

Title	Provide advice about pharmaceuticals in a retail pharmacy environment		
Level	3	Credits	5

Purpose	<p>This unit standard is intended for retail assistants working in a retail pharmacy environment.</p> <p>People credited with this unit standard are able to, in a retail pharmacy environment: assess a request for advice about pharmaceuticals; research information about pharmacological products; and provide advice about pharmaceuticals.</p>
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Classification	Retail, Distribution, and Sales > Sales
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Available grade	Achieved
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Guidance Information

1 Definitions

Advice may be information.

Communication refers to communication modes – written, face-to-face, telephone; communication with – pharmacy team member, other health professional, pharmacy client (may include but is not limited to – consumer, supplier, company representative, insurance company); information may include but is not limited to – client health and personal information, pharmacy product or medicine-related information, service information, business or transaction records.

Retail pharmacy outlet policies and procedures – written documentation of the specified way to perform an activity for a workplace. Retail pharmacy outlet policies and procedures must be compliant with relevant legislation, codes and standards and Organisational Quality Specifications listed in the District Health Board Pharmacy Services Agreement for the workplace.

2 Trainees must demonstrate effective oral, written, and non-verbal communication skills according to the requirements of the recipient, and taking into account any language barriers or special needs requirements.

3 Credit for this unit standard may not be awarded unless assessment is supported by evidence of a minimum of 30 working days practice in a non-simulated pharmacy workplace environment. This evidence is to be supplied in a pharmacist verifier's statement.

4 Legislation, codes, and standards relevant to this unit standard includes: Consumer Guarantees Act 1993; Fair Trading Act 1986; Hazardous Substances and New Organisms Act 1996; Health and Disability Commissioner (Code of Health and Disability Services Consumers' Rights), Regulations 1996; Code of Health and

Disability Services Consumers' Rights, available from the Health and Disability Commissioner's office, www.hdc.org.nz; *Health Information Privacy Code 2020*, available from the Privacy Commissioner's office, www.privacy.org.nz; Health (Retention of Health Information) Regulations 1996; Health Practitioners Competence Assurance Act 2003; Health (Needles and Syringes) Regulations 1998; Health and Safety at Work Act 2015; Health and Safety in Employment Regulations 1995; Medicines Act 1981; Medicines Regulations 1984; Misuse of Drugs Act 1975; Misuse of Drugs Regulations 1977; *NZS 8134.7:2010 Health and disability services standards - pharmacy services standard* available from www.standards.govt.nz; The New Zealand Pharmaceutical Schedule, available from www.pharmac.govt.nz; *Safe effective pharmacy practice: code of ethics* Wellington, NZ : Pharmacy Council, 2011, available at www.pharmacycouncil.org.nz; Privacy Act 2020.

Other requirements applicable to this unit standard may include but are not limited to – *Safe effective pharmacy practice: competence standards for the pharmacy profession*, Wellington, NZ: Pharmacy Council of New Zealand, 2011, available from www.pharmacycouncil.org.nz.

- 5 Access to the reference resources specified by the Pharmaceutical Society of New Zealand Inc. to be held in every pharmacy is required for completion of assessment against this unit standard.

Outcomes and performance criteria

Outcome 1

Assess a request for advice about pharmaceuticals in a retail pharmacy environment.

Performance criteria

- 1.1 Customer identity and requirements for advice are established in a clear, polite, and professional manner in accordance with retail pharmacy outlet policies and procedures.
- Range includes but is not limited to – nature and purpose of request, format and/or context for response, timeframe for response.
- 1.2 Any additional information required for purposes of assessing customer request and/or meeting legal and/or workplace requirements is obtained from the customer in a clear, polite, and professional manner in accordance with retail pharmacy outlet policies and procedures.
- 1.3 The requirements for advice are assessed to determine whether they fall within the range of information or advice available from retail assistant in accordance with retail pharmacy outlet policies and procedures.

Outcome 2

Research information about pharmacological products in a retail pharmacy environment.

Performance criteria

2.1 Suitable sources of information are located and/or advice sought to obtain required information.

Range may include but is not limited to – pharmacist, other health professional, reference text, journal, manufacturer’s data sheet, self-care card, on-line service, drug information service (adverse reactions, drug or poisons service), pharmacy records, external agencies and organisations.

Outcome 3

Provide advice about pharmaceuticals in a retail pharmacy environment.

Performance criteria

3.1 Information is selected and formatted, and advice is communicated to the customer in accordance with retail pharmacy outlet policies and procedures.

Range includes but is not limited to – clear, timely, polite, professional.

3.2 Feedback is gained to ensure that needs of the customer have been met in accordance with retail pharmacy outlet policies and procedures.

3.3 Customer confidentiality and security of information are maintained in accordance with retail pharmacy outlet policies and procedures.

Planned review date	31 December 2027
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	19 November 2015	31 December 2024
Review	2	8 December 2016	31 December 2024
Review	3	26 January 2023	N/A

Consent and Moderation Requirements (CMR) reference	0112
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Comments on this unit standard

Please contact Ringa Hora Services Workforce Development Council qualifications@ringahora.nz if you wish to suggest changes to the content of this unit standard.