PHARMACEUTICAL SOCIETY OF SINGAPORE (PSS)
CERTIFIED PHARMACY TECHNICIAN COURSE
<u>WSQ ADVANCED CERTIFICATE IN HEALTHCARE SUPPORT</u>
<u>(PHARMACY SUPPORT)</u>

<u>**35th CPTC intake – 08/01/19 – 13/11/19**</u>
Please take note that the below tentative schedule serves as a guide only

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PSS Module Code	Course Name (Core or Elective)	Competency Standard(s) Code	Tentative Date Details will be confirmed nearer to the date	No. of Classroom Hours	No. of Clinical Hours	Module Fee
AC 4(2)	Solve Problems And Make Decisions At Supervisory Level	ES-ACE-302G-1 (Elective)	08/01/19 – 30/01/19 (To Be Confirmed)	24	0	$440.00
AC 7(2)	Demonstrate Understanding Of Basic Pharmacology And Drug Development Process	HCS-PHARM-301C-2 (Core)	12/02/19 – 03/05/19 (To Be Confirmed)	32	38	$1300.00
AC 8(2)	Assist In Basic Dispensing And Good Pharmacy Practice	HCS-PHARM-304C-1 (Core)	14/02/19 – 03/05/19 (To Be Confirmed)	24	28	$1080.00
AC 9(2)	Assist In Compounding Of Sterile And Non-Sterile Pharmaceutical Products	HCS-PHARM-303C-1 (Core)	07/05/19 – 20/06/19 (To Be Confirmed)	32	0	$640.00
AC 12	Provide Drug Information Services And Use Of Information And Communication Technology (ICT) In Work Activities	HCS-PHARM-303E-1 (Elective)	25/06/19 – 12/07/19 (To Be Confirmed)	16	0	$440.00
AC 11(2)	Coach For Service Performance	SVCF-PP-301C-1 (Elective)	23/07/19 – 07/08/19 (To Be Confirmed)	16	0	$380.00
AC 6	Assist With Procurement And Storage	HCS-PHARM-302C-0 (Core)	13/08/19 – 29/08/18 (To Be Confirmed)	16	18	$400.00
AC 2	Support And Guide Team Members	HCS-CC-302C-1 (Core)	03/09/19 – 18/09/19 (To Be Confirmed)	16	18	$450.00
AC 3	Demonstrate Professionalism In Work Practices	HCS-CC-301C-1 (Core)	24/09/19 – 09/10/19 (To Be Confirmed)	12	14	$330.00
AC 10	Maintain Workplace Safety And Health Policies And Procedures	ES-JS-301G-1 (Core)	15/10/19 – 13/11/19 (To Be Confirmed)	24	0	$440.00
Total Training Hours / Course Fee				**212 hrs + 328**	**116 hrs**	**$5900.00**

Assessments

- Trainees will be assessed through their clinical workbooks, assignments, practical performance, oral questioning and final assessment.
- The theory assessments are based on test in the form of structured questions.
- The practical performance assessments are based on role plays, direct observations or practical demonstrations.
- A clinical workbook will be given to each trainee for hands-on experience. Clinical workbook assessments are based on trainee's supervisor comment and counselling points during dispensing.
- Trainees who have not obtained an attendance rate of at least 75% for every module will not be allowed to sit for the assessment at the end of each module.
- Trainees who did not pass a particular module will have to go for re-assessment. After the second assessment, if any trainee were to be deemed "Not-Yet-Competent" for that particular module, he/she will need to re-register for the module. Failure to pass a module may hinder a trainee's progression to the next module.

Course Details

Module	Objectives	Syllabus
AC 1	**LEAD A SERVICE TEAM IN HEALTHCARE SECTOR (DISCONTINUED)** Has been replaced by new module AC12 – Provide Drug Information Services and the use of Information and Communication Technology (ICT) in work activities.	
AC 2 **(34 hours)**	**SUPPORT AND GUIDE TEAM MEMBERS** In today's working environment, one does not work in silo. A participant's success is measured by the team's achievements. Being the seniors in the team, one is expected to provide the guiding light to direct the juniors to the right directions. Thus, to be an effective contributor, one needs to first recognise the importance of team and from there, develop the required people knowledge and skills to work better with fellow team members. This module focuses on equipping the senior healthcare support worker with the skills and knowledge to guide junior team members by providing support in work activities, demonstrating the appropriate organisational values, building commitment within the team and providing guidance and directions. **Training hours: 14** **Assessment hours: 2** **Clinical hours: 18**	This module consists of the following elements:- • Support and participate in work activities • Demonstrate organisational values • Build support and commitment within the team • Provide directions and guidance to team members

Module	Objectives	Syllabus
AC 3 **(26 hours)**	**DEMONSTRATE PROFESSIONALISM IN WORK PRACTICES** Professionalism is an integral part in the job as a pharmacy technician. To do the job professionally, one needs to have a clear understanding of what the job entails. Healthcare has transformed from being product focused to being customer focused. With this understanding, the professional is expected to be people centric, relevant technical competency, good work ethics and embark on continuous improvement. This module focuses on equipping the senior healthcare support worker with the skills and knowledge to display model performance standards, ethical work practices, and professional skills and knowledge as role models for junior team members. **Training hours: 10** **Assessment hours: 2** **Clinical hours: 14**	This module consists of the following elements:- • Display model performance standards • Display model ethical work practices • Maintain professional skills and knowledge
AC 4(2) **(24 hours)**	**SOLVE PROBLEMS AND MAKE DECISIONS AT SUPERVISORY LEVEL** This module focuses on the basic principles and application of problem solving and decision making. The learner will be able to work with a team of subordinates in practising problem solving and decision making. This includes anticipating and identifying potential problems, facilitating team's effort to resolve the problem, making appropriate decisions and seeing implementation plans through. **Training hours: 21** **Assessment hours: 3**	This module includes the following elements:- • To identify the symptom(s) that could lead to potential problem(s) at the workplace • Apply logical deduction to anticipate and detect problem(s) at the workplace • Analyse relevant information surrounding the perceived problem(s) and identify the exact problem using elimination process, objective reasoning or process questioning • Analyse the root cause(s) of the problem(s) at the workplace using appropriate problem-solving tools and techniques • Facilitate generation of solutions to solve problem(s) by encouraging creativity among team members • Select a solution among the shortlisted ones collectively with team members using appropriate evaluative technique(s) and criteria

Module	Objectives	Syllabus
		• Develop an implementation plan that addresses the root cause(s) of the problem(s) and consider the impact to self and team • Evaluate the effectiveness of the implemented solution and implementation plan by analysing feedback gathered from relevant sources • Formulate and execute modifications to restore and/or enhance effectiveness of implemented solution and implementation plan • Review the effectiveness of modifications made and analyse learning points and best practices that can be used for future reference
AC 6 (34 hours)	**ASSIST WITH PROCUREMENT AND STORAGE** This module focuses on equipping the pharmacy technicians with the skills and knowledge to assist with procurement, receiving, storing, maintaining and monitoring of stocks. It serves to prepare the pharmacy technicians in performing his / her role more effectively, thus improving the overall standard of healthcare delivery to patients. **Training hours: 14** **Assessment hours: 2** **Clinical hours: 18**	This module includes the following elements:- • Assist with procurement of new stock • Assist with receiving and storing of stock • Assist in maintaining and monitoring of stock • Assist with stock-taking procedures
AC 7(2) (70 hours)	**DEMONSTRATE UNDERSTANDING OF BASIC PHARMACOLOGY AND DRUG DEVELOPMENT PROCESS** This module aims to provide the basic knowledge of pharmacology, an overview of drugs action, medication safety and the drug development process. At the end of the module, learners will be equipped with the knowledge of basic principles of pharmacokinetics, have a basic understanding on human anatomy and physiology, medication safety and practices, the	This module consists of the following elements:- • General Principles of Drug Action • Basic Principles of Pharmacokinetics and Pharmacodynamic • Respond appropriately to enquiries related to drugs:- - Indications of drugs - Adverse Drug Reactions - Drug Interaction - Management of Common

Module	Objectives	Syllabus
	drug development process, know the actions (effects & side effects) of drugs and their therapeutic uses, and apply the knowledge in daily practice. **Training hours: 29** **Assessment hours: 3** **Clinical hours: 38**	Dermatological Problems - Management of Common Eye Problems - Management of Common Respiratory Problems - Management of Common Gastrointestinal Problems - Cardiovascular Diseases - Diabetes • Demonstrate understanding of medication safety • Demonstrate understanding of processes of drug development
AC 8(2) **(52 hours)**	**ASSIST IN BASIC DISPENSING AND GOOD PHARMACY PRACTICE** In a pharmacy setting, one of the roles of a pharmacy technician is assisting in basic dispensing and good pharmacy practice. This module equips the healthcare support worker with the skills and knowledge to undertake the role of a pharmacy technician and assisting in the dispensing of medication under supervision. At the end of module, learners should be able to read and interpret prescription, pack and label medication in accordance to prescriptions, be familiar with different dosage forms, routes of administration, storage system and conditions, stability and compatibility issues, classification of drugs and be able to work within the legal confinement of pharmacy laws. **Training hours: 21** **Assessment hours: 3** **Clinical hours: 28**	This module includes the following elements:- • Good Dispensing Practice • Interpretation of a prescription and common sources of dispensing errors • Medication dosage forms • Routes of Administration • Pharmacy calculations • Proper Storage, Containers & closures • Incompatibility (physical & chemical), Stability (factors affecting & detection of deterioration), Colouring, flavourings & preservatives • Classification of drugs • Dispensing Anti-microbial Drugs • Prepare for compounding process • Perform compounding under supervision

Module	Objectives	Syllabus
AC 9(2) **(32 hours)**	**ASSIST IN COMPOUNDING OF STERILE AND NON-STERILE PHARMACEUTICAL PRODUCTS** This module aims to provide the knowledge and skills needed for small scale pharmaceutical compounding in pharmacy laboratory. At the end of module, learners should be able to assist pharmacists in the compounding of drugs, including the storage and labelling of the extemporaneous product. Learners should also be equipped with the knowledge and skills to perform good manufacturing practices at work place, have a basic understanding of aseptic dispensing, know what are cleanrooms and LAFC and their applications, have an overview of TPN practice, IV admixture service and cytotoxic reconstitution service, be able compound simple sterile preparations. **Training hours: 29** **Assessment hours: 3**	This module consists of the following elements:- • Overview of Basic Dispensing and Aseptic Compounding (Assist in Manufacture of Sterile Pharmaceutical Products) • Introduction to GMP and GMP in Pharmacy • Introduction to basic microbiology • Aseptic Compounding and Quality Assurance & Control • Dispensing Analgesics • Introduction to TPN & IV Admixture and Enteral Nutrition • The Aseptic Compounding Process - Prepare ingredients for manufacture in cleanroom - Prepare for manufacture in cleanroom - Manufacture sterile pharmaceutical products - Reinstate work area in cleanroom
AC 10 **(24 hours)**	**MAINTAIN WORKPLACE SAFETY AND HEALTH POLICIES AND PROCEDURES** This unit describes the skills and knowledge required to perform work activities as a supervisor in a safe manner, especially in the area of infection control for the healthcare setting. At the end of module, learners should be able to interpret workplace safety and health, policies, procedures and programmes, educating workers on workplace safety, implementing and controlling workplace safety and health management programmes, implementing workplace risk management programmes and maintaining risk control measures. **Training hours: 21** **Assessment hours: 3**	This module includes the following elements:- • Understand the roles and responsibilities of general workers, workplace safety and health committee and supervisory personnel • Interpret workplace safety and health, policies, procedures and programmes • Educate workers on workplace safety including dealing with emergencies, identification of hazards, proper use of personal protective equipment and safety devices in the workplace. • Implement and control workplace safety and health management programmes. Including executing the organisational emergency response and evacuation

Module	Objectives	Syllabus
		exercises in accordance with the guidelines provided by the relevant regulatory requirements • Supervising and maintaining order in the event of emergency at the workplace in accordance with the guidelines provided by the relevant regulatory requirements • Implement workplace risk management programmes • Maintain risk control measures
AC 11(2) **(16 hours)**	**COACH FOR SERVICE PERFORMANCE** The healthcare sector is a dynamic one – with service performance being a key contributor to service quality. Service delivery is dependent on the service staff interacting with the patient and his family. As a service leader, coaching is an essential skill. This module focuses on the skills and knowledge to coach individuals for service performance. It involves identifying the coaching needs of individuals, and preparing and delivering a coaching plan. It also includes the use of coaching techniques to close service gaps and monitor the progress of individuals for improvements in service performance. **Training hours: 14** **Assessment hours: 2**	This module consists of the following elements:- • Recognise the role of a coach in coaching for service performance • Prepare coaching plan for individuals to address service performance issues • Demonstrate the use of coaching techniques to address service performance issue • Monitor progress of individual for improvements in service performance
AC 12 (New module) **(16 hours)**	**PROVIDE DRUG INFORMATION SERVICES AND THE USE OF INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) IN WORK ACTIVITIES** This module equips the healthcare support worker with the skills and knowledge to respond appropriately to drug enquiries, demonstrate understanding of the use of information and communication technology in work activities **Training hours: 14** **Assessment hours: 2**	This module consists of the following elements:- • Identify appropriate resources to handle common drug information enquiries • Apply drug information knowledge in respond to enquiries • Demonstrate understanding of the use of information, communication and technology (ICT) in work activities

Mode of Payment

Via Cheque

Please send the cross cheque payable to "**Pharmaceutical Society of Singapore**"
You may mail it to the following address;

Pharmaceutical Society of Singapore
2985 Jalan Bukit Merah
#02 – 2B, SMF Building
Singapore 159457

Attention to: PSS Admin & Account Personnel

Via I-banking/Atm Transfer

Account No. **:** **067-000464-7**

Bank type **:** **DBS CURRENT ACCOUNT**

Please inform us of your payment via email/fax and attach a screen shot copy of the transaction for verification purposes.

An Official Receipt would be issued as acknowledgement of payment upon verification.

GIRO (Only Applicable to institutions)

Kindly provide PSS the **GIRO statement** via the following:

EMAIL:	admin@pss.org.sg
Fax no:	6259 2393

FUNDINGS

All Singaporeans and PRs are eligible for the funding.
However, PSS **requires the trainees to be registered by their institutions**
in order **to apply for subsidies** *WSQ Funding is available for eligible Singapore Citizens and Permanent Residents.*
Please visit: http://www.wda.gov.sg/content/wdawebsite/L102-ForEmployers/L223E-007EmployerBasedFund.html?parent=topnavemployers