

Title	Apply legislation, codes, and standards to the supply of products and services 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: identify and describe legislation, codes, and standards that apply to the supply of pharmaceutical products and services by a retail assistant; and apply legislation, codes, and standards to the supply of pharmaceutical products and services by a retail assistant.</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 **Definition**
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, 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 retail workplace environment. This evidence is to be supplied in a verifier's statement.
- 4 For the purpose of this unit standard trainees must always act under the supervision of a pharmacist and know when to refer to a pharmacist.
- 5 Legislation, codes, and standards relevant to this unit standard include: 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; Community 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 1993.

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, 2015, available from www.pharmacycouncil.org.nz.

- 6 Trainees must be aware of the legislation, codes, and standards applying to pharmacy, and the restrictions that are placed on the goods and services provided in a pharmacy. They are not expected to apply legislation relating to dispensing, compounding, or manufacturing in a pharmacy.

Outcomes and performance criteria

Outcome 1

Identify and describe legislation, codes, and standards that apply to the supply of pharmaceutical products and services by a retail assistant.

Performance criteria

- 1.1 Legislation, codes, and standards that apply to pharmacy supply of products and services are identified according to the role of the retail assistant in accordance with retail pharmacy outlet policies and procedures.
- Range includes but is not limited to – product, issue; evidence for five legislative provisions.
- 1.2 Limitations and required actions to the role of the retail assistant resulting from legislation, codes, and standards that apply to pharmacy supply of products and services are identified and explained in accordance with retail pharmacy outlet policies and procedures.

Outcome 2

Apply legislation, codes, and standards to the supply of pharmaceutical products and services by a retail assistant.

Performance criteria

- 2.1 Legislation, codes, and standards relevant to the products and services supplied by the pharmacy are applied in accordance with the role of retail assistant and with retail pharmacy outlet policies and procedures.

Range evidence for at least three customer interactions.

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.