

	Maqaa Mana Hojii/ Company Name Ejensii Mirkaneessa Gahumsa Ogummaa Oromiyaa የኦሮሚያ የሙያ ብቃት ማረጋገጫ ኤጀንሲ Oromia Occupational Competency Assurance Agency	Lakk.Sanadaa/ Document No. SC/OOCOA/011	
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ISSUE HISTORY				
Issue	Description of Change	Status	Originator	Effective Date
1			OOCOA	02 April 2026
2				

REFERENCE DOCUMENTS	
Document Number	Document Title
EX/OOCOA/001	ES ISO/IEC 17024:2013 Conformity assessment - General requirements for bodies operating certification of persons.
EX/OOCOA/002	ES ISO/IEC 17000:2020, Conformity assessment — Vocabulary and general principles
EX/OOCOA/003	Federal Democratic Republic of Ethiopia OCCUPATIONAL Pharmacy NTQF Level - IV

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1. Purpose

This certification scheme is designed to ensure that certified pharmacy NTQF Level IV (Pharmacy – Level IV (CPL-L4)) demonstrate the required competence to apply good dispensing principles, apply principles of national pharmaceuticals supply chain management, apply good dispense pharmaceuticals, conduct small-scale compounding of pharmaceutical products enhance the use of traditional medicines, provide counseling service on beauty care ,practice audit-able pharmaceutical and practice audit-able pharmaceutical transactions and services, manage community health service and prevent and eliminate MUDA

It ensures that individuals consistently meet relevant industry standards, occupational health and safety requirements, and quality expectations, thereby protecting public health and property.

2. Scope

This certification scheme applies to individuals competence required to apply good dispensing principles, apply principles of national pharmaceuticals supply chain management, apply good dispense pharmaceuticals, conduct small-scale compounding of pharmaceutical products enhance the use of traditional medicines, provide counseling service on beauty care and practice audit-able pharmaceutical transactions and services.

3. Terms and Definitions – clarify key terms if not already standardized.

3.1 Definition of terms

3.2 Abbreviations

OS	Occupational Standard
OOCOA	Oromia occupational Competence Assurance Agency
KSA	Knowledge, Skill, and Attitude

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JTA	Job Task Analysis
CPL	Certified Person List
CR	Competence Requirement
WHS	Workplace Health and Safety
UC	Unit of Competency
TVET	Technical & Vocational Education Training
PCV	Positive Crankcase Ventilation
EGR	Exhaust Gas Re circulation
OHS	Occupational Health and Safety
MUDA	Waste/Non value added activity.
PFSA	Pharmaceuticals fund and supply agency
APTS	Audit-able pharmaceutical transaction and system
FMOH	Federal ministry of health
RHBs	Regional health bureaus
ZHBs	Zero harm behaviors
WHOs	World health organizations
IPLS	Integrated Pharmaceutical Logistics System
LMIS	Logistics Management Information System.

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4. Job task analysis (JTA)

The Job Task Analysis (JTA) provides a systematic breakdown of the essential tasks and responsibilities performed by a Level IV certified pharmacy.

Main Task	Sub-task	Criticality	Frequency	Risk Level	Description
Dispense Pharmaceuticals	● Apply basic knowledge of Anatomy, ● Apply basic knowledge of Physiology, ● Apply basic drug knowledge, ● Apply Pharmacotherapy principles, ● Perform dispensing process, ● Maintain dispensary information & ● Perform the duties of a pharmacy assistant.	High	Frequent	High	This unit of competence describes the knowledge, skills and attitude required to assist with the administration of dispensary requirements, using knowledge of more advanced aspects of dispensing and dispensary information requirements.
Apply Principles of National Pharmaceuticals Supply Chain Management	● Describe Medical supplies and reagents. ● Describe the logistics cycle, ● Describe the purpose, flow of information and products, roles & responsibilities in IPLS, ● Record pharmaceutical transactions, ● Report and order pharmaceuticals, issue pharmaceuticals, ● Manage procurement process, receive pharmaceuticals, ● Manage pharmaceutical storage & ● Organize and de-junk storage places.	High	Frequent	High	This unit of competence equips students with the knowledge, skills and attitude to enable them implement the national supply chain system (the integrated pharmaceutical logistics system): recording and reporting on stock levels and usage of pharmaceuticals, ordering pharmaceuticals from PFSA , receiving and storing pharmaceuticals, issuing pharmaceuticals between and within facilities, maintaining adequate amount of pharmaceuticals.

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Apply Good Dispensing Principles	● Accept prescription for dispensing, Ensure clinical evaluation of prescription by pharmacist, ● Calculate prescription quantities, ● Prepare labels according to legal requirements, ● Establish counseling environment, Provide patient counseling service, ● Enter data in to dispensing computer, ● Assemble prescription items according to good dispensing practice & ● Finalize prescription, ● Documentation and reporting.	High	Frequent	High	This unit of competence covers knowledge, skill and attitude to prepare prescriptions in accordance with legal and Good Pharmacy Practice requirements. Perform activities which require range of well-developed skills where some decisions and judgment is required. Individuals will take responsibility for their own outputs and limited responsibility for the output of others. Moreover, this unit also covers the knowledge, skills and attitude required in patient counseling and providing drug information to promote medication adherence and clinical outcomes
Conduct Small-Scale Compounding of Pharmaceutical Products	● Understand pharmaceutical analysis, Source information on formula, ● Prepare for production process, ● Obtain equipment and supplies, compound products, ● Complete production process, ● Participate in quality control, ● & Store and transport released product.	High	Frequent	High	This unit of competence describes the knowledge, skills and attitude required to prepare master work sheet and compound pharmaceutical products from fixed formulae.
Enhance the Use of Traditional Medicines	● Use basic knowledge of organic chemistry, ● Identify medicinal plants in their natural and dry state, ● Use appropriate guidelines for plant collecting,	Critical	Continuous	Very High	This unit of competence describes the knowledge, skills and attitude required to manufacture and dispense herbal treatments and remedies according to Ethiopian herbal medicine framework.

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	- Communicate knowledge of herbal medicine philosophy, principles and practice, - Prepare herbal medicines according to pharmacy guidelines, - Operate and monitor the dispensing process, - Complete documentation & Ensure ongoing development of self and team				
Provide Counseling Service on Beauty Care	- Have basic knowledge on cosmetics and - Counsel on cosmetics products,	High	Frequent	High	This unit of competence involves the application of product knowledge, skill and attitude to provide accurate advice to customers and other sales staff on cosmetic products. It requires general product knowledge and a greater need for experience and skill in offering advice to customers.
Practice Auditable Pharmaceutical Transactions and Services	- Identify the concepts of APTS, - Apply Pharmacy organization principles, - Perform pharmaceutical coding, - Apply Efficient pharmaceutical physical inventory, - Arrange dispensing work flow to apply good, dispensing practice, - Manage pharmaceutical transactions, Perform daily summary and monthly report, - Apply pharmaceutical prioritization and Three some analyses, - Perform auditing of pharmaceutical transactions and services and	High	Frequent	High	This unit of competence describes the knowledge, skills and attitude on the concept of APTS; how to perform transparent and accountable pharmaceutical transactions, provision of pharmaceutical services, as well as on how to conduct workload analysis, utilize medicines budget efficiently and producing data driven reliable information at the end to contribute better health outcomes

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	Conduct monitoring and evaluation of transactions and services.				
Manage Pharmaceutical Services	- Plan resource utilization, - Acquire resources, - Organize Pharmaceutical services, - Make informed decisions,	High	Frequent	High	This unit of competence deals with the proper knowledge, skills and attitude required to implement an operational plan; organize it and lead pharmaceutical services.
Manage Community Health Service	- Follow organizational guidelines, understand health policy and service delivery system, - Plan, manage, monitor and evaluate health system and - Lead and build individual's and team's capacity.	High	Frequent	High	This unit of competence describes the knowledge, skills and attitude required to manage health service of the area to improve quality of service
Prevent and Eliminate MUDA	- Prepare for work, Identify MUDA and problem, - Analyze causes of a problem, Eliminate MUDA and - Assess effectiveness of the solution, - Prevent occurrence of wastes and sustain operation,	High	Frequent	High	This unit of competence covers the knowledge, skills and attitude required by a worker to prevent and eliminate MUDA/wastes in his/her workplace by applying scientific problem-solving techniques and tools to enhance quality, productivity and other kaizen elements on continual basis. It covers responsibility for the day-to-day operation of the work and ensures Kaizen Elements are continuously improved and institutionalized.

5. Competence Requirements

This section defines the **competence framework** for Level - IV pharmacy, describing the **knowledge, skills, and attitudes** required to perform pharmacy tasks safely, efficiently, and in compliance with industry standards.

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4.1 Knowledge (K) and Attitude (A)

The knowledge component defines what the candidate **must understand and be able to recall** to perform pharmacy tasks effectively and attitude is the "how" and "why" behind the actions. It includes the work ethic, commitment to safety, and how the interact with others.

Code	Description	Detailed Explanation
K1 A1	Dispense Pharmaceuticals.	Demonstrate knowledge of: ● Basic sciences like Anatomy and Physiology. ● Basic knowledge of Pharmacotherapy techniques ● Circumstances/situations where referral to a pharmacist is necessary ● Drug groups, including: ● Analgesics and anti-inflammatory agents ● Anti-coagulants. ● Anti-depressants, ● Anti-epileptics, Sedatives and hypnotics, ● Anxiolytics, Anti-diabetic agents, Anti-gout agents, Anti-histamines, Anti-hyper tensives, ● Anti-asthmatic agents, Cholesterol and lipid lowering agents, Corticosteroids, Diuretics, Gastro-intestinal agents, Drugs acting on the heart , ● Hormonal preparations, Osteoporosis preparation, ● Anti-virals, anti-bacterials, anti-protozoals, ● anti-fungals, anti-helminitics , antipsychotics , Vitamin and Minerals , Biological products (e.g. Vaccine) ● The following factors affecting drug groups: ● Blood pressure, Breast feeding, Geriatric, Pediatric, Pregnancy ● The following terms:, Bioavailability, Bioequivalence, Drug absorption, Drug distribution, Drug elimination, Drug half-life, Drug metabolism, Drug-drug, drug – food and drug - herb interactions and incompatibilities, Charging for pharmaceuticals e.g. organization policy, Different types of medication orders and their different labeling requirements, including:, inpatient items, outpatient, Dosages and administration methods for commonly used drugs, Drug schedules and their different dispensing/ handling/recording requirement, ● Factors affecting the administration of drugs and pharmacokinetics ● Hygiene and the importance of maintaining a clean working environment and equipment, Identification and handling of products, including: Formulary drugs and non-formulary drugs e.g. Clinical trial drugs and special access scheme drugs,

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		Products with the required integrity as well as those whose integrity has been compromised e.g. Damaged, contaminated or deteriorated stock ● Routine handling of products and products requiring special handling, e.g. Cytotoxic and its spill management, refrigerated and frozen items, light sensitive materials and flammables., Personal hygiene and the use of protective clothing, Pharmacy dispensary systems ● Policies, standards and guidelines, pharmacy codes of practice, legislative and regulatory requirements in regards to performing dispensary administrative tasks Prescribing conventions, and abbreviations and medical terminology used for instructions for the use of medicines, ● Principles and procedures of maintaining security of pharmaceutical products ● Principles of calculations, weights and measures and knowledge of pharmaceutical calculations using SI system ● Procedures and rationale for validating prescriptions ● Requirements to be satisfied for a complete, unambiguous and valid prescription and actions to take if validity is questionable ● Hospital or health facility in-house computer system ● Procedures for dealing with returned goods ● Relevant reference material
K2 A2	Apply Principles of National Pharmaceuticals Supply Chain Management	Demonstrate knowledge of: ● Medical supplies and reagents ● Theory of the logistics cycle and purpose of the Integrated Pharmaceutical Logistics System (IPLS) ● Logistics Management Information System (LMIS) and inventory control system in IPLS ● Roles and responsibilities of PFSA, FMOH, RHBs, ZHBs, WHO, and health institutions in implementing IPLS ● National, Regional and local pharmaceutical supply chain related policies, goals, targets and priorities ● Evidence-based practice
K3 A3	Apply Good Dispensing Principles	emonstrate knowledge of: ● Appropriate methods of disposal of unwanted medicines including expiry and damaged stock ● Basic hygiene and the importance of maintaining a clean working environment and equipment ● Charging for pharmaceuticals e.g. organization policy and the Pharmaceutical Benefits Scheme ● Common proprietary and generic names

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		● Drug forms, dose, strength and quantity ● Hospital or health facility in-house computer system ● Identification and handling of products, including ● formulary drugs and non-formulary drugs ● Routine handling products and products requiring special handling, e.g. cytotoxic and its spill management, refrigerated and frozen items, light sensitive materials and flammables. ● Infection control policies, guidelines and symbols and their relevance to working in a hospital pharmacy ● The rationale for applicable legislation, organization policy and in house SOPs, relating to prescription preparation ● Legal requirements and principles of pharmaceutical product labeling e.g. product name, batch numbering and expiry date ● Personal hygiene and the use of protective clothing ● Prescribing conventions, and abbreviations and medical terminology used for instructions for the use of medicines ● Principles and procedures of maintaining security of pharmaceutical products ● Procedures and rationale for validating prescriptions ● Procedures for dealing with returned goods ● Procedures to follow regarding dispensing of controlled drugs ● Procedures for dealing with drug alerts and company recalls ● Processes for reconstitution of products ● Properties of container types and principles of selection for use ● Requirements to be satisfied for a complete, unambiguous and valid prescription and actions to take if validity is questionable ● Types of prescriptions and their use ● Relevant quality standards, policies and procedures ● Drug information extraction and organization ● Characteristics of services ● Counseling environment aspects of the service ● Relevant evaluation techniques and quality checking procedures ● Workplace procedures ● Reporting procedures
K4 A4	Conduct Small-Scale Compounding of Pharmaceutical Products	Demonstrate knowledge of: ● Basic hygiene and the importance of maintaining a clean working environment and equipment ● Calculations and content rationale for all sterile admixtures

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	• Chemical and physical properties of materials in relation to formulation and compounding • Circumstances requiring sterile medication • Correct disposal of drug residues, cytotoxic etc. • Cytotoxic use and therapeutic effect • Different types of filters/compatibility of filters with pharmaceutical products. • Hazards related to cytotoxic manufacture • Identification of the circumstances that require compounding of the product within a laminar flow hood / clean room or cytotoxic drug safety cabinet / cytotoxic suite or room or isolator. • Identification and handling of products, including • Formulary drugs and non-formulary drugs e.g. Clinical trial drugs and special access scheme drugs products with the required integrity as well as those whose integrity has been compromised e.g. Damaged, contaminated or deteriorated stock • Routine handling of products and products requiring special handling, e.g. Cytotoxic and its spill management, refrigerated and frozen items, light sensitive materials and flammables • Infection control policies, guidelines and symbols and their relevance to working in a hospital pharmacy • The rationale for applicable legislation, organization policy and in-house SOPs, relating to the small scale manufacture of aseptic pharmaceutical products, including cytotoxic products • Maintenance principles and procedures of clean work environments • Management of cytotoxic spills • Nature and use of different dosage forms • OHS policies, guidelines and symbols and their relevance to working in a hospital pharmacy • Packaging methods, container materials and principles for selection • Personal hygiene and clothing standards for manufacture • Pharmacy computer systems • Preparation of worksheets • Principles and procedures of formulae calculations, weights and measures • Principles and procedures of maintaining security of pharmaceutical products • Principles of aseptic technique and cytotoxic manufacturing aseptic technique • Principles of handling and storage of hazardous materials • Principles of record keeping • Processes for dilution, suspension, incorporation and reconstitution • Purpose of batch numbering and expiry date on medicines
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		• Purpose of information to be shown on medicine packs, e.g. Product name, batch numbering and expiry date • Basic principles of manufacturing processes • Sources and types of contamination – microbial, cross-chemical, physical, environmental and corrective strategies • Specific labeling requirements for aseptically prepared products • Storage requirements and rationale for different types of product Use of dosage forms relating to parenteral products i.e. Intrathecal, epidural injections
K5 A5	Enhance the Use of Traditional Medicines	Demonstrate knowledge of: ● Non-herbal ingredients used in the preparation of herbal medicines ● Pharmacology of herbal medicines and pharmaceutical drugs, their classifications, usage and side effects ● Medical terminology ● Pharmacokinetics of herbal medicines and pharmaceutical drugs–drug administration, absorption, distribution, metabolism and excretion ● Pharmacodynamics of herbal medicines and pharmaceutical drugs and the theory of drug action; factors modifying drug effect and dosage; drug toxicity and toxicology ● Drug abuse - signs, consequences, treatment; community resources available, in particular those with emphasis on drug-related problems ● Drug use in pregnancy, specific diseases and disorders of each system of the body ● Internal preparations - culinary plants, common herbal teas, medicinal preparations e.g. Biochemic and bioenergetic remedies, cold extracts, cordials, decoctions, essences, honeys, homeopathic remedies, infusions, nutritional supplements, powders, syrups, tinctures etc... ● Chemical and physical incompatibilities ● External therapy products - both medicinal and domestic e.g. Baths, bath oils, creams, dyes, fomentations, incenses, aromatherapy products, compresses, ointments, perfumes, pomanders, poultices, sachets, salves etc... ● Prescription of medicines - legal restrictions, health and safety, labeling requirements, scheduled herbs, principles of manufacturing remedies, testing of natural therapy products ● Dispensing procedures ● Major herbal medicines with respect to their use for general symptoms, psychological and physiological indications ● Minor herbal medicines in respect to their most important indications ● Groups of medicines and how to distinguish between them according to actions, active constituents, body systems and plant families

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		● Clinical indications of medicines relevant to specific circumstances e.g. Infectious diseases, first aid and injuries ● Purpose and basic principles of the dispensing process ● Legislative requirements in dispensing herbal products ● Handling requirements for dangerous goods ● Purpose and requirements of raw materials segregation ● How the dispensing process affects the end product ● Quality characteristics to be achieved ● Process specifications, procedures and operating parameters ● Recording requirements and procedure ● Hygiene standards ● Philosophical tradition of science/western medicine ● The history of herbal medicine ● The current political context of healthcare ● The dynamic interchange between the physical, mental, social, environmental and spiritual landscape ● The herbalist integration of these approaches to health ● The qualitative, quantitative, cultural and traditional lines of evidence used in herbal medicine ● The philosophy, principles and practices of other alternative and complementary therapies ● The philosophy, principles and practices of herbal medicine practice ● How herbal medicine works with the conventional medical model ● A range of alternative and complementary therapies the philosophies, principles and tools of herbal medicine practice
K6 A6	Provide Counseling Service on Beauty Care	Demonstrate knowledge of: ● Storage guidelines ● Methods of dealing with special needs/requests of customers for: ➢ customer complaints ➢ store services and procedures ➢ Store product range, including product types, properties, features, benefits and ingredients ➢ Design principles, common face and body shapes and their application to store product range ➢ Fashion trends relating to store product range ➢ Store range of complementary products ➢ Application methods where applicable, for store product range ● Relevant legislation and statutory requirements

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		• Relevant pharmacy codes of practice • Relevant occupational health and safety legislation/regulations/codes of practice
K7 A7	Practice Auditable Pharmaceutical Transactions and Services	Demonstrate knowledge of: • The Pharmacy organization principles so as to bring suitable pharmacy workflow, create compassionate serving culture, measure workload, calculate actual demand of human power and arrange suitable dispensing environment • Apply uniquely identifying codes for all pharmaceuticals and medical equipment so as to trace each product across the supply chain and create suitable environment for auditing. • Apply efficient and transparent pharmaceutical physical inventory • Understand APTS vouchers and formats, purpose of each format, and develop good attitude to use standard and transparent formats. • How pharmaceutical products, transactions and services are audited. The candidates should develop an attitude that pharmaceutical products, service and financial transactions should be audited at any time. • The methodologies of monitoring and evaluation of pharmaceutical transactions and services. • Filling codes in model 19/Health, Model 22/Health, cash sales tickets, registers, inventory sheet and price control sheet • Product arrangement, fillings of stock recording formats, actual physical counting • Supportive supervision, skill of preparing monthly report, explaining duties for supervisors
K8 A8	Manage Pharmaceutical Services	Demonstrate knowledge of: • Relevant legislation from all levels of government that affects business operation, especially in regard to Occupational Health and Safety and environmental issues, equal opportunity, industrial relations and anti-discrimination • The principles and techniques of: • Planning operations • Resource planning • Resource organization • Resource management systems • Leading people • Establishing key performance indicators • Budgeting and financial analysis and interpretation • Monitoring performance • Reporting performance • Problem identification and resolution

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		- Alternative approaches to improving resource usage and eliminating resource inefficiencies and waste - Ways of supporting individuals/teams who have difficulty in performing to the required standard
K9 A9	Manage Community Health Service	Demonstrate knowledge of: - National and local health goals, targets and priorities - Evidence-based practice - Equity issues in population health - Basic principles of leadership - Principles of health care ethics
K10 A10		Demonstrate knowledge of: - National and local health goals, targets and priorities - Evidence-based practice - Equity issues in population health - Basic principles of leadership - Principles of health care ethics

5.1 Skills (S)

Skills define the **practical abilities** required to carry out pharmacy tasks. Each skill is associated with **performance criteria** to assess whether the candidate can perform tasks correctly in a real-world setting.

Cod e	Description	Performance Criteria	Detailed Explanation
S1	Dispense Pharmaceuticals	- The required basic knowledge on anatomy & physiology are obtained - An understanding of the major drug groups & basic principles of pharmaceutical care are applied, - Dispensing processes are completed , - Dispensary system information is updated as required and - The roles and responsibilities are complied with within the legitimate scope of practice of a pharmacy assistant (hospital pharmacy activities).	Demonstrate skills to: - Assist pharmacist effectively in the preparation of prescription requirements - Follow instructions and complete tasks accurately and efficiently - Refer issues identified outside scope of practice to the appropriate person - Identify Drug Therapy Problems (DTPs) and referred to Pharmacists - Work in a safe manner - Work in accordance with relevant organization policy, legislative requirements, industrial awards and agreements and in-house SOPs.

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			- Communicate and interact appropriately with colleagues, healthcare practitioners and clients - Identify and select correct product with reference to form, dose, strength, brand and quantity - Identify discrepancies/deviations and refer to the authorized person - Identify drugs by generic and proprietary names, or readily access the information - Prepare and process information regarding dispensary administration - Source, extract, record and disseminate dispensary administration clinical information - Take into account opportunities to address waste minimization, environmental responsibility and sustainable practice issues to: - Use available resources and prioritize workload - Use dispensary information technology system - Use literacy, numeracy and oral communication skills required to fulfill the position in a safe manner as specified by the health care facility - Use problem solving skills
S2	Apply Principles of National Pharmaceuticals Supply Chain Management	- The types and purposes of different medical supplies are identified, - The purpose of a health logistics system is described, - The purpose of the system is described, - The three essential data items are listed, - Flow of reports and orders in the IPLS are recorded, - The Internal Facility Report and Re supply Form (IFRR) to issue pharmaceuticals within a health center or hospital is completed, - Procurement methods are identified with their advantages and disadvantages, - The process for receiving pharmaceuticals at a hospital or health center is described,	- Demonstrate skills of: - Analytical identifying medical supplies and reagents for different purpose - Effective communication and interpersonal skills including: - High level written or verbal - Negotiation and liaison - Consultation - Conflict resolution and mediation - Analytical thinking, problem solving and critical appraisal - Work planning and management - Working as part of a multi-disciplinary team and/or autonomously - Facilitating and contributing effectively to meetings, forums and other network

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		The guidelines for the proper storage of pharmaceuticals & for organizing a storage facility are applied.	Ability to engage and work collaboratively and/or in partnership
S3	Apply Good Dispensing Principles	- Prescription is collected and client details are confirmed, - Prescription is referred to pharmacist for clinical evaluation, - Quantities of each item are calculated according to then prescription - Prescription labels are prepared to meet legal and regulatory requirements, - Conducive environment is created, -Roles and responsibilities of educating and counseling individual patients, groups, families or caregivers are identified, - Dispensing data is entered accurately into pharmacy computer system and Verify that prescription is checked and signed by the pharmacist.	Demonstrate skills to: - Assist pharmacist effectively in the preparation of prescription requirements - Follow instructions and complete tasks accurately and efficiently - Refer issues identified outside scope of practice to the appropriate person - Work in accordance with relevant organization policy, legislative requirements, industrial awards and agreements and in-house SOPs - Work in a safe manner - Apply checking processes throughout dispensing procedure - Communicate and interact appropriately with colleagues, health care practitioners and clients - Create labels which are legal, clearly readable, with instructions expressed in simple language, including all information specified by the prescriber - Demonstrate safe dispensing practices - Enter and access data on pharmacy computer system - Identify discrepancies/deviations and refer to the authorized person - Identify drugs by generic and proprietary names, or readily access the information - Identify and select correct product with reference to form, dose, strength, brand and quantity - Take into account opportunities to address waste minimization, environmental responsibility and sustainable practice issues. - Use time management strategies to set priorities - Use literacy, numeracy and oral communication skills required to fulfill the position in a safe manner as specified by the health care facility

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			● Use problem solving skills ● Use available resources and prioritize workload ● Interpret work instructions, specifications and standards appropriate to the required work or service ● Carry out relevant performance evaluation ● Maintain accurate work records in accordance with procedures ● Meet work specifications ● Communicate effectively within defined workplace procedure
S4	Conduct Small-Scale Compoundi ng of Pharmaceut ical Products	● The required basic knowledge of pharmaceutical analysis is obtained, ● Appropriate dosage form for product is selected based on client need and/or against application of pharmaceuticals,Comply with dress code, safety and personal hygiene procedures prior to entering the work area, ● Acquire materials listed on the work sheet,Allocate approved raw materials to equipment according to batch work sheet,Reconcile number of labels printed with number used, ● Environmental monitoring is performed,Products are stored according to work sheet standard	Demonstrate skills to: ● Complete and file documentation ● Compound raw materials correctly and safely to achieve a quality product ● Perform aseptic cleaning and waste management ● Perform correct aseptic techniques, including general aseptic techniques and cytotoxic aseptic technique ● Perform quality assurance monitoring ● Prepare, process and manufacture quality pharmaceutical products for fixed formulae ● Produce a product free from microbial or cross contamination ● Refer issues identified outside scope of practice to an authorized person ● Transport and store product according to EFDA Guidelines for the Preparation of Pharmaceuticals in Hospitals ● Use personal protective equipment appropriately ● Work in a safe manner ● Work in accordance with relevant organization policy, legislative requirements, industrial awards and agreements and in-house SOPs ● In addition, the candidate must be able to effectively do the task outlined in Element and performance criteria of this unit, manage the task and manage

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			contingencies in the context of the identified work role - This includes the ability to: ➤ Assemble, maintain, clean and use all equipment used in manufacturing process in a correct and safe manner and ensure a clean work environments - Calculate drug requirements for manufacturing - Select and maintain appropriate equipment for manufacturing task - Take into account opportunities to address waste minimization, environmental responsibility and sustainable practice issues - Enter and access data on pharmacy computer system - Take into account opportunities to address waste minimization, environmental responsibility and sustainable practice issues - Use available resources and prioritize workload - Use formulation resources to prepare a master batch/work sheet - Use available resources and prioritize workload - Use literacy, numeracy and oral communication skills required to fulfill the position in a safe manner as specified by the health care facility - Use problem solving skills
S5	Enhance the Use of Traditional Medicines	- The required basic knowledge on organic chemistry is obtained, - Highly poisonous plants of Ethiopia are identified in their natural state, - Plants are collected from appropriate locations, - The major and minor forms of diagnosis and treatment practices are effectively communicated on a one-to-one or group basis, - Fresh medicinal plants are preserved,	Demonstrate skills of: - Handling wastes - Applying hygiene standards - appropriate dispensing of traditional medicines - Preparation technique for external therapeutic products e.g. creams, ointments, etc.

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		● Availability of materials processing and dispensing requirements are ensured.	
S6	Provide Counseling Service on Beauty Care	● Product knowledge is developed and maintained by accessing relevant sources of information and ● Products are accurately evaluated according to customer needs and product information.	Demonstrate skills of: ● Interpersonal communication ● Handling customers with special needs, including difficult customers ● Literacy skills in the following areas: reading and understanding product information
S7	Practice Auditable Pharmaceutical Transactions and Services	● The traditional pharmaceutical transactions and services are described, ● Organizations of pharmacy stores and dispensaries are described, ● Pharmaceutical coding is defined, ● Pharmaceutical physical inventory is defined, ● The arrangement of the dispensing environment, premises and facilities is explained, ● Explain the pharmaceutical flow and transactions from store to patients , ● The daily summary formats of cash, credit and for free are compared and contrasted, ● The definition and importance of pharmaceuticals prioritization are explained and Pharmaceutical transactions and service auditing are defined.	Demonstrate skills of: ● Organizing dispensary workflow and customer service including communication skill, counseling skill, queuing skill ● Using vouchers (models) cash sales tickets and formats including, registers, daily summary and monthly reporting formats ● Using the steps of prioritization methodologies and skills for using principles of threesome analysis ● Recording and documentation of formats and vouchers necessary for auditing ● Identifying the cash, credit and for free daily summary formats and financial and service monthly report formats. Develop attitude that such formats are very important for producing reliable data driven information to be used for decision ● Prioritizing pharmaceuticals to use in the health facility according principles like morbidity, consumption data, level of health facility and professionals, budget, program expansion and also analyze pharmaceutical data using threesome analyses principles
S8	Manage Pharmaceutical Services	● Pharmaceutical information for use in operational plans are collected, analyzed and organized, ● Pharmacy professionals are recruited and/or inducted, Expectations, roles and responsibilities are communicated,	Demonstrate skills of: ● Functional literacy skills to access and use workplace information ● Maintaining a safe workplace and environment ● Accessing and using feedback to improve operational performance

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		Information relevant to the issue(s) under consideration are gathered and organized,	- Preparing recommendations to improve operations - Accessing and using established systems and processes - Using coaching and mentoring skills to provide support to colleagues - Ability to relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities
S9	Manage Community Health Service	- The policy and organization of the health care system of Ethiopia is comprehended, - Management skills required to bring about efficient health care system are dealt with & - Self improvement areas are identified based on individual's self performance evaluation.	Demonstrate skills to: - Plan and manage health extension service - Manage resources - Build capacity of teams and individuals
S10	Prevent and Eliminate MUDA	- Work instructions are used to determine job requirements, including method, material and equipment, - Plan of MUDA and problem identification is prepared and implemented, - All possible causes of a problem are listed, - Plan of MUDA elimination is prepared and implemented by medium KPT members. - Plan of MUDA prevention is prepared and implemented.	Demonstrate skills to: - Draw & analyze current situation of the work place - Use measurement apparatus (stop watch, tape, etc.) - Calculate volume and area - Apply statistical analysis tools - Use and follow checklists to identify, measure and eliminate wastes/MUDA - Identify and measure wastes/MUDA in accordance with OHS and procedures - Use tools and techniques to eliminate wastes/MUDA in accordance with OHS procedure. - Apply 5W and 1H sheet - Update and use standard procedures for completion of required operation - Apply Visual Management Board/Kaizen Board. - Detect non-conforming products or services in the work area - Work with others - Read and interpret documents - Observe situations - Solve problems

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			- Communicate information - Gather evidence by using different means - Report activities and results using report formats - Implement and monitor improved practices and procedures
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6. Eligibility requirements

To ensure that candidates possess the foundational knowledge, practical experience, and physical capability to perform pharmacy work safely and effectively, the following eligibility criteria apply:

Requirement	Criteria	Description / Rationale
Education	TVET Level IV pharmacy or equivalent	Candidates must have completed a recognized vocational or technical training program in pharmacy or an equivalent qualification, ensuring a basic understanding of pharmacy principles and practices.
Experience	Minimum 1 years Recognition of Prior Learning (RPL)	Candidates must have at least One years of practical work experience in pharmacy to demonstrate exposure to real workplace tasks and develop proficiency in standard pharmacy operations.
Health	Physically fit	Candidates must be physically capable of performing pharmacy tasks, including lifting, bending, working in confined spaces, and handling tools safely, to prevent accidents and ensure safe work practices.

7. Assessment system

The assessment system is designed to evaluate the **competence of candidates** based on the defined knowledge, skills, and attitudes necessary to perform pharmacy tasks safely, effectively, and in accordance with industry standards.

7.1 Practical assessment

Practical assessment is a part of assessment that used to measure the skill of a candidate in an occupation based on the given occupational standard to award in the world of work. Practical

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assessment of pharmacy level - IV shall be developed by comprise all the demonstrable UCs found in pharmacy from level I- IV

7.2 Knowledge assessment

It is part of assessment that used to measure the knowledge of candidates in one occupation based on the given occupational standard. The knowledge assessment for pharmacy from **level IV** shall include all **Level I up to level IV** knowledge questions. It will be developed For level IV forty (40) questions and from **Level III thirty (30)** questions, from **Level II five (5)** and from **Level I five (5)** questions will be taken.

7.3 Passing Criteria

Knowledge assessment tool has been developed in the form of written or oral question. For pharmacy from **level IV 80 multiple choice** question where developed and the passing rate shall be **at least 44 points or (55%)** and above. For practical Assessment the passing rate should be the candidate should perform all given projects and tasks according to given Industry standard.

8. Assessment Methods

Assessment methods for pharmacy Level IV should be designed to evaluate knowledge, practical skills, and attitudes.Common assessment methods include:

- Written Examination**

Used to assess theoretical knowledge, technical principles, fault diagnosis procedures, safety requirements, and workshop management concepts.

- Oral Interview**

Used to assess communication skills, understanding of technical procedures, problem-solving ability, and decision-making.

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- **Practical Demonstration**

Used to assess the candidate’s ability to diagnose faults, repair systems, use tools, and perform automotive maintenance tasks.

- **Direct Observation**

Used to observe the candidate performing work tasks in an actual workplace or simulated workshop environment.

- **Workplace Assessment**

Used to assess performance under normal working conditions using real pharmacy store, tools, and customer service situations.

- **Simulation Exercise**

Used when real workplace assessment is not possible. Candidates perform tasks in a controlled environment using simulated faults or equipment.

- **Case Study**

Used to assess the candidate’s ability to analyze pharmacy problems, identify causes, and recommend solutions.

The assessment process should combine more than one method to ensure that competence is measured accurately and fairly.

9. Certification Process

9.1 Initial certification criteria

All Initial certification criteria shall be applied accordance with the Assessment Procedure documented in **OP/OCAPD/004**

9.2 Recertification requirement

Individuals can request rectification if;

- ❖ Occupational Standard (OS) is changed by Industry
- ❖ When the candidate was NOT YET COMPETENT on initial certification assessment

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- ❖ After 3 year If occupational standard does not changed the individual has the right to renew the certificate.

9.3 Suspension and Withdrawal

All Suspension and Withdrawal shall be applied accordance with Policy of Suspension, Withdrawal and Reduction of Scope documented in **PL/OOCOA/007**

10. Appeals and Complaints References

All Appeals and Complaints shall be applied according to appeals and complaints Procedure **OP/OOCOA/008**

11. Record keeping and Confidentiality

Record keeping and confidentiality requirements should ensure that all candidate information, assessment records, and certification decisions are securely maintained and protected from unauthorized access. In order to keep the all record and confidentiality of Individuals **Record keeping and Confidentiality PL/OOCOA/005** policy will be applied accordingly.

12.Scheme integrity and security

Scheme Development: This scheme was reviewed and validated by a committee of Subject Matter Experts (SMEs) to ensure it remains fair and valid for the industry.

Assessor Requirements: Assessors must be independent of the candidate's training process to prevent conflicts of interest (as per ISO/IEC 17024:2012, Clause 7).

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Assessment Security: "All assessment materials, including written examination banks and practical scoring rubrics, are secured and managed in strict accordance with the **Security Policy (PL/OOCOA/002)**."

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