

**SKILLS FRAMEWORK FOR HEALTHCARE  
TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE DOCUMENT**

<b>TSC Category</b>	Quality and Patient Safety					
<b>TSC</b>	Document Management for Pharmacy Support					
<b>TSC Description</b>	Establish and implement documentation policies to facilitate referencing of information and comply with regulatory requirements					
<b>TSC Proficiency Description</b>	<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>	<b>Level 4</b>	<b>Level 5</b>	<b>Level 6</b>
		<b>HCE-QPH-2004-1.1</b>	<b>HCE-QPH-3004-1.1</b>	<b>HCE-QPH-4004-1.1</b>		
		Apply document processing and formatting procedures	Implement document control procedures and operate the document management systems	Develop documentation templates and evaluate new and existing documentation based on identified requirements		
<b>Knowledge</b>		<ul style="list-style-type: none"> <li>Types of document filling systems</li> <li>Types of document approval processes</li> <li>Types of document management systems</li> <li>Organisation's document management policies and document filling and review procedures</li> <li>Types of regulatory audits and related documentation requirements</li> </ul>	<ul style="list-style-type: none"> <li>Methods of managing manufacturing process, system and equipment documentation</li> <li>Organisation's document distribution systems</li> <li>Principles of conducting documentation audits</li> </ul>	<ul style="list-style-type: none"> <li>Types of manufacturing process, system and equipment documentation</li> <li>Organisation's documentation objectives and requirements</li> <li>Manufacturing documentation best-practices</li> <li>Types of information to be included in process, system and maintenance documents</li> <li>Types of knowledge management tools</li> <li>Methods of formulating policies and procedures</li> <li>Key stakeholders to be consulted for documentation development and review</li> <li>Methods of ensuring documentation accuracy and usefulness</li> <li>Methods of conducting management reviews</li> </ul>		
<b>Abilities</b>		<ul style="list-style-type: none"> <li>Organise information to ensure it is accurate and accessible by the appropriate stakeholders</li> <li>File electronic and hard copy documents according to standard procedures</li> <li>Prepare documents required for documentation audits</li> <li>Record results of audits</li> </ul>	<ul style="list-style-type: none"> <li>Review the maintenance of the document management systems</li> <li>Document and update personal certifications and licenses for employees</li> <li>Verify documents have been distributed accordingly</li> <li>Perform document management audits to ensure documentation</li> </ul>	<ul style="list-style-type: none"> <li>Evaluate documentation requirements for manufacturing processes, systems and equipment</li> <li>Develop documentation policies and procedures based on organisation's requirements</li> <li>Revise existing documentation policies and procedures based</li> </ul>		

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		<ul style="list-style-type: none"> <li>Communicate changes in documentation requirements to relevant stakeholders to ensure compliance with new procedures</li> </ul>	<p>requirements are being met</p> <ul style="list-style-type: none"> <li>Implement new and revised policies and procedures in order to ensure compliance with organisation's and regulatory requirements</li> </ul>	<p>on industry best-practices</p> <ul style="list-style-type: none"> <li>Develop templates for technical documents</li> <li>Evaluate implementation of documentation procedures</li> <li>Facilitate documentation audits</li> <li>Evaluate audit findings and results and highlight areas of improvement</li> </ul>		
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