



# 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	Level 6 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.	Aware of their own professional responsibilities and those of pharmacists.  Works under supervision.	Works within scope of technician role referring to others for advice and support when required.  Behaviour is consistent with legislation, policies, procedures, and professional and ethical standards of pharmacy practice.  Maintains confidentiality and complies with privacy legislation.  Takes responsibility for own actions.	Networks with other health professionals external to the pharmacy department  May be a member of specialist interest groups or similar pharmacy networks..	Represents department / profession at a local level e.g. organisational committees.	Contributes to profession at a regional/national level.  Contributes to special interest groups.	Takes responsibility for decisions and outcomes that affect patients.  Supports others to maintain standards of practice.	Supports and advises others in relation to standards of practice  Able to resolve ethical and professional issues.  Proactive in developing the roles of technicians.
			This domain is about personal and professional development e.g. appraisal and development review. It includes accepting responsibility to undertake continuing learning and development.	Completes relevant departmental training programmes.  Actively participates in continuing education/learning opportunities and documents training activities.	Attends relevant training events and applies learning to practice.  Identifies own learning and development needs with assistance.  Acknowledges and learns from mistakes and improves outcomes.  Acknowledges and acts on feedback received.  Constantly strives to build knowledge and skills and keeps up to date on current awareness of pharmaceutical issues.	Recognises and uses learning opportunities within and outside the organisation.  Seeks guidance and advice from colleagues.  Reflects and acts on feedback received.	Evaluates effectiveness of learning opportunities and provides feedback to colleagues.  Develops reflective practice.	Identifies own learning needs for current and future career aspirations and undertakes relevant training for specialist roles.  Actively seeks feedback and acts on input.  Refines reflective practice.	Actively seeks out conferences/meetings of interest.  Evaluates effectiveness of learning opportunities and further develops personal learning by sharing with others.  Works as a reflective practitioner.
Core 2	Personal & professional development / learning								



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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.	Attends training within Pharmacy.	Participates in orientation and training of new staff as required.  Willing to share own knowledge.  Presents to colleagues at departmental education/training sessions.	Inducts and trains new staff to their area.	Provides training and validation support and advice for less experienced technicians, trainees and interns.	Identifies potential training needs for other staff and acts on them appropriately.  Oversees and participates in the planning of in-service education sessions.	Co-ordinates training and validation for other pharmacy staff - develops and updates training packages and maintains staff training records.  Able to assess performance & learning needs of others.	Has an oversight of staff training.  Contributes to the development of others.  Evaluates training and uses to inform continuous updates and quality improvement of training programmes
Core 4	Cultural competence	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)	Values and celebrates diversity showing respect for others at all times.  Shows an awareness of cultural knowledge and desire to improve own inter-cultural practice.	Demonstrates understanding of Treaty of Waitangi and cultural safety and acts in accordance with this.	Demonstrates cultural sensitivity, treating others with sensitivity, empathy, respect and dignity; responding to individual needs without discrimination.  Accesses resources to ensure culturally appropriate services provided.	Supports the delivery of culturally competent services.  Recognises and reports behaviour that undermines equality and diversity.	Understands the impact of culture on health status and maintenance.	Promotes cultural sensitivity.  Demonstrates awareness of Maori Health issues and implementation of this where appropriate.	Provide services in a manner that supports Maori well-being.  Demonstrates alignment of cultural approaches to professional practice.  Identifies and works towards reducing factors that contribute to disparities in health outcomes.
Core 5	Communication & teamwork	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, carers and healthcare professionals and adapt communication styles to suit	Communicates effectively in English (oral and written language).  Understands the roles of pharmacy team members and their scope of practice.	Provides information in a logical order in a way that is appropriate to audience.  Able to write effective e-mails to their peers.  Has good oral presentation skills - able to present and provide information to other departments.	Communicates as an active listener with the ability to use appropriate questioning to draw out relevant information from people and check their understanding  Able to write effective e-mails to other members of multi-disciplinary team.	Overcomes barriers to communication.  Engages with multi-disciplinary team, establishing and maintaining working relationships with appropriate members.	Able to write and present clearly and succinctly in a variety of communication settings and styles.  Works collaboratively with others, sharing information across professions and interfaces.	Communicates and responds to people's needs appropriately & with effective results  Effectively uses team dynamics and individual operating styles to build team strengths.  Demonstrates a constructive approach to conflict resolution.	Has an active liaison role between staff and senior management team.  Works collaboratively with other healthcare professionals engaging widely across the organisation.  Able to deal with professionals that challenge advice.



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		the recipient and situation.		<p>Able to work with high degree of diplomacy and co-operation.</p> <p>Able to undertake basic patient counselling, communicating accurate and appropriate information about medicines.</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>Maintains relationships in demanding circumstances.</p> <p>Develops and maintains effective networks at local and national level.</p> <p>Uses communication skills to gain co-operation of small groups of people including senior staff.</p> <p>Uses persuasive and compelling arguments orally and in writing to convince others (well developed negotiation skills).</p>
<b>Core 6</b>	Planning and organising	This domain looks at self-management, planning, prioritisation and organisational skills. It also takes account of strategic planning and dealing with interferences/contingencies.	<p>Punctual.</p> <p>Good time management skills.</p> <p>Adapts to change in the workplace.</p> <p>Able to prioritise own work to meet deadlines.</p>	<p>Able to meet targets set by manager.</p> <p>Manages an identified workload with direction.</p> <p>Prioritises own work to ensure high priority/urgent requests are dealt with first.</p> <p>Able to plan and organise simple activities.</p>	<p>Is proactive and responsible for meeting personal and service defined targets and managing own time and resources.</p> <p>Able to cope with interruptions and distractions &amp; adjust priorities as situations change.</p>	<p>Able to manage a large workload.</p>	<p>Prioritises recommendations when problem solving to optimise patient outcomes.</p>	<p>Sets priorities, goals, and timetables to achieve maximum productivity.</p> <p>Able to manage a large workload and prioritise own tasks and those of others. Identifies unmet targets and works towards a resolution.</p>	<p>Able to identify multiple priorities and independently allocate time and resources to achieve timely outcomes.</p> <p>Plans and organises a broad range of complex activities e.g. research and project work.</p> <p>Provides input into strategic plans for pharmacy department.</p>	
<b>Core 7</b>	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	<p>Computer literate.</p> <p>Applies basic information technology skills.</p>	<p>Involved in data collection for audits.</p> <p>Familiar with commonly used reference sources e.g. MIMs, Pharmaceutical</p>	<p>Works accurately with information management systems and keeps them up to date using set procedures.</p>	<p>Uses reference sources to access medicines and patient/healthcare information referring to others for advice when necessary.</p>	<p>Carries out audits relevant to area of work e.g. auditing compliance against standards.</p> <p>Uses appropriate information sources</p>	<p>Interprets and analyses data to form conclusions and make recommendations.</p> <p>Involved in development and</p>	<p>Demonstrates project management skills.</p>	



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Core 8	Reasoning & judgment	undertake research and share information and findings with others in an appropriate manner.		Schedule.	Undertakes surveys or audits as requested.		to provide accurate and relevant information in a timely manner.	implementation of service level projects.	
		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.	Acknowledges own limitations and seeks advice when necessary.	Follows policies, procedures and guidelines. Accepts responsibility for own actions. Knows when to refer to pharmacists/colleagues	Is flexible and shows a willingness to be retasked when necessary. Capable of working in a high pressure environment and making decisions with support from senior staff.	Able to use initiative and adjust behaviour in response to changed situations.	Identifies the pros and cons and makes timely, effective decisions within appropriate levels of responsibility.	Deals with complex facts or situations requiring analysis, interpretation, comparison of a range of options. Considers the wider implications of their decisions. Demonstrates problem solving skills in relation to pharmacy practice e.g. dispensing and compounding issues. Has a logical approach to problem solving and able to make clear decisions to ensure problems are resolved and processes improved. Considers the immediate implications of their decisions.	Able to independently investigate, analyse, identify & communicate 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 by successfully applying appropriate solutions.
Core 9	Quality, safety & risk management	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.	Complies with policies, procedures and safe systems of work to ensure own and others safety at all times. Reports any work issues that may put health, safety and security at risk. Committed to providing a quality service.	Complies with all pharmacy SOPs, documentation requirements and audits. Ensures safe handling, storage and disposal of potentially hazardous substances. Pays attention to detail and initiates self-checking procedures.	Keeps accurate and complete records consistent with legislation, policies and procedures. Monitors the supply of products to confirm that they meet specified requirements and all relevant legislation, policies and procedures. Identifies potential	Participates in quality improvement Initiatives.	Is aware of the processes and committees involved in medicines management, risk and quality improvement in the hospital.	Ensures documentation complies with legislative, procedural and GMP standards. Participates in risk assessments relevant to area of practice. Assists with investigation of errors/incidents and implementation of	Carries out risk assessments. Takes a lead role in quality improvement initiatives. Devises systems to support continuous improvement.



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				<p>Completes incident reports when necessary.</p> <p>Minimises the risk of dispensing errors.</p> <p>Identifies and escalates potential risks and concerns.</p> <p>Supports departmental quality initiatives.</p>	<p>risks and refers appropriately in a timely manner.</p> <p>Applies medication safety principles to area of practice.</p>			<p>corrective actions.</p> <p>Focuses on quality improvement and customer satisfaction.</p>	
<b>Core 10</b>	Policy and service development	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.	Follows policies and procedures relevant to role.	<p>Carries out tasks related to service development when requested.</p> <p>Suggests ideas for service improvement.</p>	<p>Comments on proposed changes to local policies/practices.</p> <p>Participates in pharmacy service improvement initiatives.</p>	<p>Develops new and more effective work processes and systems through lateral thinking and creativity.</p>	<p>Reviews, updates and develops 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>Works with other departments to improve practice, service delivery or patient outcomes.</p>	<p>Reviews and validates pharmacy SOPs.</p> <p>Works collaboratively with senior management team to ensure their procedures are in line with departmental procedures.</p> <p>Understands and integrates national policies and guidelines to practice.</p> <p>Understands how the pharmacy service contributes to the DHB.</p>
<b>Core 11</b>	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 drugs.	<p>Ensures appropriate levels and rotation of stock, materials and equipment to minimise wastage.</p> <p>Uses and maintains resources efficiently and effectively.</p>	<p>Directs other healthcare professionals to appropriate resources.</p>	<p>Contributes to cost effective use of medications.</p> <p>Aware of financial implications in relation to high cost drugs.</p>	<p>Proactively maintains stock management systems including audits and rolling stock takes.</p>	<p>Manages or reports on financial parameters within own area.</p>	<p>Generates monthly reports providing workload statistics as required.</p> <p>Obtains appropriate resources for area of work. Integrates technology into own practice.</p>





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Specific 1	Technical practice	<p>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.</p>	<p>Undertakes NZQA Level 4 and 5 activities under trainer supervision.</p> <p>Has accurate numeracy skills; able to carry out basic calculations.</p> <p>Undertakes work with precision and consistency.</p> <p>Is aware of procedures relating to dispensing and checking.</p> <p>Has an understanding of Good Manufacturing Practice (GMP) and learns required compounding skills.</p> <p>Carries out self-checks and is assessed for accuracy.</p>	<p>Prepares and supplies medicines in line with procedures to maintain quality &amp; minimise risk.</p> <p>Able to label and dispense accurately, ensuring legal requirements are met. Ensures correct medicine storage.</p> <p>Maintains appropriate ward medication supplies in collaboration with ward pharmacist and nursing staff.</p> <p>Has been trained in compounding and able to prepare products in aseptic or non-aseptic environments according to GMP principles.</p> <p>Participates in cleaning and environmental monitoring of production facilities and equipment.</p> <p>Maintains equipment and facilities.</p>	<p>Has developed technical skills.</p> <p>Confirms that prepared items meet requirements and quality criteria.</p> <p>Able to deal with problems related to dispensing.</p> <p>Able to advise others on best practice and techniques.</p>	<p>May be undertaking training to become an accredited checking technician (ACT).</p>	<p>Able to undertake compounding in-process checks.</p> <p>Performs final accuracy checks for dispensed and compounded items according to requirements.</p>	<p>Has highly developed technical skills and uses technical knowledge in everyday practice.</p> <p>Able to respond to requests for unfamiliar or specialised products e.g. cytotoxics, clinical trials.</p> <p>Able to review existing formulations.</p> <p>Able to demonstrate techniques using advanced tools and equipment.</p> <p>Identifies problems with instructions, training, equipment or components and takes appropriate action.</p> <p>Resolves problems related to compounding and formulations.</p> <p>Ensures appropriate maintenance and validation of production facilities and equipment.</p>	<p>Has expert technical knowledge &amp; skills.</p> <p>Identifies, develops and implements opportunities to improve technical services.</p>
			<p>This domain looks at skills required to provide medicines management services. It includes theoretical and practical knowledge about medicines use and covers ward 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 accurately.</p>	<p>Helps pharmacist with provision of ward based clinical duties.</p> <p>Monitors patient prescription charts for legality, clarity, availability and medication queries and refers to</p>	<p>Takes a patient medication history and is involved in medicines reconciliation under pharmacist supervision.</p> <p>Able to assess patient's own medicines for</p>	<p>Demonstrates general clinical knowledge in core areas.</p> <p>Undertakes medicines management duties, providing a basic pharmaceutical care service to a</p>	<p>Attends and provides input at ward meetings.</p> <p>Educates and empowers the patient to manage their own health and medicines.</p> <p>Able to perform</p>



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				<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>pharmacist as necessary.</p>	<p>suitability of use according to local procedures.</p> <p>Can undertake basic patient counselling.</p>	<p>designated area/ward.</p>	<p>simple clinical tasks according to pre-defined protocols &amp; answers routine questions from prescribers and patients under the supervision of a pharmacist.</p> <p>Makes recommendations to patient and other healthcare professionals for improvement to pharmaceutical care. Integrated into the team within area of responsibility.</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. 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 as required.</p>	<p>Provides leadership and supervision to less experienced technicians, trainees and other staff.</p> <p>Acts as a mentor.</p>	<p>Oversees day to day running of area of responsibility.</p> <p>Involved in management of one or more staff.</p> <p>Participates in staff recruitment as requested.</p> <p>Responsible for managing a team of people or has responsibility for a defined section/service area within Pharmacy.</p> <p>Undertakes performance &amp; development reviews with direct reports.</p> <p>Leads the team making operational decisions, communicating</p>	<p>Deals with human resource aspects such as payroll administration and leave management.</p> <p>Involved in staff recruitment, development and workload allocation. Involved in change management.</p>
<b>Specific 3</b>	Leadership and management								



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								expectations, setting standards, providing on-going motivation, feedback and coaching, and objectively developing and evaluating performance.	