports for renal, hepatic and other critical parameters
E2: Adjust dose of drugs	P1. Calculate dose of drug according to weight, age, body surface area, renal, hepatic and other lab parameter P2. Contact prescribing physician to change the dose, if required. P3. Give reminder to nursing staff to keep the record and update patient's file

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- K1. Pharmacotherapeutics of the drugs
- K2. Posology
- K3. Knowledge about lab values and their interpretations.

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Perform dose calculations and adjustment
- Check prognosis of patient for adjusted doses

Competency Standard: Manage Safety and Quality Standards

Overview

This competency standard covers the skills and knowledge required to Perform occupational health & safety, manage proper disposal of waste and Maintain Pharmacy environment as per statutory requirements.

Competency Units	Performance Criteria
M1: Develop occupational health & safety standards	<ul style="list-style-type: none"> P1. Develop guidelines for preparing & dispensing medications. P2. Implement guidelines for communicable disease; inflammable, corrosive, cytotoxic and toxic drugs for health and safety P3. Prepare MSDS (Material Safety Data Sheet) for raw material handling and storage
M2: Manage proper disposal of waste	<ul style="list-style-type: none"> P1. Implement guidelines of waste disposal according to ISO 9001 standards. P2. Dispose the used/expired drugs and medical supplies as per ISO guidelines P3. Maintain record for ensuring compliance of health and safety standards.
M3: Maintain Pharmacy environment as per statutory requirements	<ul style="list-style-type: none"> P1. Adopt pharmacy premises standards as per The Pharmacy Act 1967. P2. Implement drug related laws/acts required for the pharmacy area P3. Adopt shielding zone standards in case of nuclear pharmacy

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- K1. Basic knowledge of drug related laws/Acts the Pharmacy Act 1967, the Drug Act 1976, the Factories Act 1934
- K2. Basic knowledge regarding quality management system (QMS)
- K3. General and health safety guidelines
- K4. Knowledge regarding First Aid

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Check the protocol of health safety practices
- Check the upgradation of systems with respect to guidelines
- Check the proper disposal of drugs and medical supplies.

061100559 Demonstrate Communication Skills

Overview

This Competency Standard identifies the competencies required to apply communication skills at workplace in accordance with organization guidelines and procedures. You are expected to work in a team to achieve common organizational goals and avoid conflicts. This competency standard would also enable you to use basic computer skills to communicate effectively and prepare work related documents.

Competency Units	Performance Criteria
1. Work in Team	<p>P1. Treat team members with respect and maintain positive relationships to achieve common organizational goals</p> <p>P2. Listen to instructions carefully and comply with them</p> <p>P3. Provide work related information to team members and identify interrelated work activities to avoid confusion</p> <p>P4. Adopt communication skills appropriate to work activities and company procedures</p> <p>P5. Identify problems and resolve them through discussion and mutual agreement</p>
2. Deal with Clients	<p>P1. Collect and confirm work requirements from clients using appropriate communication procedures</p> <p>P2. Provide clear information to clients about work requirements including costs and time needed to accomplish tasks</p> <p>P3. Negotiate with clients regarding wages, time, labour requirements etc.</p>
3. Demonstrate Basic IT Skills	<p>P1. Create folders and files and learn major commands of operating system/windows</p> <p>P2. Type text and use major commands such as printing, editing, creating tables, header footer, footnotes, table of contents and page number etc.</p> <p>P3. Make the document as per work specifications and client's requirement</p> <p>P4. Generate reports for clients as required using appropriate computer applications</p> <p>P5. Use internet for sending/receiving emails and connecting through social or other media</p>

Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- Principles of effective and interactive communication
- 7 C's of communication and their importance
- Cultural and organizational practices for effective communication
- Effective negotiation skills
- Role of team members and development of team work
- Team dynamics and stages of team development
- Conflict resolution strategies
- Negotiation techniques
- Basic architecture of computer system
- Input / output devices of computer and their functions
- Basic computer skills using MS Word, MS Excel, use of internet, sending and receiving emails etc.
- Preparing documents and work related reports

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Communicate effectively with colleagues and clients
- Develop a job completion report for the work using computer technology

061100560 Maintain Safe Work Environment

Overview

This Competency Standard identifies the competencies required to apply occupational safety and health at workplace in accordance with the organization's approved guidelines and procedures. You will be expected to identify and use Personnel Protective Equipment (PPE) according to the job requirement and potential hazards at workplace. The underpinning knowledge regarding OSH will be sufficient to provide the basis for your work.

Competency Units	Performance Criteria
1. Identify Hazards at Workplace	P1. Read and interpret work processes and procedures correctly to identify risk of hazards at workplace P2. Recognize engineering processes, tools, equipment and consumable materials that have the potential to cause harm P3. Identify any potential hazards and take appropriate action to minimize the risk
2. Observe Occupational Safety and Health (OSH)	P1. Work safely while complying with health and safety precautions, regulations and other relevant guidelines P2. Identify health and safety hazards in the workplace, so that the potential for personal injury, damage to equipment or workplace is prevented, and corrective action is taken P3. Deal with problems which are within your control, and report those that cannot be resolved to safety officer P4. Wear, adjust, and maintain Personal Protective Equipment to ensure correct fit and optimum protection in compliance with company procedures P5. Keep work area clean and clear of obstructions, and storing tools or equipment, so that the potential for accident or injury is prevented

Knowledge and Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out tasks covered in this competency standard. This includes the knowledge of:

- Types of hazards that are most likely to cause harm to health and safety
- Health and safety precautions
- Health and safety signs and symbols
- Techniques and methods to identify the risks of hazards at workplace
- Dealing with hazards to avoid any accident or injury
- Safety reporting procedures and documentation
- Use of Personal Protective Equipment
- First aid treatment methods including methods of resuscitation
- Fire-fighting methods
- Safe methods of handling heavy loads

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Identify possible hazards at workplace
- Use correct Personal Protective Equipment (PPE) for the assigned job

Occupational health and safety

Purpose

It is for the safety of persons working in that environment.

Classification ISCED

0416 Wholesale and retail sales

Available grade

Competent / Not yet competent

Modification history

N/A

Unit of Competency	Performance Criteria	Knowledge
I1. Identify and implement safe working practices	You must be able to: P1. Study of facility layout design and operations P2. Implement the health and safety measures	You must know and understand: K1. Knowledge of health and safety precautions

Communicate in the workplace to support customers and team

Purpose

This Competency standard identifies the competencies required to communicate in the workplace to support customers and team as per organization's approved guidelines and procedures. You will be expected to communicate face-to-face with customers, use technology to communicate with customers, communicate with customers and colleagues from diverse backgrounds, work in a team, ask appropriate probing / questioning from customers and provide continuous feedback to customers / colleagues. Your underpinning knowledge about basic communication tools and correspondence tactics will be sufficient for you to provide the basics of the work.

Classification ISCED

Available grade

Competent / Not yet competent

Modification history

N/A

Unit of Competency	Performance Criteria	Knowledge
B1. Communicate face-to-face with customers.	You must be able to: P1. Maintain welcoming customer environment that reflects company branding and market position and is in line with the company policy and procedures. P2. Greet customer warmly according to company policy and procedures. P3. Create effective service	You must be able to: K1. Explain different techniques that can be applied when communicate with customer face to face K2. Describe types of customer behavior and dealings K3. Explain different communication skills and techniques K4. Explain the basic key

	<p>environment through verbal and non-verbal interaction according to company policy and procedures.</p> <p>P4. Use questioning and active listening to determine customer needs.</p> <p>P5. Use positive and inclusive language.</p> <p>P6. Recognize personal factors impact on customer service delivery</p>	<p>elements of the communication process.</p> <p>K5. Describe a range of communication methods that can be used to effectively communicate with customers and identify the most appropriate to use in different situations.</p> <p>K6. Explain how 'body language' impacts on the communication process.</p>
<p>B2. Use technology to communicate with customers.</p>	<p>You must be able to:</p> <p>P1. Answer telephone according to the company procedures.</p> <p>P2. Questioning and active listening to identify caller and establish and confirm requirements.</p> <p>P3. Use telephone system functions according to instructions.</p> <p>P4. Use email, social networking sites and other technologies to receive and process information and customer requests in line with company policy and procedures.</p> <p>P5. Record and promptly pass on messages or information.</p> <p>P6. Inform customer of any problems and relevant action being taken.</p> <p>P7. Perform follow-up action as necessary.</p>	<p>You must be able to:</p> <p>K1. Identify the recognized principles of communicating electronically, by telephone and in writing.</p> <p>K2. Describe the different methods of collecting customer feedback on telephone.</p> <p>K3. Explain the importance of collecting customer feedback and how this can be used to improve customer service.</p> <p>K4. Describe how technology can affect and enhance the service delivery process.</p>
<p>B3. Communicate with customers and colleagues from diverse backgrounds.</p>	<p>You must be able to:</p> <p>P1. Treat customers and colleagues from diverse backgrounds with respect and sensitivity.</p> <p>P2. Consider cultural differences in verbal and non-verbal</p>	<p>You must be able to:</p> <p>K1. Identify the barriers to effective communication that can arise and how best to deal with these.</p> <p>K2. Identify and explain when it is necessary to seek advice or</p>

	<p>communication.</p> <p>P3. Use gestures or simple words to communicate where language barriers exist.</p> <p>P4. Obtain assistance from colleagues or supervisors when required to facilitate communications.</p>	<p>assistance from colleagues and when to take own initiative.</p> <p>K3. Describe different types of dealings techniques with different types of behaviors</p>
B4. Work in a team.	<p>You must be able to:</p> <p>P1. Display a courteous and helpful manner at all times.</p> <p>P2. Complete allocated tasks willingly, according to set timeframes.</p> <p>P3. Actively seek or provide assistance by approaching other team members when difficulties arise.</p> <p>P4. Identify and use lines of communication with supervisors and peers according to company policy.</p> <p>P5. Encourage, acknowledge and act upon constructive feedback provided by other team members.</p> <p>P6. Use questioning to minimise misunderstandings.</p> <p>P7. Identify signs of potential workplace conflict wherever possible and take action to resolve the situation using open and respectful communication.</p> <p>P8. Participate in team problem solving.</p> <p>P9. Interpret organization's goals and objectives and translate them into individual targets</p> <p>P10. Prepare plan of action to achieve individual as well as team goals</p>	<p>You must be able to:</p> <p>K1. Define team work.</p> <p>K2. Explain the importance of team work.</p> <p>K3. Define company goals and objectives as well as SOPs of the company</p> <p>K4. Explain different concepts and techniques of problem solving</p> <p>K5. Describe systematic decision making process</p> <p>K6. Describe characteristics of a successful teamwork experience.</p>
B5. Ask appropriate probing /	<p>You must be able to:</p> <p>P1. Use different types of</p>	<p>You must be able to:</p> <p>K1. Explain:</p>

questioning from customers	<p>questions when appropriate.</p> <p>P2. Allow the other person to answer freely.</p> <p>P3. Collect facts, information and data about the other person's situation.</p> <p>P4. Focus on the necessary information (information that links directly to product or service)</p>	<ul style="list-style-type: none"> • Open-ended questions • Close-ended questions • High gain questions • Mirror questions • Probing questions • Situation questions
B6. Provide continuous feed-back	<p>You must be able to:</p> <p>P1. Give and receive feed-back with customers.</p> <p>P2. Apply appropriate body language and read customers body language.</p> <p>P3. Give and receive feed-back with internal departments.</p> <p>P4. Design a communication system / process and share information.</p> <p>P5. Gain commitment from others to work together in the interest of the customers.</p> <p>P6. Conduct meetings.</p> <p>P7. Utilize the feed-back to identify opportunities for product / service improvement.</p>	<p>You must be able to:</p> <p>K1. Explain how to use customer feed-back to improve your business</p> <p>K2. Define importance of body language.</p> <p>K3. Explain communication ethics.</p> <p>K4. Define organizational Jargon.</p>

Work effectively in a customer service/ sales environment

Purpose

This Competency standard identifies the competencies required Work Effectively in a Customer Service/Sales Environment as per Organization's approved guidelines and procedures. You will be expected to work within organizational requirements, support the work team, maintain personal presentation, develop effective work habits, portray ethical behaviour and acquire up to date product / service knowledge. Your underpinning knowledge about Work Effectively in a Customer Service/Sales Environment will be sufficient for you to provide the basics of the work.

Classification ISCED

0416 Wholesale and retail sales

Available grade

Competent / Not yet competent

Modification history

N/A

Unit of Competency	Performance Criteria	Knowledge
F1. Work within organizational requirements.	You must be able to: P1. Identify and read organisation's requirements and responsibilities and seek advice from appropriate people where necessary. P2. Interpret staff rosters	You must be able to: K1. Define industry awards and agreements that relate to personal job role and terms and conditions of employment. K2. Differentiate between employer and employee responsibilities. K3. Explain different relevant legislation and statutory

	<p>and provide sufficient notice of unavailability for rostered hours according to workplace policy and procedures.</p> <p>P3. Develop and use a current working knowledge and understanding of employee and employer rights and responsibilities.</p> <p>P4. Comply with relevant duty of care and legal responsibilities, and support organisational culture.</p> <p>P5. Identify roles and responsibilities of colleagues and immediate supervisors.</p> <p>P6. Identify standards and values considered to be detrimental to the organisation and communicate this through appropriate channels.</p> <p>P7. Identify, recognise and follow behaviour that contributes to a safe and sustainable work environment.</p>	<p>requirements.</p>
<p>F2.Support the work team.</p>	<p>You must be able to:</p> <p>P1. Display courteous and helpful behaviour at all times.</p> <p>P2. Take opportunities to enhance the level of assistance offered to colleagues and meet all reasonable requests for assistance within acceptable workplace</p>	<p>You must be able to:</p> <p>K1. Explain the importance of team work</p> <p>K2. Define workplace relations</p> <p>K3. Explain workplace policies, plans and procedures, including:</p> <ul style="list-style-type: none"> • Dealing with grievances • Discriminatory behavior • Equal opportunity

timeframes.

- P3. Complete allocated tasks as required.
- P4. Seek assistance when difficulties arise.
- P5. Use questioning techniques to clarify instructions or responsibilities.
- P6. Identify and display a non-discriminatory attitude in all contacts with customers and other staff members.

issues.

- Staff rosters and notification of shift
- Availability or non-attendance
- Providing customer service to colleagues and customers.

F3. Maintain personal presentation.

You must be able to:

- P1. Observe appropriate dress code and presentation as required by the workplace, job role and level of customer contact.
- P2. Follow personal hygiene procedures according to organisational policy and relevant legislation.

You must be able to:

- K1. Explain hygiene and personal presentation
- K2. Explain the importance of workplace ethics

F4. Develop effective work habits.

You must be able to:

- P1. Interpret, confirm and act on workplace information, instructions and procedures relevant to the particular task.
- P2. Ask questions to seek and clarify workplace information.
- P3. Plan and organise daily work routine within the scope of the job role.
- P4. Prioritise and complete tasks according to required timeframes.
- P5. Identify work and personal priorities and

You must be able to:

- K1. Explain staff counseling and disciplinary procedures
- K2. Describe workplace organizational structure.

achieve a balance
between competing
priorities

<p>F5. Portray ethical behavior</p>	<p>You must be able to:</p> <p>P1. Follow ethical code of conduct.</p> <p>P2. Understand your customer's code of ethics.</p> <p>P3. Declare conflict of interest.</p> <p>P4. Maintain confidentiality.</p> <p>P5. Honour your commitments (timeframe, deliverables etc.)</p> <p>P6. Use internet for business only on company time.</p>	<p>You must be able to:</p> <p>K1. Explain the importance of ethical behavior.</p> <p>K2. Explain the importance of commitment in sales and customer services.</p>
<p>F6. Acquire up to date product / service knowledge</p>	<p>You must be able to:</p> <p>P1. Gather information about your product / services.</p> <p>P2. Identify the components of your product and services.</p> <p>P3. Recognize the essential selling features of your products and services.</p> <p>P4. Translate all essential features of your product and services.</p> <p>P5. Analyze product success.</p> <p>P6. Identify your market position.</p> <p>P7. Familiar with all product promotions, sales manuals and product literature.</p> <p>P8. Keep information of latest technology advances and seek ways to use these technologies in your work.</p>	<p>You must be able to:</p> <p>K1. Explain:</p> <ul style="list-style-type: none"> • Price per product. • Profit per product / service. • Price flection • Product strengths • Product weaknesses. • Warranty / guarantee policies. • Packaging facilities and potential. <p>K2. Explain how your product/service fits into your customers overall operations, business plan, sales success, operation cost etc.</p>

Develop professionalism

Purpose

This Competency standard identifies the competencies required to Develop Professionalism as per Organization's approved guidelines and procedures. You will be expected to create a personal vision / mission, manage your attitude, practice self-discipline, manage time, manage your professional development, and participate in trainings and performance review. Your underpinning knowledge about Develop Professionalism will be sufficient for you to provide the basics of the work.

Classification ISCED

0416 Wholesale and retail sales

Available grade

Competent / Not yet competent

Modification history

N/A

Unit of Competency	Performance Criteria	Knowledge
G1. Create a personal vision / mission	You must be able to: P1. Clarify / prioritize self-values and consider the value of others. P2. Clarify expectations of yourself and expectations others have of you. P3. Identify what you need to do to be successful (personal standards, targets, goals, principals) P4. Set specific short and long	You must be able to: K1. Explain long and short term goals. K2. Explain why personal vision and mission is important for success. K3. Describe the advantages of personal vision and mission.

	<p>term goals.</p> <p>P5. Translate the vision into actionable steps.</p> <p>P6. Integrate the vision into daily practice.</p> <p>P7. Recount frequently with your vision and change accordingly.</p>	
G2. Manage your attitude.	<p>You must be able to:</p> <p>P1. Challenge yourself, break old habits, and move out of your comfort zone.</p> <p>P2. Practice innovative techniques for out of the box creative thinking.</p> <p>P3. Seek out support and feedback from others on the team, in the organization / community etc.</p> <p>P4. Identify daily, weekly accomplishments.</p> <p>P5. Read inspirational material, audiotapes etc.</p>	<p>You must be able to:</p> <p>K1. Explain the importance of personal and professional motivation</p> <p>K2. Identify your positive attitude.</p> <p>K3. Explain the advantages of innovative ideas and techniques during job.</p>
G3. Practice self-discipline	<p>You must be able to:</p> <p>P1. Accountable for your performance.</p> <p>P2. Identify what you need to do to be successful.</p> <p>P3. Communicate your priorities to others.</p> <p>P4. Make and honour appointments with yourself and others.</p> <p>P5. Practice relaxation and energizing techniques.</p>	<p>You must be able to:</p> <p>K1. Explain the importance of communication.</p> <p>K2. Explain the advantages of self-discipline.</p>
G4. Manage time	<p>You must be able to:</p> <p>P1. Isolate key success activities and prioritize them.</p> <p>P2. Breakdown large tasks down into manageable action steps (set time frame).</p> <p>P3. Create or adopt action</p>	<p>You must be able to:</p> <p>K1. Explain the importance of time management to achieve different tasks.</p>

- plans and follow it.
- P4. Set aside appropriate blocks of time for goal-related activities.
 - P5. Make the best possible use of support people / recourses to accomplish tasks.

<p>G5.Manage your professional development</p>	<p>You must be able to:</p> <ul style="list-style-type: none"> P1. Take inventory of your personal interests, abilities, skills, knowledge etc. P2. Identify and prioritize the strengths and gaps. P3. Use available assessment tools. P4. Create a personal growth strategy / career path. P5. Set personal goals and timeframe for achieving them. P6. Learn from your mistakes. 	<p>You must be able to:</p> <ul style="list-style-type: none"> K1. Explain the importance and need of professional development.
<p>G6.Participate in trainings and performance review</p>	<p>You must be able to:</p> <ul style="list-style-type: none"> P1. Analyse, evaluate and improve performance, and report significant issues/problems to senior management P2. Demonstrate to-do attitude in profession P3. Demonstrate understanding of skills requirements P4. Use the competences acquired in trainings 	<p>You must be able to:</p> <ul style="list-style-type: none"> K1. Define concept about performance standards. K2. Explain policies, procedures and regulations regarding human resources of the organization. K3. Explain self-planning and management techniques K4. Define goals and strategies of self- development. K5. Explain relevant knowledge about training / job requirements

Comply with health and safety regulations

Purpose

This Competency standard identifies the competencies required to comply with health and Safety Regulations as per Organization's approved guidelines and procedures. You will be expected to interpret health and safety regulations, apply basic safety procedures and apply basic emergency procedures. Your underpinning knowledge about comply with health and safety regulations will be sufficient for you to provide the basics of the work.

Classification ISCED

0416 Wholesale and retail sales

Available grade

Competent / Not yet competent

Modification history

N/A

Unit of Competency	Performance Criteria	Knowledge
H1. Interpret health and safety regulations, standards and guidelines of an organization.	You must be able to: P1. Identify, understand and apply health and safety regulations at workplace P2. Assess risk of injury and equipment damages in common work situations and report to department concerned for timely response P3. Participate in quality	You must be able to: K1. Explain concepts and principles of health, safety, quality and environment regulations. K2. Define types of risk of injuring and equipment damages. K3. Describe types of risk and injury at workplace. K4. Explain the procedure of

	<p>enhancement of products or services of the organization</p> <p>P4. Comply with quality and safety standards effectively</p> <p>P5. Handle toxic and hazardous material and product with caution</p> <p>P6. Assess risk of injuries and accidents and report it to senior management for avoiding serious injuries</p>	<p>dealing with risk and injury situation.</p> <p>K5. Explain health and safety policies and guidelines of the organization.</p> <p>K6. define characteristics and types of toxic and hazardous material or products offered by company and their impact on environment.</p>
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H2. Apply basic safety procedures.

You must be able to:

- P1. Follow safety procedures to achieve a safe work environment, according to all relevant WHS legislation, including codes of practice relating to particular hazards in the industry or workplace.
- P2. Identify and report unsafe work practices , including faulty plant and equipment according to company policy and procedures
- P3. Manage dangerous goods and substances according to company policy and relevant legislation.
- P4. Identify potential manual handling risks and manage manual handling tasks according to company policy.
- P5. Report work-related incidents and accidents to designated personnel.
- P6. Participate in consultative processes and

You must be able to:

- K1. Explain appropriate use of personal protective clothing.
- K2. Explain the procedure to eliminating hazards.
- K3. Explain first aid procedures.

procedures for WHS.

H3. Apply basic emergency procedures.	You must be able to: P1. Follow fire and emergency procedures, including evacuation, according to company policy and legislation. P2. Identify designated personnel responsible for first aid and evacuation procedures. P3. .Accurately identifies safety alarms.	You must be able to: K1. Define fire, chemical and electrical hazards K2. Explain slip, trips and falls K3. Explain the procedure of storage of dangerous goods and hazardous substances and waste. K4. Define communication and consultation processes. K5. Explain manual handling procedures.
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LIST OF TOOLS AND EQUIPMENT:

Sr. #	Description	Quantity
1.	Refrigerator (Pharmaceutical)	1
2.	Temperature and Humidity monitoring gauge (digital)	2
3.	Computer	4
4.	Printer	4
5.	Scanner	3
6.	Data logger (digital)	1
7.	Storage cabinets	As required
8.	Candela/Abuzar/ Hospital Information Management System (HIMS)	As required
9.	Narcotics register	1
10.	Inspection book	1
11.	Label Printer	1
12.	Ice Box	12
13.	Mediocre/ E-clinical	As required
14.	Drug Manual/ Pharma Guide	As required
15.	British National Formulary (Book of BANFF)	5
16.	Pakistan Pharma Guide (Book)	5
17.	National Essential drug List of Pakistan (NEEDLE)	5

18.	Refrigerator (Pharmaceutical)	1
19.	Temperature monitoring gauges	1
20.	Humidity monitoring gauges	1
21.	HVAC System	1
22.	Dispensing Material	As required
23.	Bio Safety Cabinets / Laminar Airflow Hood	1
24.	HEPA Filters	2
25.	Electrical Balance (10mg – 500 gms)	2
26.	Capsule Filling Machine	1
27.	Pestle& Mortar	5
28.	Pipettes	2 sets
29.	Micro Pipettes	2 sets
30.	Measuring Cylinders (10ml, 25ml, 50ml, 100ml)	5 each
31.	Beakers (10ml, 25ml, 50ml, 100ml, 250ml, 500ml, 1000ml)	5 each
32.	Volumetric Flasks (50ml, 100ml, 250ml, 500ml,)	5 each
33.	Conical Flasks (50ml, 100ml, 250ml, 500ml,)	5 each
34.	Tablet punching machine (single punch)	1
35.	Burners	2
36.	Spatulas small and large	5 each
37.	Homogenizer	1

38.	Ointments slabs	5
39.	pH Meters	1
40.	Storage Cabinets	2
41.	Calculator	5
42.	Dose Calculation software (Medcalc, Cyber patients)	1 each
43.	British National Formulary BNF	1
44.	Temperature monitoring gauges	2
45.	Humidity monitoring gauges	2
46.	HVAC System	1
47.	Bio Safety Cabinets / Laminar Airflow Hood	1
48.	Spill Kit	1
49.	First Aid Kit	1
50.	Fire extinguisher	1
