

**BOARD NOTICE 74 OF 2021****SOUTH AFRICAN PHARMACY COUNCIL****COMPETENCY STANDARDS FOR PHARMACY SUPPORT PERSONNEL IN SOUTH AFRICA**

The South African Pharmacy Council intends to publish the **Competency Standards for Pharmacy Support Personnel** in terms of Section 33(o) of the Pharmacy Act, 53 of 1974.

Interested parties are invited to submit, within **60 days** of publication of this notice, substantiated comments on or representation regarding the proposed Competency Standards for Pharmacy Support Personnel. Comments must be addressed to The Registrar, South African Pharmacy Council, by way of email [BN@sapc.za.org](mailto:BN@sapc.za.org) (for the attention of the Company Secretary and Legal Services)

**SCHEDULE**

1. Competency Standards for Pharmacy Support Personnel



**MR VM TLALA**  
**REGISTRAR**

Address: 591 Belvedere Street, Arcadia, Pretoria, 0083,  
Private Bag X40040, Arcadia, 0007. Telephone: 0861 7272 00

To obtain the full content of this Board Notice please visit the 'Proposed Legislation' section on the South African Pharmacy Council's website: [https://www.pharmcouncil.co.za/Legislation\\_Proposed](https://www.pharmcouncil.co.za/Legislation_Proposed)



**South African  
Pharmacy Council**

**COMPETENCY STANDARDS FOR PHARMACY SUPPORT  
PERSONNEL IN SOUTH AFRICA**

ACRONYMS .....	2
DEFINITIONS .....	2
1. INTRODUCTION .....	3
2. BACKGROUND .....	3
3. PHARMACY SUPPORT PERSONNEL.....	3
4. PSP QUALIFICATIONS.....	3
5. NQF LEVEL DESCRIPTORS .....	4
6. DEVELOPMENT OF COMPETENCY STANDARDS FOR PSP .....	5
7. SUMMARY OF COMPETENCY STANDARDS FOR PHARMACY SUPPORT PERSONNEL ....	6
DOMAIN 1: PUBLIC HEALTH .....	7
DOMAIN 2: SAFE AND RATIONAL USE OF MEDICINES AND MEDICAL DEVICES .....	11
DOMAIN 3: SUPPLY OF MEDICINES AND MEDICAL DEVICES.....	16
DOMAIN 4: PROFESSIONAL AND PERSONAL PRACTICE .....	26
REFERENCES.....	31

## ACRONYMS

CPD	Continuing professional development
EML	Essential Medicines List
FIP	International Pharmaceutical Federation
HEQSF	Higher Education Qualifications Sub-framework
NQF	National Qualifications Framework
OQSF	Occupational Qualifications Sub-framework
PAB	Pharmacist's Assistant (basic)
PAPB	Pharmacist's Assistant (post-basic)
PHC	Primary Health Care
PSP	Pharmacy Support Personnel
PT	Pharmacy Technician
SAQA	South African Qualifications Authority
SFAP	Sub-framework assignment pending
SOP	Standard operating procedure
STG	Standard treatment guidelines

## DEFINITIONS

**Agent of a patient:** person nominated, either formally or informally, by the patient to collect medicines and accept information pertaining to a particular patient provided that the pharmacist is satisfied that patient safety, confidentiality and medicine quality is maintained and the patient has provided written consent.

**Behavioural competency:** Typical behaviour observed when effective performers apply motives, traits or skills to job-relevant tasks.

**Caregiver:** a person who has accepted responsibility for looking after a patient provided that the pharmacist is satisfied that patient safety, confidentiality and medicine quality is maintained and the patient has provided written consent.

**Competence:** Ability to carry out a job or task. The evaluation of competence is based on the exit level outcomes (ELO) developed for the pharmacy profession.

**Competency:** A quality or characteristic of a person related to effective or superior performance. Competency consists of aspects such as attitudes, motives, traits and skills.

**Continuing professional development (CPD):** A process by which registered persons continually ensure and enhance their competence throughout their professional careers. CPD encompasses a range of activities including continuing education and supplementary training.

**Domain:** Represents an organised cluster of competencies within a framework and the domains, with associated competencies.

**GxP:** A general term for guidelines for good manufacturing, clinical, laboratory, storage or distribution practices.

## 1. INTRODUCTION

The South African Pharmacy Council is committed to its mandate to ensure that pharmacists and pharmacy support personnel have the necessary knowledge and skills to deliver the best possible pharmaceutical services to the people of South Africa. This is achieved by monitoring trends in education and practice, both nationally and internationally.

In recent years, competency mapping has been identified as a way of ensuring that pharmacy professionals are equipped with the specific skills, knowledge, abilities and behaviours that are needed to work effectively.

## 2. BACKGROUND

In 2018, the South African Pharmacy Council published Competency Standards for Pharmacists<sup>1</sup>. Competence Standards had been developed and used as the basis for pharmacy education and practice since 2006. Internationally however a further aspect was identified and incorporated into both education and practice of health care professionals, namely behaviours. The FIP Global Competency Framework (2012)<sup>2</sup> included behavioural competencies that were used, together with other documents, to develop unique competency standards for South African pharmacists, considering the needs and characteristics of pharmacy practice in various practice settings.

The Competency Standards<sup>1</sup> for pharmacists are currently used in the internship examination to guide examiners and interns in the evaluation of the intern's competence in applying the standards in practice. They also form the basis of Continuing Professional Development activities and are used in the online CPD recording process.

It is important to note that 43 Competency Standards for pharmacists are located in six practice domains. Each Competency Standard has been specifically developed to identify competencies in three levels of practice, i.e. entry-level (caters for the first three years of practice, intermediate practice (3 – 7 years of practice) and advanced practice (more than 7 years of practice). They can therefore be used by pharmacists to identify and plan their personal and professional development.

## 3. PHARMACY SUPPORT PERSONNEL

Three categories of pharmacy support personnel (PSP) have been identified:

- Pharmacist's Assistant (basic)
- Pharmacist's Assistant (post-basic)
- Pharmacy Technician

Each category has a specific and distinct scope of practice.<sup>3</sup>

## 4. PSP QUALIFICATIONS

In March 2020, seven qualifications were registered on the National Qualifications Framework (NQF) by the South African Qualifications Authority (SAQA). They have varying registration end-dates.

---

<sup>1</sup> Annexure A - BN59 of 2018 – Competency Standards for Pharmacists - 20180511

<sup>2</sup> Annexure B - FIP Global Competency Framework - 2012.pdf

<sup>3</sup> Annexure C - GNR.1158 of 20 November 2000 Regulation relating to the practice of pharmacy.

Qualification Title	NQF Sub-Framework	NQF level	PSP
National Certificate: Pharmacist Assistance	SFAP	3	Pharmacist's Assistant (basic)
Further Education and Training Certificate: Pharmacist Assistance	SFAP	4	Pharmacist's Assistant (post-basic)
Occupational Certificate: Pharmacist's Assistant (Basic)	OQSF	4	Pharmacist's Assistant (basic)
Occupational Certificate: Pharmacist's Assistant (Post-Basic)	OQSF	5	Pharmacist's Assistant (post-basic)
Higher Certificate: Pharmacy Support	HEQSF	5	N/A
Advanced Certificate: Pharmacy Technical Support	HEQSF	6	Pharmacy Technician
Occupational Certificate: Pharmacy Technician	OQSF	6	Pharmacy Technician

Note: Each of the two qualifications for Pharmacist's Assistant (basic) and Pharmacist's Assistant (post-basic) currently fall into two NQF levels, depending on the Sub-Framework within which it is registered. This anomaly arises because of the historic decision that the scopes of practice for PSPs required qualifications at the lower NQF levels. This document, and the development of competency standards for PSP, is based on the premise that the higher NQF level is appropriate for the two qualifications, Pharmacist's Assistant (basic) and Pharmacist's Assistant (post-basic).

## 5. NQF LEVEL DESCRIPTORS<sup>4</sup>

Level descriptors indicate the type of skills and abilities developed during education at each level and can, therefore, be extrapolated into the level of responsibility that may be assigned to the person holding the qualification.

Ten categories are used to describe applied competencies for each of the ten levels of the NQF *viz.*

- Scope of knowledge
- Knowledge literacy
- Method and procedure
- Problem solving
- Ethics and professional practice
- Accessing, processing and managing information
- Producing and communicating of information
- Context and systems
- Management of learning
- Accountability

Although level descriptors inform the competencies that must be achieved during education, it is also important they should be consistent with the workplace requirements of appropriate occupational levels.

<sup>4</sup> Annexure D – Level Descriptors for the South African National Qualifications Framework

For the purposes of competency standard development, the NQF level descriptors for each category of PSP must correlate with the relevant scope of practice.

Please note that the following table has been adapted to reflect an underlying assumption that the person is able to demonstrate that they have the stated competencies within the pharmacy workplace.

## **6. DEVELOPMENT OF COMPETENCY STANDARDS FOR PSP**

The following documents form the basis for the development of competency standards for each category of PSP:

- NQF level descriptors
- The scope of practice

The competency standards for pharmacists may guide the choice of domains as well as the standards, but they must be analysed in order to assess the applicability to PSP. In addition, the behavioural statements must be examined as they apply specifically to the scope of practice of pharmacists and may therefore not be suitable for PSP. In particular, the behavioural statements for entry-level pharmacists will be scrutinised.

Comparison of international competency standards for PSP is also useful to give guidance in determining both the domains and the standards.

Please note: The scopes of practice of PSP are limited. While it is possible that some enterprising PSP will rise to managerial positions, depending on the sector of pharmacy in which they work, the majority of PSP work in positions where promotion opportunities are few and far between. For this reason, the differentiation into three levels of practice for each category of PSP is not feasible. In contrast to pharmacists, therefore, only one set of competencies per category is suggested. There is however scope for personal and professional development in each category, and therefore CPD is essential.

## 7. SUMMARY OF COMPETENCY STANDARDS FOR PHARMACY SUPPORT PERSONNEL

<b>DOMAIN</b>	<b>Competency Standard</b>
<b>1. Public health</b>	1.1 Promotion of health and wellness 1.2 Professional advocacy 1.3 Primary healthcare 1.4 Performance of screening tests 1.5 Disaster management
<b>2. Safe and rational use of medicines and medical devices</b>	2.1 Patient consultation 2.2 Communication with patient, caregiver and agent of a patient 2.3 Patient management 2.4 Medicines and medical devices safety 2.5 Sale of Schedule 1 and Schedule 2 medicines
<b>3. Supply of medicines and medical devices</b>	3.1 Medicine production according to GxP 3.2 Packaging and repackaging 3.3 Distribution and control of stock 3.4 Receiving orders 3.5 Ordering of medicines and scheduled substances 3.6 General housekeeping and administrative tasks in the pharmacy 3.7 Medicine dispensing 3.8 Compounding
<b>4. Professional and personal practice</b>	4.1 Patient-centred care 4.2 Professional practice 4.3 Ethical and legal practice 4.4 Continuing professional development 4.5 Leadership 4.6 Collaborative practice 4.7 Self-management

## DOMAIN 1: PUBLIC HEALTH

### INTRODUCTION

Domain 1 covers public health and includes competencies that are required in both the public and private healthcare sectors to promote health and wellness through the provision of healthcare information and education to the public and other members of the healthcare team.

The domain covers competencies that are required to promote health and performing screening tests.

The public health domain competencies are:

- 1.1 Promotion of health and wellness
- 1.2 Professional advocacy
- 1.3 Primary healthcare
- 1.4 Performance of screening tests
- 1.5 Disaster management

DOMAIN 1: PUBLIC HEALTH				
COMPETENCIES	BEHAVIOURAL STATEMENTS			
	Item no.	Pharmacist's Assistant (basic)	Pharmacist's Assistant (post-basic)	Pharmacy Technician
1.1 Promotion of health and wellness (Indirect and direct supervision)	1.1.1	(a) Promote basic hygiene and infection control in line with the scope of practice.	(b) Promote basic hygiene and infection control in line with the scope of practice.	(c) Promote basic hygiene and infection control in line with the scope of practice.
	1.1.2	(a) Promote healthy lifestyles.	(b) Promote healthy lifestyles and preventative health education.	(c) Promote healthy lifestyles and preventative health education.
	1.1.3	N/A	(b) Participate in health education of the community.	(c) Identify and participate in the health education needs of the community.
	1.1.4	N/A	(b) Participate in community health projects, after consultation with the pharmacist.	(c) Initiate and participate in community health projects, after consultation with the pharmacist.
	1.1.5	N/A	N/A	(c) Identify deficiencies and conduct programmes to address health deficiencies in the community.
	1.1.6	N/A	(b) Provide information on communicable and non-communicable diseases.	(c) Provide information on communicable and non-communicable diseases.
1.2 Professional advocacy (Indirect supervision)	1.2.1	N/A	(b) Participate as a Pharmacist's Assistant (post-basic) within the PHC healthcare team.	(c) Participate as a Pharmacy Technician within the PHC healthcare team.

1.3 Primary healthcare (Indirect and direct supervision)	1.3.1	N/A	(b) Encourage lifestyle changes that may prevent communicable and non-communicable diseases and refer to the pharmacist where necessary.	(c) Encourage lifestyle changes that may prevent communicable and non-communicable diseases and refer to the pharmacist where necessary.
	1.3.2	N/A	(b) Advise consumers on self-care and, when necessary, refer them to the pharmacist.	(c) Advise consumers on self-care and, when necessary, refer them to the pharmacist.
1.4 Performance of screening tests (direct supervision)	1.4.1	N/A	N/A	(c) Explain the procedure to the patient.
	1.4.2	N/A	N/A	(c) Obtain written informed patient's consent to conduct test.
	1.4.3	N/A	N/A	(c) Document the patient history including medication used for any co-morbidities.
	1.4.4	N/A	N/A	(c) Perform the screening test according to SOP.
	1.4.5	N/A	N/A	(c) Document and record the result of the test, together with details of the test equipment, batch number and advice/referral given according to relevant legislation.
	1.4.6	N/A	N/A	(c) Refer the patient to pharmacist for interpretation of the results.

1.5 Disaster management (Indirect and direct supervision)	1.5.1	(a) Assist in the implementation of any disaster management plan according to the relevant scope of practice.	(b) Assist in the implementation of any disaster management plan according to the relevant scope of practice.	(c) Assist in the implementation of any disaster management plan according to the relevant scope of practice.
--	-------	---	---	---

## DOMAIN 2: SAFE AND RATIONAL USE OF MEDICINES AND MEDICAL DEVICES

### INTRODUCTION

Domain 2 covers the rational use of medicines, a concept adopted by the World Health Organisation (WHO), which advocates that patients receive medicines and medical devices that are:

- appropriate to their clinical needs;
- in doses that meet individual requirements;
- for an adequate period of time; and
- cost-effective for the patient and community.

In the domain of safe and rational use of medicines and medical devices, effective verbal and non-verbal methods of communication with patients and other healthcare professionals, are essential competencies. This domain also encompasses activities such as patient consultation, referring to the pharmacist when necessary and sale of Schedule 1 and Schedule 2 medicines according to relevant scopes of practice.

The competencies required in the domain for the safe and rational use of medicines and medical devices are:

- 2.1 Patient consultation
- 2.2 Communication with patient, caregiver and agent of a patient Patient medicines review and management
- 2.3 Patient management
- 2.4 Medicines and medical devices safety
- 2.5 Sale of Schedule 1 and Schedule 2 medicines

DOMAIN 2: SAFE AND RATIONAL USE OF MEDICINES AND MEDICAL DEVICES				
COMPETENCIES	BEHAVIOURAL STATEMENTS			
	Item no.	Pharmacist's Assistant (basic)	Pharmacist's Assistant (post-basic)	Pharmacy Technician
2.1 Patient consultation (Indirect and direct supervision)	2.1.1	N/A	(b) Consult with patients in an appropriate setting, with minimal interruption, while maintaining personal privacy.	(c) Consult with patients in an appropriate setting, with minimal interruption, while maintaining personal privacy.
	2.1.2	N/A	(b) Use appropriate communication and questioning techniques to gather relevant patient information on medicines and therapy use.	(c) Use appropriate communication and questioning techniques to gather relevant patient information on medicines and therapy use.
	2.1.3	N/A	(b) Discuss medicine-related issues with a patient and/or caregiver in a culturally sensitive manner within the scope of practice.	(c) Discuss medicine-related issues with a patient and/or caregiver in a culturally sensitive manner within the scope of practice.
	2.1.4	N/A	(b) Identify the need for further information and/or referral to the PT or pharmacist.	(c) Identify the need for further information and/or referral to the pharmacist.
	2.1.5	N/A	(b) Maintain confidentiality of patient information in line with legislative requirements.	(c) Maintain confidentiality of patient information in line with legislative requirements.
	2.1.6	N/A	(b) Keep and maintain appropriate records.	(c) Keep and maintain appropriate records.

**DOMAIN 2: SAFE AND RATIONAL USE OF MEDICINES AND MEDICAL DEVICES**

COMPETENCIES	BEHAVIOURAL STATEMENTS			
	Item no.	Pharmacist's Assistant (basic)	Pharmacist's Assistant (post-basic)	Pharmacy Technician
2.2 Communication with patient, caregiver and agent of a patient (Indirect and direct supervision)	2.2.1	N/A	(b) Identify the person's need to be referred to the pharmacist for counselling when discussing health conditions or medicine/medical device use with consumers or patients.	(c) Identify the person's need to be referred to the pharmacist for counselling when discussing health conditions or medicine/medical device use with consumers or patients.
	2.2.2	N/A	(b) Provide information to a patient, caregiver or the agent of a patient regarding the correct use of the medicine/medical device supplied.	(c) Provide information to a patient, caregiver or the agent of a patient regarding the correct use of the medicine/medical device supplied.
	2.2.3	N/A	(b) Listen effectively, using active and reflective listening techniques.	(c) Listen effectively, using active and reflective listening techniques.
	2.2.4	N/A	(b) Communicate in a manner that demonstrates sensitivity to various customs and cultures.	(c) Communicate in a manner that demonstrates sensitivity to various customs and cultures.
	2.2.5	N/A	(b) Use language, including verbal and nonverbal cues, that the patient is likely to understand.	(c) Use language, including verbal and nonverbal cues, that the patient is likely to understand.
	2.2.6	N/A	(b) Where appropriate, use instructional aids.	(c) Where appropriate, use instructional aids.

**DOMAIN 2: SAFE AND RATIONAL USE OF MEDICINES AND MEDICAL DEVICES**

COMPETENCIES	BEHAVIOURAL STATEMENTS			
	Item no.	Pharmacist's Assistant (basic)	Pharmacist's Assistant (post-basic)	Pharmacy Technician
	2.2.7	N/A	(b) Confirm the patient's understanding of the information provided.	(c) Confirm the patient's understanding of the information provided.
2.3 Patient management (Indirect and direct supervision)	2.3.1	N/A	(b) Monitor patient adherence to a medicine regimen or treatment plan.	(c) Monitor patient adherence to a medicine regimen or treatment plan.
	2.3.2	N/A	(b) Identify patients requiring additional monitoring, and report to the pharmacist.	(c) Identify patients requiring additional monitoring, and report to the pharmacist.
2.4 Medicine and medical device safety (Indirect and direct supervision)	2.4.1	N/A	(b) Report any dispensing errors, untoward effects to the pharmacist according to SOP.	(c) Report any dispensing errors, untoward effects to the pharmacist according to SOP.
	2.4.2	N/A	(b) Participate in the prevention of medication errors according to SOP.	(c) Participate in prevention and management of medication errors according to SOP.
	2.4.3	(a) Identify medicines, and medical devices with quality issues and report to the pharmacist according to SOP.	(b) Identify medicines, and medical devices with quality issues and report to the pharmacist according to SOP.	(c) Identify medicines, and medical devices with quality issues and report to the pharmacist according to SOP.
	2.4.4	(a) Ensure all medicines and medical devices are kept in appropriate storage conditions.	(b) Ensure all medicines and medical devices are kept in appropriate storage conditions.	(c) Ensure all medicines and medical devices are kept in appropriate storage conditions.

**DOMAIN 2: SAFE AND RATIONAL USE OF MEDICINES AND MEDICAL DEVICES**

COMPETENCIES	BEHAVIOURAL STATEMENTS			
	Item no.	Pharmacist's Assistant (basic)	Pharmacist's Assistant (post-basic)	Pharmacy Technician
2.5 Sale of Schedule 1 and Schedule 2 medicines (Direct supervision)	2.5.1		(b) Identify patient's health needs and select appropriate medicine	(c) Identify patient's health needs and select appropriate medicine
	2.5.2	N/A	N/A	(c) Sell Schedule 1 medicine, in consultation with a pharmacist when necessary.
	2.5.3	N/A	(b) Sell Schedule 1 and Schedule 2 medicine in consultation with a pharmacist.	(c) Sell Schedule 2 medicine in consultation with a pharmacist.
	2.5.4	N/A	(b) Provide instructions and information on how to use medicines, taking care to refer the patient to the pharmacist	(c) Provide instructions and information on how to use medicines, taking care to refer the patient to the pharmacist
	2.5.5	N/A	(b) Document medicine supplied, according to current legislative requirements.	(c) Document medicine supplied, according to current legislative requirements.
	2.5.6	N/A	(b) Refer patients to the pharmacist when necessary.	(c) Refer patients to the pharmacist when necessary.

## DOMAIN 3: SUPPLY OF MEDICINES AND MEDICAL DEVICES

### INTRODUCTION

Domain 3 includes competencies required to address the supply of medicines and medical devices, from production processes to the disposal of unused, expired and obsolete medicines and medical devices.

In addition, behavioural statements for Domain 3 pertain to packaging, storage and transport of medicines and medical devices, and the legislation applicable to manufacturing, storage and distribution of medicines and medical devices.

The dispensing process is also incorporated in the supply of medicines domain. The process of checking and capturing prescriptions, performing of Phase 2 of the dispensing process, and provision of instructions and warnings as needed, are behaviours included in Domain 3.

The supply of medicines and medical devices competencies are:

- 3.1 Medicine production according to GxP
- 3.2 Packaging and repackaging
- 3.3 Distribution and control of stock
- 3.4 Receiving orders
- 3.5 Ordering of medicines and scheduled substances
- 3.6 General housekeeping and administrative tasks in the pharmacy
- 3.7 Medicine dispensing
- 3.8 Medicine compounding

<b>DOMAIN 3: SUPPLY OF MEDICINES AND MEDICAL DEVICES</b>				
<b>COMPETENCIES</b>	<b>BEHAVIOURAL STATEMENTS</b>			
	<b>Item no.</b>	<b>Pharmacist's Assistant (basic)</b>	<b>Pharmacist's Assistant (post-basic)</b>	<b>Pharmacy Technician</b>
3.1 Medicine production according to GxP (Direct supervision)  Note: Activities in this competency may only be performed in manufacturing pharmacies	3.1.1	(a) Assist in the manufacturing of medicines according to SOPs, in line with the scope of practice.	(b) Assist in the manufacturing of medicines according to SOPs, in line with the scope of practice.	(c) Assist in the manufacturing of medicines according to SOPs, in line with the scope of practice.
	3.1.2	N/A	N/A	(c) Start-up line clearance and opening of the line as per the organisation's requirements.
	3.1.3	N/A	(b) Perform sampling of medicines or scheduled substances according to rules relating to good manufacturing practice (GMP) and SOPs under the supervision of a pharmacist/pharmacy technician.	(c) Perform sampling or supervision of the sampling of medicines or scheduled substances according to rules relating to good manufacturing practice (GMP) and SOPs.
	3.1.4	N/A	(b) Carry out in process control testing according to SOPs and scope of practice.	(c) Carry out in process control testing according to SOPs and scope of practice.
	3.1.5	(a) Document and keep records according to SOP.	(b) Reconcile the documentation and report identified discrepancies.	(c) Reconcile the documentation, and report identified discrepancies.
	3.1.6	N/A	N/A	(c) Perform self-assessment of the manufacturing process.
3.2 Packaging and	3.2.1	(a) Assist in the packaging and	(b) Assist in the packaging and	(c) Assist in the packaging and

DOMAIN 3: SUPPLY OF MEDICINES AND MEDICAL DEVICES				
COMPETENCIES	BEHAVIOURAL STATEMENTS			
	Item no.	Pharmacist's Assistant (basic)	Pharmacist's Assistant (post-basic)	Pharmacy Technician
repackaging (Direct supervision)		repackaging of medicines according to SOPs, in line with the scope of practice.	repackaging of medicines according to SOPs, in line with the scope of practice.	repackaging of medicines according to SOPs, in line with the scope of practice.
	3.2.2	N/A	N/A	(c) Initiate start-up line clearance and opening of the packaging line according to SOPs and detailed checklist.
	3.2.3	N/A	(b) Carry out in process control testing during re-packaging of Schedule 0 to Schedule 5 (excluding Specified Schedule 5 as per Medicines and Related Substances Act, 101 of 1956) medicines or scheduled substances according to SOPs.	(c) Carry out in process control during packaging and re-packaging of Schedule 0 to Schedule 5 (excluding Specified Schedule 5) medicines or scheduled substances according to SOPs.
	3.2.4	(a) Document and keep records according to SOP.	(b) Reconcile the documentation and report identified discrepancies.	(c) Reconcile the documentation and report any identified discrepancies.
3.3 Distribution and control of stock (Direct supervision)	3.3.1	N/A	(b) Checking of bulk orders containing Schedule 0 to 4 medicines and/or raw materials in closed packs, prior to the packing and despatch thereof, according to SOP: Provided that this function may only be performed in a manufacturing	(c) Checking of bulk orders containing Schedule 1 to 4 medicines and/or raw materials in closed packs, prior to the packing and despatch thereof, which have been picked by a pharmacist's assistant, as well as the supervision of such persons:

DOMAIN 3: SUPPLY OF MEDICINES AND MEDICAL DEVICES				
COMPETENCIES	BEHAVIOURAL STATEMENTS			
	Item no.	Pharmacist's Assistant (basic)	Pharmacist's Assistant (post-basic)	Pharmacy Technician
			pharmacy, wholesale pharmacy or bulk store of an institutional pharmacy.	Provided that this function may only be performed in a manufacturing pharmacy, wholesale pharmacy or bulk store of an institutional pharmacy.
	3.3.2	(a) Pick and pack orders for Schedule 1 to Schedule 5 medicines or scheduled substances provided that orders that contain Schedule 5 medicines are validated by a pharmacist prior to release thereof.	(b) Pick and pack orders for Schedule 1 to Schedule 5 medicines or scheduled substances. Provided that orders that contain schedules 5 and 6 medicines are validated by a pharmacist prior to release thereof.	(c) Picking and packing orders for Schedule 1 to Schedule 6 medicines or scheduled substances: Provided that orders that contain schedules 5 and 6 medicines are validated by a pharmacist prior to release thereof.
	3.3.3	(a) Despatch checked bulk orders for Schedule 1 to Schedule 5 medicines or scheduled substances.	(b) Despatch checked bulk orders for Schedule 1 to Schedule 5 medicines or scheduled substances.	(c) Despatch of bulk orders for Schedule 1 to Schedule 6 medicines or scheduled substances.
	3.3.4	(a) Perform stock counts.	(b) Perform stock counts to determine the needs for replenishment.	(c) Perform stock counts to determine the needs for replenishment.
	3.3.5	(a) Report out-of-stock items to the PT or pharmacist according to SOP.	(b) Report out-of-stock items to the PT or pharmacist according to SOP.	(c) Report out-of-stock items to the pharmacist according to SOP.

<b>DOMAIN 3: SUPPLY OF MEDICINES AND MEDICAL DEVICES</b>				
<b>COMPETENCIES</b>	<b>BEHAVIOURAL STATEMENTS</b>			
	<b>Item no.</b>	<b>Pharmacist's Assistant (basic)</b>	<b>Pharmacist's Assistant (post-basic)</b>	<b>Pharmacy Technician</b>
	3.3.6	(a) Identify medicines or medical devices to be ordered.	(b) Identify medicines or medical devices to be ordered.	(c) Identify medicines or medical devices to be ordered.
	3.3.7	N/A	(b) Assess stockholding for overstocked items.	(c) Assess stockholding for overstocked items.
	3.3.8	(a) Remove expired, and discontinued, medicines or medical devices (as instructed and where applicable).	(b) Remove expired, and discontinued, medicines or medical devices (where applicable).	(c) Remove expired, and discontinued, medicines or medical devices (where applicable).
	3.3.9	N/A	(b) Control short-dated items and slow-moving stock.	(c) Manage short-dated items and slow-moving stock.
	3.3.10	N/A	(b) Determine reasons for out-of-stock items.	(c) Determine reasons for out-of-stock items.
	3.3.11	N/A	N/A	(c) Disseminate out-of-stock information to relevant healthcare providers.
	3.3.12	(a) Participate in scheduled stock takes.	(b) Perform scheduled stock takes.	(c) Perform scheduled stock takes.
	3.3.13	(a) Re-stock automated systems.	(b) Re-stock automated systems.	(c) Re-stock automated systems.
	3.3.14	N/A	N/A	(c) Assist in the recall of stock.
	3.3.15	N/A	(b) Manage returned, recalled, damaged or expired medicines	(c) Manage returned, recalled, damaged or expired medicines

<b>DOMAIN 3: SUPPLY OF MEDICINES AND MEDICAL DEVICES</b>				
<b>COMPETENCIES</b>	<b>BEHAVIOURAL STATEMENTS</b>			
	<b>Item no.</b>	<b>Pharmacist's Assistant (basic)</b>	<b>Pharmacist's Assistant (post-basic)</b>	<b>Pharmacy Technician</b>
			and medical devices and prepare for disposal according to SOP.	and medical devices and prepare for disposal according to SOP.
3.4 Receiving orders (Indirect and direct supervision)	3.4.1	N/A	(b) Check delivery details prior to accepting orders, according to SOP.	(c) Check delivery details prior to accepting orders, according to SOP.
	3.4.2	(a) Receive orders and place unpacked stock in a separate designated area for receiving stock according to SOPs.	(b) Receive orders and place unpacked stock in a separate designated area for receiving stock according to SOPs.	(c) Receive orders and place unpacked stock in a separate designated area for receiving stock according to SOPs.
	3.4.3	(a) Unpack and store cold chain items, hazardous substances and any other stock with special handling requirements as soon as possible, according to SOPs.	(b) Unpack and store cold chain items, hazardous substances and any other stock with special handling requirements as soon as possible, according to SOPs.	(c) Unpack and store cold chain items, hazardous substances and any other stock with special handling requirements as soon as possible, according to SOPs.
	3.4.4	(a) Check, pack and capture all received stock supplies according to SOP.	(b) Check, pack and capture all received stock supplies according to SOP.	(c) Check, pack and capture all received stock supplies according to SOP.
	3.4.5	N/A	N/A	(c) Sign specified Schedule 5 and Schedule 6 register after stock is validated by a pharmacist
	3.4.6	(a) Reconcile documentation and report identified discrepancies.	(b) Reconcile documentation and report identified discrepancies.	(c) Reconcile documentation and report identified discrepancies.

<b>DOMAIN 3: SUPPLY OF MEDICINES AND MEDICAL DEVICES</b>				
<b>COMPETENCIES</b>	<b>BEHAVIOURAL STATEMENTS</b>			
	<b>Item no.</b>	<b>Pharmacist's Assistant (basic)</b>	<b>Pharmacist's Assistant (post-basic)</b>	<b>Pharmacy Technician</b>
	3.4.7	(a) Process items to be returned and credits.	(b) Process items to be returned and credits.	(c) Process items to be returned and credits.
	3.4.8	N/A	N/A	(c) Perform sampling or supervision of the sampling of raw materials, medicines or scheduled substances.
3.5 Ordering of medicines and scheduled substances (Indirect and direct supervision)	3.5.1	N/A	(b) Place orders according to the replenishment model of the practice environment as authorised by the PT/pharmacist.	(c) Place orders according to the replenishment model of the practice environment.
3.6 General housekeeping and administrative tasks in the pharmacy (Indirect and direct supervision)	3.6.1	(a) Assist with and perform administrative tasks.	(b) Assist with and perform administrative tasks.	(c) Assist with and perform administrative tasks.
	3.6.2	(a) Clean and tidy shelves, equipment, and specialised storage areas.	(b) Clean and tidy shelves, equipment, and specialised storage areas.	(c) Clean and tidy shelves, equipment, and specialised storage areas.
	3.6.3	(a) Maintain a supply of medicine containers and pharmacy consumables.	(b) Maintain a supply of medicine containers and pharmacy consumables.	(c) Maintain a supply of medicine containers and pharmacy consumables.
	3.6.4	N/A	N/A	(c) Manage duty rosters for pharmacy support personnel.

DOMAIN 3: SUPPLY OF MEDICINES AND MEDICAL DEVICES				
COMPETENCIES	BEHAVIOURAL STATEMENTS			
	Item no.	Pharmacist's Assistant (basic)	Pharmacist's Assistant (post-basic)	Pharmacy Technician
	3.6.5	N/A	N/A	(c) Assist the pharmacist in drafting/review/training and implementation of SOPs.
	3.6.6	N/A	N/A	(c) Identify, communicate, and assist in mitigating risk.
3.7 Medicine dispensing (Indirect and direct supervision)	3.7.1	N/A	(b) Check and capture the prescription and ICD 10 code according to SOP.	(c) Check and capture the prescription and ICD 10 code according to SOP.
	3.7.2	N/A	(b) Inform the patient of the benefits and implications of the substitution for a branded medicine with an interchangeable multi-source medicine.	(c) Inform the patient of the benefits and implications of the substitution for a branded medicine with an interchangeable multi-source medicine.
	3.7.3	N/A	(b) Assist the patient to resolve the problem when the prescription cannot be dispensed in consultation with the pharmacist.	(c) Assist the patient to resolve the problem when the prescription cannot be dispensed in consultation with the pharmacist.
	3.7.4	N/A	(b) Perform Phase 2 of the dispensing process according to SOP.	(c) Perform Phase 2 of the dispensing process according to SOP.

<b>DOMAIN 3: SUPPLY OF MEDICINES AND MEDICAL DEVICES</b>				
<b>COMPETENCIES</b>	<b>BEHAVIOURAL STATEMENTS</b>			
	<b>Item no.</b>	<b>Pharmacist's Assistant (basic)</b>	<b>Pharmacist's Assistant (post-basic)</b>	<b>Pharmacy Technician</b>
	3.7.5	N/A	N/A	(c) Explain the effects of the medicine to the patient/caregiver/agent.
	3.7.6	N/A	(b) Provide instructions and warnings to the patient/	(c) Provide instructions and warnings to the patient/
	3.7.7	N/A	(b) Check with patient, caregiver, or agent that instructions and information given is understood.	(c) Check with patient, caregiver, or agent that instructions and information given is understood.
	3.7.8	N/A	(b) Keep and maintain appropriate records.	(c) Keep and maintain appropriate records.
3.8 Medicine compounding (Direct supervision)	3.8.1	(a) Clean all apparatus and equipment.	(b) Clean and/or sterilise all apparatus and equipment.	(c) Clean and/or sterilise all apparatus and equipment.
	3.8.2	(a) Receive the formula.	(b) Check and confirm the prescribed formula.	(c) Check and confirm the prescribed formula.
	3.8.3	(a) Compound according to the formula and relevant SOP within the scope of practice.	(b) Compound according to the formula and relevant SOP within the scope of practice.	(c) Compound according to the formula and relevant SOP within the scope of practice.
	3.8.4	N/A	N/A	(c) In the case of Schedule 5 or 6 medicines/substances make the necessary entries in the relevant register.

<b>DOMAIN 3: SUPPLY OF MEDICINES AND MEDICAL DEVICES</b>				
<b>COMPETENCIES</b>	<b>BEHAVIOURAL STATEMENTS</b>			
	<b>Item no.</b>	<b>Pharmacist's Assistant (basic)</b>	<b>Pharmacist's Assistant (post-basic)</b>	<b>Pharmacy Technician</b>
	3.8.5	(a) Document the compounding procedure.	(b) Document the compounding procedure.	(c) Document the compounding procedure.
	3.8.6	(a) Sign the document as compounder with the signature of supervising pharmacist/PT indicating that the procedure has been authorised and checked.	(b) Sign the document as compounder with the signature of supervising pharmacist/PT indicating that the procedure has been authorised and checked.	(c) Sign the document as compounder indicating that the procedure has been authorised and checked.
	3.8.7	N/A	N/A	(c) Conduct self-assessment of the compounding process.

## DOMAIN 4: PROFESSIONAL AND PERSONAL PRACTICE

### INTRODUCTION

Domain 4 is the professional and personal practice domain and includes behavioural statements that relate to the practice of pharmacy in a professional, legal and ethical manner to deliver patient-centred pharmaceutical services in a multidisciplinary setting.

The professional and personal practice competencies are:

- 4.1 Patient-centred care
- 4.2 Professional practice
- 4.3 Ethical and legal practice
- 4.4 Continuing professional development
- 4.5 Leadership
- 4.6 Collaborative practice
- 4.7 Self-management

<b>DOMAIN 4: PROFESSIONAL AND PERSONAL PRACTICE</b>				
<b>COMPETENCIES</b>	<b>BEHAVIOURAL STATEMENTS</b>			
	<b>Item no.</b>	<b>Pharmacist's Assistant (basic)</b>	<b>Pharmacist's Assistant (post-basic)</b>	<b>Pharmacy Technician</b>
4.1 Patient-centred care (direct and indirect supervision)	4.1.1	N/A	N/A	(c) Assist patients to make informed healthcare decisions, within your scope of practice.
	4.1.2	N/A	(b) Ensure patient safety and quality of care are at the centre of pharmacy practice.	(c) Ensure patient safety and quality of care are at the centre of pharmacy practice.
	4.1.3	(a) Uphold the patients' rights.	(b) Uphold the patients' rights.	(c) Uphold the patients' rights.
4.2 Professional practice (Indirect and direct supervision)	4.2.1	(a) Practise in a manner that upholds professionalism.	(b) Practise in a manner that upholds professionalism.	(c) Practise in a manner that upholds professionalism.
	4.2.2	(a) Treat all with sensitivity, respect and dignity.	(b) Treat all with sensitivity, respect and dignity.	(c) Treat all with sensitivity, respect and dignity.
	4.2.3	(a) Take responsibility for own actions	(b) Take responsibility for own actions and patient care.	(c) Take responsibility for own actions and patient care.
	4.2.4	(a) Maintain a consistently high standard of work.	(b) Maintain a consistently high standard of work.	(c) Maintain a consistently high standard of work.
	4.2.5	N/A	(b) Contribute effectively in a multidisciplinary team.	(c) Contribute effectively in a multidisciplinary team.
	4.2.6	(a) Maintain appropriate boundaries with patients and staff according to established ethical and professional practice guidelines.	(b) Maintain appropriate boundaries with patients, staff and other healthcare professionals according to established ethical and professional practice guidelines.	(c) Maintain appropriate boundaries with patients, staff and other healthcare professionals according to established ethical and professional practice guidelines.

<b>DOMAIN 4: PROFESSIONAL AND PERSONAL PRACTICE</b>				
<b>COMPETENCIES</b>	<b>BEHAVIOURAL STATEMENTS</b>			
	<b>Item no.</b>	<b>Pharmacist's Assistant (basic)</b>	<b>Pharmacist's Assistant (post-basic)</b>	<b>Pharmacy Technician</b>
	4.2.7	(a) Work according to the approved workplace standard operating procedures and policies.	(b) Work according to the approved workplace standard operating procedures and policies.	(c) Work according to the approved workplace standard operating procedures and policies.
	4.2.8	N/A	(b) Indirect supervision: Prioritise and organise workflow and demonstrate time management skills	(c) Indirect supervision: Prioritise and organise workflow and demonstrate time management skills
	4.2.9	N/A	(b) Submit patient prescription claims to health funders	(c) Submit patient prescription claims to health funders.
4.3 Ethical and legal practice (Indirect and direct supervision)	4.3.1	(a) Apply the applicable parts of the Pharmacy Act (No. 53 of 1974) and the Medicines and Related Substances Act (No. 101 of 1965) in daily practice.	(b) Apply the Pharmacy Act (No. 53 of 1974), the Medicines and Related Substances Act (No. 101 of 1965) and any other applicable legislation in daily practice.	(c) Apply the Pharmacy Act (No. 53 of 1974), the Medicines and Related Substances Act (No. 101 of 1965) and any other applicable legislation in daily practice.
	4.3.2	(a) Practise within the scope of practice of a Pharmacist's Assistant (basic), recognising own limitations of personal competency and expertise.	(b) Practise within the scope of practice of a Pharmacist's Assistant (post-basic), recognising own limitations of personal competency and expertise.	(c) Practise within the scope of practice of a Pharmacy Technician, recognising own limitations of personal competency and expertise.
	4.3.3	(a) Comply with professional indemnity requirements.	(b) Comply with professional indemnity requirements.	(c) Comply with professional indemnity requirements.
	4.3.4	(a) Practise and adhere to the obligations of a Pharmacist's Assistant (basic) in terms of the principles of the statutory Code	(b) Practise and adhere to the obligations of a Pharmacist's Assistant (post-basic) in terms of the principles of the statutory	(c) Practise and adhere to the obligations of a Pharmacy Technician in terms of the principles of the statutory Code

<b>DOMAIN 4: PROFESSIONAL AND PERSONAL PRACTICE</b>				
<b>COMPETENCIES</b>	<b>BEHAVIOURAL STATEMENTS</b>			
	<b>Item no.</b>	<b>Pharmacist's Assistant (basic)</b>	<b>Pharmacist's Assistant (post-basic)</b>	<b>Pharmacy Technician</b>
		of Conduct for pharmacists and other persons registered in terms of the Pharmacy Act.	Code of Conduct for pharmacists and other persons registered in terms of the Pharmacy Act.	of Conduct for pharmacists and other persons registered in terms of the Pharmacy Act.
4.4 Continuing professional development (Indirect and direct supervision)	4.4.1	(a) Incorporate the principles of life-long learning into daily practice.	(b) Incorporate the principles of life-long learning into daily practice.	(c) Incorporate the principles of life-long learning into daily practice.
	4.4.2	(a) Reflect on personal practice and skills and identify and address learning needs.	(b) Reflect on personal practice and skills and identify and address learning needs.	(c) Reflect on personal practice and skills and identify and address learning needs.
	4.4.3	(a) Take personal responsibility for engaging in CPD to achieve professional development goals, and document CPD activities appropriately.	(b) Take personal responsibility for engaging in CPD to achieve professional development goals, and document CPD activities appropriately.	(c) Take personal responsibility for engaging in CPD to achieve professional development goals, and document CPD activities appropriately.
4.5 Leadership (Indirect and direct supervision)	4.5.1	(a) Build professional credibility and portray the profession in a positive light.	(b) Build professional credibility and portray the profession in a positive light.	(c) Build professional credibility and portray the profession in a positive light.
	4.5.2	N/A	N/A	(c) Provide appropriate supervision and mentoring to other pharmacy support personnel.
4.6 Collaborative practice (Indirect and direct supervision)	4.6.1	N/A	(b) Practice in a multidisciplinary team with cognisance of the roles and services delivered by healthcare and other related	(c) Practice in a multidisciplinary team with cognisance of the roles and services delivered by healthcare and other related

<b>DOMAIN 4: PROFESSIONAL AND PERSONAL PRACTICE</b>				
<b>COMPETENCIES</b>	<b>BEHAVIOURAL STATEMENTS</b>			
	<b>Item no.</b>	<b>Pharmacist's Assistant (basic)</b>	<b>Pharmacist's Assistant (post-basic)</b>	<b>Pharmacy Technician</b>
			professionals.	professionals.
4.7 Self-management (Indirect and direct supervision)	4.7.1	(a) Work in an organised and efficient manner.	(b) Work in an organised and efficient manner.	(c) Work in an organised and efficient manner.
	4.7.2	(a) Ensure time and work processes are appropriately planned, prioritised and managed.	(b) Ensure time and work processes are appropriately planned, prioritised and managed.	(c) Ensure time and work processes are appropriately planned, prioritised and managed.
	4.7.3	(a) Take appropriate responsibility in the workplace.	(b) Take appropriate responsibility in the workplace.	(c) Take appropriate responsibility in the workplace.
	4.7.4	(a) Ensure punctuality and reliability.	(b) Ensure punctuality and reliability.	(c) Ensure punctuality and reliability.
	4.7.5	(a) Participate in change management processes within the team	(b) Participate in change management processes within the team	(c) Participate in change management processes within the team

## REFERENCES

1. FIP Education Initiatives, 2012. Pharmacy Education Taskforce. A Global Competency Framework. Version 1.
2. Quality Council for Trades and Occupations (QCTO). 321301000 - *Pharmacy Technician*. QCTO: South Africa
3. South Africa, 2000. GNR.1158 of 20 November 2000. *Regulations relating to the practice of pharmacy*.
4. South African Pharmacy Council (SAPC), 2016. *Tasks and Responsibilities relating to the Scope of Practice of Pharmacy Support Personnel*. SAPC: South Africa
5. South African Pharmacy Council (SAPC), 2018. *2018 Competency Standards for Pharmacists*. SAPC: South Africa
6. South African Qualifications Authority (SAQA), 2012. *Level Descriptors for the South African National Qualifications Framework*. SAPC: South Africa