

**SKILLS FRAMEWORK FOR HEALTHCARE  
SKILLS MAP - PHARMACY TECHNICIAN**

<b>Sector</b>	Healthcare	
<b>Track</b>	Pharmacy Support	
<b>Occupation</b>	Pharmacy Technician	
<b>Job Role</b>	Pharmacy Technician	
<b>Job Role Description</b>	<p>A Pharmacy Technician is responsible for the processing and dispensing of prescriptions. S/He is required to perform drug supply and distribution and may be required to assist with drug compounding. S/He supports staff management and development. S/He participates in quality assurance and improvement projects and activities.</p> <p>S/He works in varied settings such as hospitals, outpatient clinics, polyclinics and retail pharmacies.</p> <p>S/He is required to be professional, ethical and meticulous. S/He should possess communication skills.</p>	
<b>Critical Work Functions and Key Tasks / Performance Expectations</b>	<b>Critical Work Functions</b>	<b>Key Tasks</b>
	Dispense medication	Process prescriptions or medication orders
		Dispense medication
		Provide patient counselling and education
		Assist pharmacists in the sale of pharmacy-only medications
		Perform physical medication reconciliation
		Report dispensing errors and near misses to pharmacists
	Perform drug supply and distribution	Perform repackaging of drugs and bar-coding of products
		Perform cycle counts and stock take
		Assist pharmacists in product recalls
		Assist in inventory management of pharmaceutical and non-pharmaceutical products
		Distribute drugs to relevant departments
		Maintain proper functioning of pharmacy equipment and automation system processes
		Ensure proper storage and handling of drug stock

	Perform drug compounding	Process sterile and non-sterile product orders		
		Prepare sterile and non-sterile products under pharmacists' supervision		
		Check all prepared products to ensure that products compounded adhere to quality control and labelling requirements		
		Manage the inventories required for compounding		
		Maintain records related to compounding activities		
		Maintain proper functioning of facilities		
		Highlight equipment failures and unusual activities to pharmacists/supervisors		
	Support staff management and development	Participate in continuing education activities		
		Participate in orientation and training activities for staff in the department		
	Perform quality assurance and improvements	Participate in quality improvement projects and activities		
		Assist in the implementation of quality assurance and quality improvement projects and activities		
		Suggest improvements to workflows and processes		
		Comply to medication safety procedures		
	Support pharmacy operations	Perform billing procedures		
Suggest improvements to workflows and procedures in areas of pharmacy operations				
<b>Skills and Competencies</b>	<b>Technical Skills and Competencies</b>		<b>Generic Skills and Competencies</b>	
	Ambulatory Care Service Support	Level 2	Communication	Basic
	Audit Management	Level 2	Teamwork	Basic
	Automated Distribution Management	Level 2	Service Orientation	Basic
	Billing Procedures	Level 1	Interpersonal Skills	Basic
	Change Management	Level 1	Problem Solving	Basic
	Continuous Improvement Management	Level 2, Level 3		

	Document Management for Pharmacy Support	Level 2		
	Drug Distribution and Inventory Management	Level 1		
	Excellence in Service	Level 1		
	Infection Control	Level 2		
	Management of Stakeholders	Level 1		
	Medication Dispensing	Level 1, Level 2		
	Medication Reconciliation in Pharmacy Support	Level 1, Level 2		
	Medication Safety	Level 1		
	Non-sterile Compounding	Level 2		
	Patient Education on Use of Prescribed Drugs	Level 1		
	People Management	Level 2		
	Performance Management	Level 2		
	Pharmaceutical Equipment Maintenance	Level 1		
	Pharmacy-only (P) Medication Sales	Level 3		
	Professional, Legal and Ethical Healthcare Practice	Level 3		
	Programme Delivery	Level 3		
	Sterile Manufacturing of Pharmaceutical Products	Level 2		
Workplace Safety and Health	Level 1			
<b>Programme Listing</b>	For a list of Training Programmes available for the Healthcare sector, please visit: <a href="http://www.skillsfuture.sg/skills-framework/hc">www.skillsfuture.sg/skills-framework/hc</a>			