



Pharmacy Technician Profile

Domain identifier	Domain heading	Domain summary	Trainee Technician	Level 1 Technician	Level 2 Technician	Level 3 Technician	Level 4 Technician	Level 5 Technician
Core 1	Professional responsibilities	This domain covers accepted standards of behaviour and professional practice underpinned by legislation, policies, procedures, guidelines and codes of practice. Technicians are required to work within the scope of their role and maintain responsibility and accountability for their actions. Representing interests of the pharmacy profession are also part of this domain.	<p>Aware of their own professional responsibilities and those of other pharmacy staff.</p> <p>Works under supervision.</p> <p>Maintains confidentiality and complies with privacy legislation.</p>	<p>Works within scope of technician role referring to others for advice and support when required.</p> <p>Behaviour is consistent with legislation, policies, procedures, and professional and ethical standards of pharmacy practice.</p> <p>Takes responsibility for own actions.</p>	<p>Networks with other health professionals external to the pharmacy.</p> <p>Aware of pharmacy networks and special interest groups and engages as appropriate.</p> <p>Maintains a high standard of ethical and professional practice.</p>	<p>Represents pharmacy / profession at local level e.g. organisational committees.</p>	<p>Contributes to profession at a regional/national level.</p> <p>Contributes to special interest groups or activities.</p> <p>Takes responsibility for decisions and outcomes that affect patients, service delivery and outcomes.</p> <p>Supports others to maintain standards of practice.</p>	<p>Supports and advises others in relation to standards of practice</p> <p>Able to resolve ethical and professional issues.</p> <p>Proactive in developing the roles of technicians.</p> <p>Develops and maintains effective networks at all levels (local, regional and national).</p>
Core 2	Personal & professional development / learning	This domain is about personal and professional development e.g. appraisal and development review. It includes accepting responsibility to undertake continuing learning and development.	<p>Completes relevant pharmacy and qualification training programmes.</p> <p>Actively participates in continuing education/learning opportunities and documents training activities.</p>	<p>Attends relevant training events and applies learning to practice.</p> <p>Identifies own learning and development needs with assistance.</p> <p>Acknowledges and learns from mistakes to improve outcomes.</p> <p>Acknowledges and acts on feedback received.</p> <p>Constantly strives to build knowledge and skills and keeps up to date on current awareness of pharmaceutical issues.</p>	<p>Recognises and uses learning opportunities within and outside the organisation.</p> <p>Seeks guidance and advice from colleagues.</p> <p>Develops reflective practice and acts on feedback received.</p> <p>Identifies own learning and development needs for current job.</p>	<p>Evaluates effectiveness of learning opportunities and provides feedback to colleagues.</p> <p>Identifies own learning and development needs for future career aspirations.</p> <p>Refines reflective practice.</p> <p>Actively seeks feedback and acts on feedback received.</p>	<p>Actively seeks out learning opportunities to meet learning needs.</p> <p>Undertakes relevant training for specialist roles.</p> <p>Works as a reflective practitioner.</p>	<p>Evaluates effectiveness of learning opportunities and further develops personal learning by sharing with others.</p> <p>Takes advantage of inter-professional learning opportunities.</p> <p>Seeks professional development guidance from appropriate mentors both within and outside pharmacy.</p>
Core 3	Education & training of others.	This domain is about sharing knowledge and using skills to contribute to the development of others. This may involve a variety of different methods and includes teaching and training of other staff as well as educating patients and carers.	Regularly attends staff meetings.	<p>Participates in orientation of new staff or students to their area.</p> <p>Willing to share own knowledge.</p> <p>Presents to colleagues at pharmacy education/training sessions.</p>	Inducts and trains new staff to their area.	<p>Trains and validates staff in their area.</p> <p>Provide support and advice for less experienced staff.</p>	<p>Identifies and co-ordinates training needs for staff in own area.</p> <p>Supports planning and participation of in-service education sessions as appropriate.</p> <p>Ensures training packages are available and maintained in their</p>	<p>Able to assess performance & learning needs of others.</p> <p>Has an oversight of staff training.</p> <p>Evaluates training and uses to inform continuous updates and quality</p>



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Core 4	Cultural competence	<p>The ability to interact respectfully and effectively with persons from a different background to one's own including the ability to use that knowledge in cross-cultural situations. Culture includes but is not restricted to age, gender, sexual orientation, race, socioeconomic status (including occupation), religion, physical, mental or other impairments, ethnicity and organisational culture. (As defined by Pharmacy Council of NZ)</p>	<p>Values diversity, showing respect for others at all times.</p>	<p>Demonstrates understanding of the Treaty of Waitangi.</p>	<p>Recognises behaviour that undermines equality and diversity and raises concerns.</p>	<p>Supports the delivery of culturally competent services.</p>	<p>Promotes a learning culture within the organisation.</p>	<p>improvement of training programmes.</p>
			<p>Shows an awareness of cultural sensitivity (including Treaty of Waitangi) and desire to improve own inter-cultural practice.</p>	<p>Demonstrates cultural sensitivity, treating others with sensitivity, empathy, respect and dignity.</p>	<p>Understands the impact of culture on health status and accesses resources to ensure culturally appropriate services provided.</p>	<p>Promotes cultural sensitivity.</p> <p>Demonstrates alignment of cultural approaches to professional practice.</p> <p>Able to resolve conflict relating to cultural issues.</p>	<p>Demonstrates understanding of health status of different cultures, including Maori, and implementation of services that support this.</p> <p>Identifies and works towards reducing factors that contribute to disparities in health outcomes.</p>	
Core 5	Communication & teamwork	<p>This domain relates to developing effective communication and presentation skills, establishing and maintaining working relationships and gaining co-operation of others in order to provide excellent care and service. It includes the skills required to communicate appropriately and collaborate with patients, whanau, carers and healthcare professionals and adapt communication styles to suit the recipient and situation.</p>	<p>Communicates effectively in English (oral and written language) and recognises the impact of non-verbal behaviour.</p> <p>Understands the roles of pharmacy team members and their scope of practice.</p>	<p>Communicates clearly and logically (both verbal and written) in a manner that is appropriate to the situation.</p> <p>Able to accurately communicate basic information appropriately.</p> <p>Establishes and maintains working relationships with all pharmacy staff.</p> <p>Understands the roles of other members of the multi-disciplinary team and their scope of practice.</p> <p>Is flexible and shows a willingness to be retasked when necessary.</p>	<p>Communicates as an active listener and uses appropriate questioning to draw out relevant information and check understanding.</p> <p>Works effectively within pharmacy and other health professional teams.</p>	<p>Identifies and overcomes barriers to communication.</p> <p>Actively engages with multi-disciplinary teams, establishing collaborative working relationships.</p> <p>Communicates and responds to people's needs appropriately & with effective results.</p> <p>Promotes a positive team culture.</p> <p>Develops and maintains effective networks at a local level.</p> <p>Able to intervene and resolve minor team conflict and issues.</p>	<p>Able to write and present clearly and succinctly in a variety of communication settings and styles.</p> <p>Maintains collaborative working relationships with others, sharing information across professions and interfaces.</p> <p>Demonstrates a constructive approach to conflict resolution.</p> <p>Provides leadership for a positive team culture.</p> <p>Develops and maintains effective networks at regional/national levels.</p>	<p>Effectively uses team dynamics and individual operating styles to build team strengths.</p> <p>Has an active liaison role between staff and senior management team.</p> <p>Maintains relationships in demanding circumstances.</p> <p>Uses communication skills to facilitate desired outcomes.</p> <p>Maintains high level communication skills in difficult and challenging situations.</p> <p>Facilitates staff to develop collaborative relationships.</p>



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Core 6	Planning and organising	This domain looks at self-management, planning, prioritisation and organisational skills. It also takes into account strategic planning and dealing with the need to adapt plans to changing situations.	Punctual. Good time management skills. Adapts to change in the workplace. Able to prioritise work and study to meet deadlines.	Able to meet targets. Able to plan and organise simple activities. Prioritises and manages allocated workload.	Able to cope with interruptions and distractions. Prioritises and manages own workload.	Is proactive and responsible for meeting personal and service defined targets. Co-ordinates and prioritises daily workload in service area.	Sets priorities, goals, and timetables to achieve maximum productivity within allocated resources. Identifies unmet targets and works towards a resolution.	Able to identify multiple priorities and independently allocate time and resources to achieve timely outcomes. Plans and organises a broad range of complex activities e.g. research and project work. Provides input into strategic plans for pharmacy service.
Core 7	Research, analysis and information delivery	This domain relates to information literacy; accessing, using and interpreting all types of information resources and information systems. It includes skills required to undertake research and share information and findings with others in an appropriate manner.	Computer literate. Uses appropriate workplace software.	Involved in data collection for audits. Familiar with commonly used reference sources. Works accurately with information management systems.	Uses reference sources to access medicines and patient/healthcare information referring to others for advice when necessary.	Undertakes surveys or audits as requested. Uses appropriate information sources to provide accurate and relevant information in a timely manner. Maintains information management systems and refers any identified issues.	Initiates audits relevant to area of work. Interprets and analyses data to form conclusions and make recommendations. Reviews information management systems and acts to resolve any issues.	Involved in development and implementation of service level projects. Demonstrates project management skills.
Core 8	Reasoning & judgment	This domain looks at analytical, judgemental and decision making skills. This involves identifying problems, understanding complex situations and making informed recommendations/decisions by taking all relevant factors into consideration.	Follows policies, procedures and guidelines. Works within scope of practice and organisational boundaries.	Acknowledges own limitations and seeks advice or refers when necessary.	Capable of working to the required standard when under pressure and making decisions with support from senior staff. Able to use initiative and adjust behaviour in response to changing situations. Considers the immediate implications of their decisions.	Evaluates all options and makes timely, effective decisions within appropriate levels of responsibility. Demonstrates problem solving skills in relation to pharmacy practice.	Deals with complex situations requiring investigation, analysis, interpretation and comparison of a range of options. Considers the wider implications of their decisions. Has a logical approach to problem solving and able to make clear decisions to ensure problems are resolved and processes improved.	Independently investigates analyses, identifies AND communicates solutions for complex issues. Uses skills to manage difficult and dynamic situations & changing environments. Uses rigorous logic and methods to solve difficult problems with effective solutions. Identifies the causes of difficulties in routine operations and/or opportunities to improve them, and resolves these



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Core 9	Quality, safety & risk management	<p>This domain relates to ensuring quality and safety in all areas of work and practice. This includes all aspects of governance and risk management e.g. clinical, information, organisational. This domain also covers the maintenance and promotion of health, safety and security of everyone at all times.</p>	<p>Complies with policies, procedures and safe systems of work to ensure own and others safety at all times.</p> <p>Reports any work issues that may put health, safety and security at risk.</p> <p>Committed to providing a quality service.</p> <p>Pays attention to detail and initiates self-checking procedures.</p>	<p>Ensures safe handling, storage and disposal of potentially hazardous substances.</p> <p>Keeps accurate and complete records consistent with legislation, policies and procedures.</p> <p>Completes incident reports when necessary.</p> <p>Minimises the risk of dispensing errors.</p> <p>Supports pharmacy service quality initiatives.</p>	<p>Monitors the supply of products to confirm that they meet specified requirements and all relevant legislation, policies and procedures.</p> <p>Identifies potential risks and refers appropriately in a timely manner.</p> <p>Applies medication safety principles to area of practice.</p> <p>Identifies and escalates potential risks and concerns.</p> <p>Participates in quality improvement Initiatives.</p>	<p>Is aware of the processes and committees involved in medicines management, risk and quality improvement in the organisation.</p> <p>Able to apply the principles of quality improvement to practice.</p>	<p>Oversees documentation to ensure complies with legislative, procedural and GMP standards.</p> <p>Participates in risk assessments relevant to area of practice.</p> <p>Assists with investigation of errors/incidents and implementation of corrective actions.</p>	<p>Focuses on quality improvement and customer satisfaction.</p> <p>Carries out risk assessments.</p> <p>Takes a lead role in quality improvement initiatives.</p> <p>Devises systems to support continuous improvement.</p>
			<p>This domain covers the responsibilities required to develop and implement policies and/or services. It includes service improvement targeted at users and may range from small scale specific improvements to large organisational changes.</p>	<p>Follows policies, procedures and guidelines relevant to role.</p>	<p>Carries out tasks related to service development when requested.</p> <p>Offers constructive views and ideas on service improvement.</p>	<p>Comments on proposed changes to local policies/practices.</p> <p>Participates in pharmacy service improvement initiatives.</p>	<p>Identifies and helps to develop new and more effective work process and systems.</p> <p>Works with other staff to review and update policy and procedures relevant to area of practice.</p>	<p>Responsible for reviewing, updating and developing local policies and procedures relevant to area of practice.</p> <p>Takes an active role in maintaining and improving pharmacy services and working towards organisational goals.</p> <p>Reviews and validates pharmacy policy and procedures.</p> <p>Works with other services to improve practice, service delivery or patient outcomes.</p>
Core 10	Policy and service development							



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Core 11	Financial & physical resources	This domain relates to financial resources and physical assets including security, maintenance, budgetary and ordering responsibilities. It includes understanding pharmaceutical funding systems within New Zealand.	Maintains security of pharmacy and medicines.	Ensures appropriate levels and rotation of stock, materials and equipment to minimise wastage. Uses and maintains resources efficiently and effectively. Understands the Pharmaceutical Schedule and Hospital Medicines List (HML) and implications of funding/resource for the organisation and patients.	Directs other healthcare professionals to appropriate resources. Contributes to cost effective use of medications. Aware of financial implications in relation to high cost medications.	Proactively maintains stock management systems including audits and rolling stock takes.	Manages or reports on financial parameters within own area.	Generates monthly reports providing workload statistics as required. Obtains appropriate resources for area of work.
Specific 1	Technical practice	This domain looks at skills required to provide technical pharmacy services including theoretical, practical and specialist technical knowledge. It covers all aspects of dispensing and compounding and includes having an understanding of maths and being able to perform calculations.	Undertakes NZQA Level 4 and 5 activities under trainer supervision. Has accurate numeracy skills; able to carry out basic calculations. Undertakes work with precision and consistency. Is aware of procedures relating to dispensing and checking. Has an understanding of Good Manufacturing Practice (GMP) and learns required compounding skills. Carries out self-checks and is assessed for accuracy.	Prepares and supplies medicines in line with procedures to maintain quality & minimise risk. Able to label and dispense accurately, ensuring legal requirements are met. Ensures correct medicine storage. Maintains appropriate stock medication supplies in collaboration with clinical staff of the area. Has been trained in compounding and able to prepare products in aseptic or non-aseptic environments in line with GMP principles and local policies. Maintains equipment and facilities, including cleaning and any required environmental monitoring.	Has developed technical skills. Confirms that prepared items meet requirements and quality criteria. Able to deal with problems related to dispensing. Able to advise others on best practice and techniques.	May be undertaking training to become a pharmacy accuracy checking technician (PACT). Able to review existing formulations.	Able to undertake compounding in-process checks. Performs final accuracy checks for dispensed and compounded items according to requirements. Has highly developed technical skills and uses technical knowledge in everyday practice. Able to respond to requests for unfamiliar or specialised products e.g. cytotoxics, clinical trials. Resolves problems related to compounding and formulations. Ensures appropriate maintenance and validation of production facilities and equipment in area of practice.	Able to demonstrate techniques using advanced tools and equipment. Identifies problems with instructions, training, equipment or components and takes appropriate action. Has expert technical knowledge & skills. Identifies, develops and implements opportunities to improve technical services.



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<p>Specific 2</p> <p>Clinical practice</p>	<p>This domain looks at skills required to provide medicines management services. It includes theoretical and practical knowledge about medicines use and covers clinically based and patient care responsibilities, both individually and as part of the wider healthcare team.</p>	<p>Has an awareness of medicines management services that can be provided by technicians.</p>	<p>Has a working knowledge of local medicines policy.</p> <p>Able to read, accurately interpret and establish the validity of prescriptions.</p> <p>Understands dosing and medicine forms and the significance of interactions.</p> <p>Documents contributions / interventions.</p> <p>Able to identify different compliance aids and assess patient's needs for them.</p>	<p>Helps with provision of clinical duties in a designated clinical area.</p> <p>Monitors prescriptions/charts for legality, clarity, availability and medication queries and refers as necessary.</p> <p>Can undertake basic patient counselling.</p>	<p>Takes a patient medication history and is involved in medicines reconciliation under supervision.</p> <p>Able to assess patients own medicines for suitability of use according to local procedures.</p> <p>Demonstrates general clinical knowledge in core areas.</p> <p>Undertakes medicines management duties, providing a basic pharmaceutical care service to a designated clinical area under supervision.</p>	<p>Attends and provides input at clinical meetings.</p> <p>Able to perform clinical tasks according to pre-defined protocols & answers routine questions from prescribers and patients under supervision.</p>	<p>Educates and empowers the patient to manage their own health and medicines.</p> <p>Provides an oversight of medicines management training for other technicians.</p> <p>Makes recommendations to patient and other healthcare professionals for improvement to pharmaceutical care.</p> <p>Integrated into the team within area of responsibility.</p>
<p>Specific 3</p> <p>Leadership and management</p>	<p>This domain relates to effective leadership and management of people, processes and services within the organisation. It includes staff development and management, work planning/allocation, and other human resource aspects such as recruitment, payroll, leave, disciplinary procedures.</p>	<p>Works under supervision.</p> <p>Displays initiative.</p>	<p>Supports trainee technicians and assistants.</p> <p>Checks work of assistants in distribution.</p>	<p>Checks work of assistants and other technicians.</p>	<p>Provides leadership and supervision to less experienced technicians, trainees and other staff.</p> <p>Oversees day to day running of area of responsibility.</p>	<p>Acts as a mentor.</p> <p>Responsible for managing a team of people or has responsibility for a defined section/service area within Pharmacy.</p> <p>Undertakes performance & development reviews with direct reports.</p> <p>Participates in staff recruitment as requested.</p>	<p>Leads the team, making operational decisions, communicating expectations, setting standards, providing on-going motivation, feedback and coaching, and objectively developing and evaluating performance.</p> <p>Deals with human resource aspects such as payroll administration and leave management.</p> <p>Involved in staff recruitment, development and workload allocation.</p> <p>Involved in change management.</p>