

Revised Application Documentation: Version 5 /25 May 2015

QUALIFICATION FILE – CONTACT DETAILS OF SUBMITTING BODY

Name and address of submitting body:

Healthcare Sector Skill Council

C/o Confederation of Indian Industry, 23, Institutional Area Lodi Road New Delhi – 110 003

Name and contact details of individual dealing with the submission

Name: Mr. Ashish Jain

Position in the organisation: CEO

Address if different from above

Office No. 711, 7th Floor

DLF Tower A, Jasola

New Delhi - 110025, India

Tel number(s) 011-40505850, 011 41017346

E-mail address: ashish.jain@healthcare-ssc.in

List of documents submitted in support of the Qualifications File (attached in following order)

1. Qualification Pack- Annexure1
2. Occupational Mapping Report-Annexure 2
3. Functional Analysis Report-Annexure 3
4. RFP for development of occupational standards-Annexure 4
5. Validation group and industry consultations- Annexure 5
6. The Brief Report on the whole process of the development, validation and notification of these qualification packs along with list of companies and Industry associations involved -Annexure 6
7. Human Resource & Skills Requirement in Healthcare Sector accessible on below given link:
<http://healthcare-ssc.in/images/Human%20Resource%20&%20Skills%20Requirement%20in%20Healthcare%20sector.pdf>
8. Quality Assurance Strategy of Assessment in HSSC-Annexure 7
9. Assessment criteria/framework-Annexure 8

QUALIFICATION FILE SUMMARY

Qualification Title	Pharmacy Assistant HSS/Q 5401		
Body/bodies which will assess candidates	Healthcare Sector Skill Council Accredited assessing bodies		
Body/bodies which will award the certificate for the qualification.	Healthcare Sector Skill Council		
Body which will accredit providers to offer the qualification.	Healthcare Sector Skill Council		
Occupation(s) to which the qualification gives access	Pharmacy Assistant work under the direct supervision of a registered pharmacist and perform many pharmacy-related functions. They refer any questions regarding prescriptions, drug information, or health matters to a pharmacist. Technicians review prescriptions or requests for refills that they receive from patients and nurse.		
Proposed level of the qualification in the NSQF.	Level 4		
Anticipated volume of training/learning required to complete the qualification.	425 hrs.		
Entry requirements / recommendations.	Preferred Class XII in science		
Progression from the qualification.	Level 5: Pharmacist		
Planned arrangements for RPL.	HSSC has developed RPL policy to conduct pre assessment of students for gap analysis as per NOS, sharing the gap & final assessments of students and certification. It is explained in section 1 under Assessment, Point 2		
International comparability where known	While writing the NOSs the UK NOSs were also referred to and an effort was taken to maintain comparability in the technical part of the NOSs.		
Formal structure of the qualification			
Title of unit or other component (include any identification code used)	Mandatory/ Optional	Estimated size (learning hours)	Level
HSS / N 5401: Receive prescription and assist pharmacist in verifying that information is complete	Mandatory	Class Room and Skill Lab Training = 225 hours Clinical/Laboratory Training (OJT) = 200 hours	4
HSS / N 5402: Record and select the correct medicines for dispensing	Mandatory		4
HSS/ N 5403: Establish or maintain patient profile, including lists of medications taken by individual patients	Mandatory		4
HSS / N 5404 : Manage and maintain the drugs	Mandatory		4

supply and order			
HSS / N 5405: Maintain proper storage and security condition for drugs	Mandatory		4
HSS / N 9603 : Act within the limits of your competence and authority	Mandatory		4
HSS / N 9606 : Maintain a safe, healthy and secure environment	Mandatory		4

Please attach any document giving further detail about the structure of the qualification – eg a Curriculum or Qualification Pack.

Give details of the document here:

Qualification pack is attached as Annexure 1

SECTION 1

ASSESSMENT

Name of assessment body:

If there will be more than one assessment body for this qualification, give details.

Manipal City & Guilds
IRIS corporate solutions pvt ltd
Aspiring Mind
CII

Will the assessment body be responsible for RPL assessment?

Give details of how RPL assessment for the qualification will be carried out and quality assured.

HSSC conducts QP-NOS based direct three-way assessment for each and every candidate applied for recognition of prior learning (vis. Certifying the un-certified but skilled workforce who acquired skills through experience of years). Here, the candidates may undergo short-term training of gaps identified. The assessment is conducted via HSSC certified assessor. The assessment pattern is as follows:

REGISTRATION

The candidates need to submit registration form online along with uploading of scanned copies of some mandatory documents. Based on screening of the form, the candidates would be registered on conforming following eligibility criteria.

PRE-ASSESSMENT: The purpose of Pre-assessment is to shortlist candidates as per prescribed limit, and also to notify gaps NOS wise to each candidate for their own self-training or opting for short-term training module before final assessment. The pre-assessment also informs about the reliability of information provided by candidates that they have experience working in the given job role. The pre-assessment is Online, Objective type, NOS based, with Each NOS compulsory each carrying 100 marks, No negative marking for incorrect answers, Test venue is kept as may be home/cyber café/institution/HSSC assessment center if the system have google chrome (Version 41.0.2272.101) and a web camera. Timed test link which expires after 90 minutes from the time of starting / writing the test is used for the same. Result is presented with no. of questions allotted and answered correctly for each NOS along with marks scored for each NOS out of 100.

PORTFOLIO SCREENING

Each registered candidate has to prepare and submit the portfolio as per formats given by HSSC. The portfolio may be verified by HSSC/nominated assessor during pre-assessment and scoring card is given for each portfolio.

FINAL ASSESSMENT: The candidates conforming to RPL guidelines based on both pre-assessment and portfolio screening are finally selected for final assessment. Final assessment is conducted through HSSC accredited Assessing body as per HSSC defined assessment criteria and NOS used for assessment of fresh entrants as described above. Final Assessment is conducted at the training site or at working place in case number of enrolled candidate from the site is more than 15. If needed, Assessment centers is arranged for assessment of candidates in cluster

Describe the overall assessment strategy and specific arrangements which have been put in place to ensure that assessment is always valid, consistent and fair and show that these are in line with the requirements of the NSQF:

QA regarding accreditation of Assessing Body:

The HSSC Accreditation process is divided into two steps:

- 1) Pre-accreditation process:
 - Apply for Accreditation: Application form with desired documents in prescribed format to be sent.
 - Document Compliance Check: to be done for ensuring the compliance and adherence of applied assessing body according to criteria laid down by HSSC.
 - Presentation on Quality Assurance: to be given by Assessing body highlighting the quality assurance process laid down by AB at the process points
 - Once the assessing body clears the due diligence process, the accreditation is given along with terms and conditions.
- 2) Post-accreditation process: Post accreditation, the accredited assessing bodies needs to fulfill following minimum eligibility criteria or requisites for implementation:
 - All Empanelled Assessors would have to undergo **"Train the Assessor"** Program conducted by HSSC for each job role time to time.
 - Accredited Assessing Body would have to abide with requisite time-lines, policies and regulations declared by HSSC.
 - Accredited Assessing Body with times would have to contribute in expansion of the questionnaire.

QA Regarding Assessment Criteria & papers:

The emphasis is on 'learning-by-doing' and practical demonstration of skills and knowledge based on the performance criteria. Accordingly, assessment criteria for each job role is set and made available in qualification pack.

The assessment papers for both theory and practical are developed by Subject Matter Experts (SME) hired by Healthcare Sector Skill Council or with the HSSC accredited Assessment Agency as per the performance and assessment criteria mentioned in the Qualification Pack. The assessments papers are also checked for the various outcome based parameters such as quality, time taken, precision, tools & equipment requirement etc.

The assessment sets as well as assessment criteria are then reviewed by panel of experts from Industry as well as HSSC official for consistency and suitability. The assessments are designed so as to assess maximum parts during the practical hands on work. The technical limitations at the training centres are taken care in theory and viva.

All HSSC accredited Assessment Agency follow the "HSSC process of Assessment Framework" and HSSC approved assessment papers. The assessment by assessment agency will be completely based on the assessment criteria as mentioned in the Qualification Pack developed by HSSC.

Each NOS in the Qualification Pack (QP) will be assigned a relative weightage for assessment based on the criticality of the NOS. Therein each Performance Criteria in the NOS will be assigned marks for or practical based on relative importance, criticality of function and training infrastructure.

The following tools are proposed to be used for final assessment:

1 Practical Assessment: This will comprise of a creation of mock environment in the skill lab which is equipped with all equipment's required for the qualification pack.

Candidate's soft skills, communication, aptitude, safety consciousness, quality consciousness etc. will be ascertained by observation and will be marked in observation checklist. The end product will be measured against the specified dimensions and standards to gauge the level of his skill achievements.

2 Viva/Structured Interview: This tool will be used to assess the conceptual understanding and the behavioural aspects as regards the job role and the specific task at hand. It will also include questions on safety, quality, environment and equipment's etc.

3 Written Test: Under this test few key items which cannot be assessed practically will be assessed. The written assessment will comprise of

- i. True / False Statements
- ii Multiple Choice Questions
- iii Matching Type Questions.
- iv) Fill in the blanks

QA Regarding Assessors:

Assessors are selected as per the “eligibility criteria” laid down by HSSC for assessors for each job role. The assessors selected by Assessment Agencies are scrutinized and made to undergo training and introduction to HSSC Assessment Framework, competency based assessments, assessors guide etc. HSSC conducts “Training of Assessors” program time to time for each job role and sensitize assessors regarding assessment process and strategy which is outlined on following mandatory parameters:

- 1) Guidance regarding NSQF
- 2) Qualification Pack Structure
- 3) Guidance for the assessor to conduct theory, practical and viva assessments
- 4) Guidance for trainees to be given by assessor before the start of the assessments.
- 5) Guidance on assessments process, practical brief with steps of operations practical observation checklist and mark sheet
- 6) Viva guidance for uniformity and consistency across the batch.
- 7) MOCK assessments
- 8) Sample question paper and practical demonstration

HSSC also conduct telephonic orientation of the assessors before each assessment for the given job role to assure quality, fairness and timely conduct of assessment.

The assessment agencies are instructed to hire assessors with integrity, reliability and fairness. Each assessor shall sign a document with its assessment agency by which they commit themselves to comply with the rules of confidentiality and conflict of interest, independence from commercial and other interests that would compromise impartiality of the assessments.

QA before, during and after Assessments:

HSSC ensures pre-requisites of Assessment needed by training institute regarding ARTICLES like Mannequins, Mock Ward Infrastructure, Transferring Equipment, Job role related equipment; INFRASTRUCTURE like Class rooms, Skill Lab, Aids like board/marker/logistics, Furniture like display tables, chairs; STAFF like Co-ordinator from training institute, Peon, Some additional members(for simulated situations, if required); DOCUMENTS like Admit Card, Govt. validated ID proof, Record Books like attendance, log book, internal evaluation sheets, Student Enrollment details; for CO-ORDINATION one full time co-ordination point for co-ordination with assessment coordinator before, during and after assessment.

HSSC ensures the three Phases of Assessment to be assured by assessing body and assessor for fair, consistent and quality assessment. The three phases of assessment is enlisted below:

PREPARATORY PHASE: **Documents ensured to be packed, sent and received:** Seal Pack of Sets of Papers, Invigilation Sheet/Covering letter, OMR/Answer sheet; Well **Co-ordination needs to be assured between** Assessment Co-ordinator of assessing body, HSSC official, Co-ordinator from skill center and assessor.

PHASE OF CONDUCT:

1) **Written Examination:**

- o Assessor should reach the VTP 30 minutes before the assessment and ensure that all the arrangements are as per the HSSC rules and regulation
- o He should make seating arrangement to students leaving minimum 3 feet space between candidates.
- o He should make the students sit in the order of seating arrangements.
- o The enrolment numbers are to be written on the desks before the arrival of students.
- o The details to be filled like assessor name , date and Qualification name should be written on the board
- o Learners should keep all their belongings outside the classroom. All mobiles should be switched off and kept on the desk in front of the invigilator

- o The seal of the assessment materials is opened in front of the students.
- o OMR sheets to be distributed to all learners
- o Assessors should instruct the learners on the rules and regulation of the assessment
 - No. of questions
 - Duration of paper
 - Disciplinary rules
 - Administrative rules

2) Attendance:

- o The assessor/assessment co-ordinator needs to get signature of all candidates while theory as well as practical examination on invigilation sheet. The sheets are signed and stamped by the In-charge /Head of the Training Centre.
- o The assessor/assessment co-ordinator needs to verify the authenticity of the candidate by checking the photo ID card issued by the institute as well as any one Photo ID card issued by the Central/Government. The same needs to be mentioned in the attendance sheet. In case of suspicion, the assessor should authenticate and cross verify trainee's credentials in the enrolment form.
- o The assessor/assessment co-ordinator needs to punch the trainee's roll number on all the test pieces.
- o The assessor/assessment co-ordinator needs to take a photograph of all the students along with the assessor standing in the middle and with the centre name/banner at the back as evidence.
- o The assessor/assessment co-ordinator needs to carry a camera to click photograph of the trainees working on the job and giving theory exam as evidence.
- o The assessor/assessment co-ordinator also needs to carry a photo ID card.
- o The assessor/assessment co-ordinator also needs to take the photographs as evidence from appropriate angles/sides of the final work piece/job submitted by the trainee. This evidence is signed by the trainee at the time of submission of the job piece.
- o The assessor/assessment co-ordinator needs to measure the dimensions and finish of the submitted job piece as per the tolerance or standards mentioned in the assessment guide.

3) Segregate learners into batches:

- o Assign combination of one critical and one elementary NOS along with the soft skill NOS
- o Allocate time to learner
- o Ask learners to be present 5 minutes earlier than the time allotted at the lab

4) Conduct Practical Assessments:

- o Assign practical task to the learners
- o Ask the learner to collect articles and be ready for assessments
- o Observe learner conducting the assigned task
- o Evaluate and Record observations and marks and in the recording sheets
- o You may ask learners question on the task being done

5) Conduct Viva:

- o Ask questions from the learners on the assigned task
- o Ask questions prescribed in the assessment guide on non-prescribed tasks to ensure that the learners have complete knowledge on the assessment

6) Collate Results:

- o Check written answer scripts
- o Sum up the practical NOS marks
- o Sum up the viva marks
- o Remember to sign off on all sheets where scores are mentioned
- o Submit the collated result to assessment body representative/project manager

7) Surprise Visits/Surveillance check is kept to ensure the quality and fair assessments.

POST-ASSESSMENT PHASE

1) Verify Result

- o Check for accuracy of names and date of birth
- o Check for accuracy of marks against each learner
- o Ensure that the pass percentage is correctly applied to the result
- o Ensure that the learner has cleared all sections of the assessments in line with the HSSC assessment strategy
- o Check if the excel sheet for each learner is accurately filled and is available for cross referencing with the covering result sheet
- o Each and every result has to get cross-verified by HSSC official

2) Upload/Sharing of Results

- o Once the results are ready it is uploaded on the SDMS website/portal and verified on the same
- o Or the results are shared to Training institute only by HSSC.
- o In case of any query or issue raised for assessment, the assessments are subjected to re-evaluation as per protocol laid down by HSSC.

3) Documentation

- o Question papers are kept in secure cupboard with limited and controlled access.
- o Used OMR sheets are to be stored for the next ten years
- o QP should be always current version

Assessment process and guidelines are attached as Annexure 7

Please attach any documents giving further information about assessment and/or RPL.

Give details of the document(s) here:

1. **Quality Assurance Strategy of Assessment in HSSC attached as Annexure 7**
2. **Assessment Criteria attached as Annexure 8**

ASSESSMENT EVIDENCE

Complete the following grid for each grouping of NOS, assessment unit or other component as per the assessment criteria. Insert the required number of rows.

<u>Job Role</u>	Pharmacy Assistant
<u>Qualification Pack Code</u>	HSS/ Q 5401
<u>Sector Skill Council</u>	Healthcare Sector Skill Council

Guidelines for Assessment

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC
3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below)
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria
5. To pass the Qualification Pack, every trainee should score as per assessment grid.
6. In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack

Skills Practical and Viva (80% weightage)					
					Marks Allotted
Grand Total-1 (Subject Domain)					400
Grand Total-2 (Soft Skills and Communication)					100
Grand Total-(Skills Practical and Viva)					500
Passing Marks (80% of Max. Marks)					400
Theory (20% weightage)					
					Marks Allotted
Grand Total-1 (Subject Domain)					80
Grand Total-2 (Soft Skills and Communication)					20
Grand Total-(Theory)					100
Passing Marks (50% of Max. Marks)					50
Grand Total-(Skills Practical and Viva + Theory)					600
Final Result					Criteria is to pass in both theory and practical individually. If fail in any one of them, then candidate is fail
Detailed Break Up of Marks					Skills Practical & Viva
Subject Domain					Pick any 2 NOS each of 200 marks totaling 400
Assessable Outcomes	Assessment Criteria for the Assessable Outcomes	Total Marks (400)	Out Of	Marks Allocation	
				Viva	Skills Practical
HSS / N 5401: Receive prescription and assist pharmacist in verifying that	PC1. Read the prescription carefully	200	40	20	20
	PC2. Assist pharmacist to maintain patient confidentiality when receiving verbal, electronic or transferred prescription		30	20	10
	PC3. Assist pharmacist in reviewing prescriptions to confirm that they are complete, authentic and meet all current laws, regulations and policies		40	20	20

information is complete	PC4. Assist pharmacist in determining whether the prescription meets all legal requirements, and where it does not, notify the pharmacist and follow up using applicable policies and effective communication		40	30	10
	PC5. Assist pharmacist in inspecting the prescription for authenticity and signs of tampering and that prescription is as per current laws, regulations and policies for non-authentic or fraudulent prescriptions		20	10	10
	Total		170	100	70
HSS / N 5402: Record and select the correct medicines for dispensing	PC1. Record prescription information in the patient profile or health record	200	20	0	20
	PC2. Verify entered prescription information against the original prescription		10	5	5
	PC3. Select drugs consistent with applicable laws, regulations and policies including interchangeability		20	10	10
	PC4. Retrieve, count, or measure quantities of drugs		10	0	10
	PC5. Verify prescription products		10	0	10
	PC6. Ensure that the prescription product is verified via a final check prior to release		20	5	15
	PC7. Ensure that the right prescription products are released to the right patient in case of out-patient and to nurse in case of in-patient		10	5	5
	PC8. Answer patient's questions, referring them to the pharmacist if the question requires patient assessment, clinical analysis or application of therapeutic knowledge		10	0	10
	PC9. Reinforce the availability of the pharmacist for discussion or recommendations		20	0	20
	PC10. Manage billing and payment for prescription products/medicines		10	2	8
	PC11. Identify and resolve billing or adjudication issues encountered when processing prescriptions		10	0	10
	PC12. Identify and refer to the pharmacist patients who have discrepancies between their current drug therapy and their recent or intended drug therapy		20	5	15
	PC13. Provide information that does not require application of therapeutic knowledge to patients requiring assistance in selecting non-prescription drugs and medical devices		10	5	5
	PC14. Instruct patients about the operation and maintenance of medical devices		20	5	15
Total		200	42	158	

HSS / N 5403: Establish or maintain patient profile, including lists of medications taken by individual patients	PC1. Ensure confidentiality when gathering, using or providing patient information	200	50	30	20
	PC2. Gather, review, enter and/or update the information required to create and/or maintain a patient record including: Patient demographics · Health history · Allergies · Drug and medical device use · Payment information		100	40	60
	PC3. Assist pharmacists in compiling best possible medication histories for patients, referring to the pharmacist patients who require assessment, clinical analysis or application of therapeutic knowledge		50	30	20
	Total		200	100	100
HSS/ N 5404: Manage and maintain the drugs supply and order	PC1. How to identify the re-order level and send request	200	30	10	20
	PC2. How to maintain inventory to maximise safe and efficient drug distribution		20	5	15
	PC3. How to set order limits and calculate replenishment orders		20	10	10
	PC4. How to prepare and place orders in compliance with relevant legislation		20	10	10
	PC5. How to identify and minimise risks associated with look-alike and sound alike products		30	10	20
	PC6. How to acquire, receive, verify and store stock and supplies and identify, investigate and resolve or report any discrepancies		20	10	10
	PC7. How to support safe and effective drug distribution through workflow management, organising their roles and responsibilities to allow the priority to be on patient care and to minimize diversion and dispensing errors		20	10	10
	PC8. Schedule and perform routine equipment maintenance		20	10	10
	PC9. How to organise, file and store documents according to legal requirements and in a manner in which they can be retrieved readily		20	10	10
	TOTAL		200	85	115
HSS / N 5405: Maintain proper storage and security condition for drugs	PC1. Identify pharmaceuticals, durable and non-durable medical equipment, devices, and supplies (including hazardous substances and investigational products) to be ordered	200	50	10	40
	PC2. Remove from inventory expired/discontinued/slow moving/overstocked pharmaceuticals, durable and nondurable medical equipment, devices, and supplies		50	20	30

	PC3. Perform required inventories and maintain associated records		50	25	25
	PC4. Ensure proper and safe storage		50	20	30
	TOTAL		200	75	125
Grand Total-1 (Subject Domain)		400			
Soft Skills and Communication		Pick one field from part 1 randomly and pick one field from part 2 as per NOS of subject domain picked each carrying 50 marks totaling 100			
Assessable Outcomes	Assessment Criteria for the Assessable Outcomes	Total Marks (100)	Out Of	Marks Allocation	
				Viva	Observation/ Role Play
Part 1 (Pick one field randomly carrying 50 marks)					
1. Attitude					
HSS/ N 9603 (Act within the limits of one's competence and authority)	PC1. Adhere to legislation, protocols and guidelines relevant to one's role and field of practice	50	5	3	2
	PC2. Work within organisational systems and requirements as appropriate to one's role		5	3	2
	PC3. Recognise the boundary of one's role and responsibility and seek supervision when situations are beyond one's competence and authority		10	5	5
	PC4. Maintain competence within one's role and field of practice		5	0	5
	PC5. Use relevant research based protocols and guidelines as evidence to inform one's practice		5	2	3
	PC6. Promote and demonstrate good practice as an individual and as a team member at all times		5	3	2
	PC7. Identify and manage potential and actual risks to the quality and safety of practice		10	5	5
	PC8. Evaluate and reflect on the quality of one's work and make continuing improvements		5	2	3
				50	23
HSS/ N 9606: Maintain a safe, healthy, and secure working environment	PC1. Identify individual responsibilities in relation to maintaining workplace health safety and security requirements	50	5	3	2
	PC2. Comply with health, safety and security procedures for the workplace		5	3	2
	PC3. Report any identified breaches in health, safety, and security procedures to the designated person		10	5	5

	PC4. Identify potential hazards and breaches of safe work practices		5	0	5
	PC5. Correct any hazards that individual can deal with safely, competently and within the limits of authority		5	2	3
	PC6. Promptly and accurately report the hazards that individual is not allowed to deal with, to the relevant person and warn other people who may get affected		5	3	2
	PC7. Follow the organisation's emergency procedures promptly, calmly, and efficiently		5	3	2
	PC8. Identify and recommend opportunities for improving health, safety, and security to the designated person		5	2	3
	PC9. Complete any health and safety records legibly and accurately		5	3	2
			50	24	26
Attitude Total		100			
Grand Total-2 (Soft Skills and Communication)		100			
Detailed Break Up of Marks		Theory			
Subject Domain					
National Occupational Standards (NOS)	Assessment Criteria for the Assessable Outcomes	Total Marks (80)	Marks Allocation		
			Theory		
HSS / N 5401: Receive prescription and assist pharmacist in verifying that information is complete	PC1. Read the prescription carefully	20	2		
	PC2. Assist pharmacist to maintain patient confidentiality when receiving verbal, electronic or transferred prescription		5		
	PC3. Assist pharmacist in reviewing prescriptions to confirm that they are complete, authentic and meet all current laws, regulations and policies		4		
	PC4. Assist pharmacist in determining whether the prescription meets all legal requirements, and where it does not, notify the pharmacist and follow up using applicable policies and effective communication		4		
	PC5. Assist pharmacist in inspecting the prescription for authenticity and signs of tampering and that prescription is as per current laws, regulations and policies for non-authentic or fraudulent prescriptions		5		
Total			20		
HSS / N 5402: Record and select the correct medicines	PC1. Record prescription information in the patient profile or health record	16	2		
	PC2. Verify entered prescription information against the original prescription		2		

for dispensing	PC3. Select drugs consistent with applicable laws, regulations and policies including interchangeability		2	
	PC4. Retrieve, count, or measure quantities of drugs		0	
	PC5. Verify prescription products		0	
	PC6. Ensure that the prescription product is verified via a final check prior to release		0	
	PC7. Ensure that the right prescription products are released to the right patient in case of out-patient and to nurse in case of in-patient		2	
	PC8. Answer patient's questions, referring them to the pharmacist if the question requires patient assessment, clinical analysis or application of therapeutic knowledge		2	
	PC9. Reinforce the availability of the pharmacist for discussion or recommendations		2	
	PC10. Manage billing and payment for prescription products/medicines		1	
	PC11. Identify and resolve billing or adjudication issues encountered when processing prescriptions		1	
	PC12. Identify and refer to the pharmacist patients who have discrepancies between their current drug therapy and their recent or intended drug therapy		1	
	PC13. Provide information that does not require application of therapeutic knowledge to patients requiring assistance in selecting non-prescription drugs and medical devices		1	
	PC14. Instruct patients about the operation and maintenance of medical devices		0	
	Total			16
	HSS / N 5403: Establish or maintain patient profile, including lists of medications taken by individual	PC1. Ensure confidentiality when gathering, using or providing patient information	12	4
PC2. Gather, review, enter and/or update the information required to create and/or maintain a patient record including: Patient demographics · Health history · Allergies · Drug and medical device use · Payment information		4		

patients	PC3. Assist pharmacists in compiling best possible medication histories for patients, referring to the pharmacist patients who require assessment, clinical analysis or application of therapeutic knowledge		4
			10
HSS/ N 5404: Manage and maintain the drugs supply and order	PC1. How to identify the re-order level and send request	20	0
	PC2. How to maintain inventory to maximise safe and efficient drug distribution		3
	PC3. How to set order limits and calculate replenishment orders		0
	PC4. How to prepare and place orders in compliance with relevant legislation		4
	PC5. How to identify and minimise risks associated with look-alike and sound alike products		3
	PC6. How to acquire, receive, verify and store stock and supplies and identify, investigate and resolve or report any discrepancies		2
	PC7. How to support safe and effective drug distribution through workflow management, organising their roles and responsibilities to allow the priority to be on patient care and to minimize diversion and dispensing errors		4
	PC8. Schedule and perform routine equipment maintenance		2
	PC9. How to organise, file and store documents according to legal requirements and in a manner in which they can be retrieved readily		2
HSS / N 5405: Maintain proper storage and security condition for drugs	Total		20
HSS / N 5405: Maintain proper storage and security condition for drugs	PC1. Identify pharmaceuticals, durable and non-durable medical equipment, devices, and supplies (including hazardous substances and investigational products) to be ordered	12	4
	PC2. Remove from inventory expired/discontinued/slow moving/overstocked pharmaceuticals, durable and nondurable medical equipment, devices, and supplies		4
	PC3. Perform required inventories and maintain associated records		2
	PC4. Ensure proper and safe storage		2
Grand Total-1 (Subject Domain)		80	

Soft Skills and Communication		Select each part each carrying 10 marks totalling 20	
National Occupational Standards (NOS)	Assessment Criteria for the Assessable Outcomes	Total Marks (20)	Marks Allocation
			Theory
Part 1 (Pick one field randomly carrying 50 marks)			
1. Attitude			
HSS/ N 9603 (Act within the limits of one's competence and authority)	PC1. Adhere to legislation, protocols and guidelines relevant to one's role and field of practice	10	10
	PC2. Work within organisational systems and requirements as appropriate to one's role		
	PC3. Recognise the boundary of one's role and responsibility and seek supervision when situations are beyond one's competence and authority		
	PC4. Maintain competence within one's role and field of practice		
	PC5. Use relevant research based protocols and guidelines as evidence to inform one's practice		
	PC6. Promote and demonstrate good practice as an individual and as a team member at all times		
	PC7. Identify and manage potential and actual risks to the quality and safety of practice		
	PC8. Evaluate and reflect on the quality of one's work and make continuing improvements		
Total			10
HSS/ N 9606: Maintain a safe, healthy, and secure working environment	PC1. Identify individual responsibilities in relation to maintaining workplace health safety and security requirements	10	10
	PC2. Comply with health, safety and security procedures for the workplace		
	PC3. Report any identified breaches in health, safety, and security procedures to the designated person		
	PC4. Identify potential hazards and breaches of safe work practices		
	PC5. Correct any hazards that individual can deal with safely, competently and within the limits of authority		
	PC6. Promptly and accurately report the hazards that individual is not allowed to deal with, to the relevant person and warn other people who may get affected		

PC7. Follow the organisation's emergency procedures promptly, calmly, and efficiently		
PC8. Identify and recommend opportunities for improving health, safety, and security to the designated person		
PC9. Complete any health and safety records legibly and accurately		
Total		10
Attitude Total	10	20
Grand Total-2 (Soft Skills and Communication)		20

SECTION 2

EVIDENCE OF NEED

What evidence is there that the qualification is needed?

While collecting data from the companies for the occupational map & functional analysis, we also took feedback from industry, which was collected with respect to roles for which qualification packs development, was to be prioritized. This was largely based on volume of people required, quantitative and qualitative shortfall which the Industry feels they face. Governing council of HSSC gave final approval and endorsement for the same.

What is the estimated uptake of this qualification and what is the basis of this estimate?

The workforce in allied healthcare sector need expected to around 74 lac by 2022 double the workforce employed in 2013 as envisaged in Skills Gap analysis Reports for industry demand and secondary research data, though these do not lend to accurate demand projection. The link to NSDC Human Resource & Skills Requirement in Healthcare Sector is <http://healthcare-ssc.in/images/Human%20Resource%20&%20Skills%20Requirement%20in%20Healthcare%20sector.pdf>

- Feedback from industry for demand though again sample size may not lend to accurate figures
- Training duration, and current and potential training capacity envisaged
- An LMIS development initiative is being put in place to be more precise regarding the demand and supply

What steps were taken to ensure that the qualification(s) does/do not duplicate already existing or planned qualifications in the NSQF?

- NSDC list of Approved and Under-Development QPs was checked prior to commissioning the work
- NSDC QRC team also confirmed the same

What arrangements are in place to monitor and review the qualification(s)? What data will be used and at what point will the qualification(s) be revised or updated?

- Agencies/personnel would be appointed by the HSSC to interact with training providers, employers, assessors to gather feedback in implementation.
- Monitoring of results of assessments, training delivery
- Employer feedback will be sought post-placement
- A formal review is scheduled in two year time

Please attach any documents giving further information about any of the topics above.

Give details of the document(s) here:

1. **Occupational Mapping Report-Annexure 2**
2. **Functional Analysis Report-Annexure 3**
3. **RFP for development of occupational standards-Annexure 4**
4. **Validation group and industry consultations- Annexure 5**
5. **The Brief Report on the whole process of the development, validation and notification of these qualification packs along with list of companies and Industry associations involved -Annexure 6**
6. **Human Resource & Skills Requirement in Healthcare Sector accessible on below given link:**

<http://healthcare-ssc.in/images/Human%20Resource%20&%20Skills%20Requirement%20in%20Healthcare%20sector.pdf>

SECTION 3

SUMMARY OF DIRECT EVIDENCE OF LEVEL

Justify the NSQF level allocated to the QP. Relate information about the job role and build upon the five descriptors for the level to justify.

Generic NOS is/are linked to the overall authority attached to the job role.

Qualification Title and Classification Code Pharmacy Assistant HSS/ Q 5401					
Process required	Professional knowledge	Professional skill	Core skill	Responsibility	Level
The Pharmacy Assistant perform many pharmacy-related functions and review prescriptions or requests for refills that they receive from patients and nurse. They refer any questions regarding prescriptions, drug information, or health matters to a pharmacist. They review prescriptions or requests for refills that they receive from patients and nurse. They work in familiar, predictable,	The Pharmacy Assistant should demonstrate strong customer service and teamwork skills because they interact with patients, co-workers, and health care professionals. They should have good mathematics, spelling, reading skills and knowledge about the medical terminologies. Pharmacy Assistant should be alert, observant, organised, dedicated, and responsible. They should be willing and able	Pharmacy Assistant is expected to make decisions safely and appropriately, Plan and organise activities required to prepare work area for scheduled Procedures, able to maintain patient confidentiality, Explain the prescription to patients calmly, Identify source of error and initiates corrective action, Able to differentiate between the prescribed medicines and un-prescribed medicines, Analyse, evaluate and apply the	Essential attributes of Pharmacy Assistant includes write clearly and concisely, Use effective written communication protocols, Read and understand information and clinical notes presented in writing, How to read and understand the acts and policies, How to read the electronic request for required medicines by nurse in case of in-patient, Use effective protocols for communicating with patients who are non-English speakers or who	The Pharmacy Assistant is responsible for recording and selecting appropriate medicines for dispensing by verifying the prescription under the guidance of the registered pharmacists, Establish or maintain patient profile, including lists of medications taken by individual patients, Management & storage of drug supplies, This is further reconfirmed by the fact that The Pharmacy Assistant	4

routine, situation of clear choice	to take directions, but be able to work independently without constant instruction. They must be precise. This indicates that a Pharmacy Assistant must have factual knowledge of field or study in order to perform activities correctly.	information gathered from observation, experience, reasoning, or communication to act efficiently. All these are activities that require him/her to demonstrate his practical skill, as per the scope of the job role, using appropriate tool, quality concepts, responsible for carrying out range of activities, requiring either laid down approach or may adopt alternative approaches as per the best evidenced practices	are impaired (e.g. blind, deaf, cognitively impaired, illiterate), Listen in a responsive and empathetic manner to establish rapport. This requires communication skills (written or oral) with required clarity and indicates that he/she should have the basic understanding of social, political and natural environment.	is expected to learn and improve his/her practice while on the job and is referred as “skilled workers	
Level: 4	Level: 4	Level: 4	Level: 4	Level:4	4

OTHER EVIDENCE OF LEVEL [This need only be filled in where evidence other than primary outcomes was used to allocate a level] (**Optional**)

- Validated by Industry through various training provider & stake holders

Summary of other evidence (if used): NA

SECTION 4

EVIDENCE OF RECOGNITION OR PROGRESSION

What steps have been taken in the design of this or other qualifications to ensure that there is a clear path to other qualifications in this sector?

Horizontal and vertical mobility options have been articulated.

Please attach any documents giving further information about any of the topics above.
Give details of the document(s) here:

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