



2016



NATIONAL COMPETENCY
STANDARDS FRAMEWORK
FOR PHARMACISTS
IN AUSTRALIA

Mapping of 2016 version
against 2010 version

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Comments

Any comments about this document may be sent to the Pharmaceutical Society of Australia, the custodian of the document on behalf of the Australian pharmacy profession.

Practice Support and Education Unit
Pharmaceutical Society of Australia
PO Box 42
Deakin West ACT 2600

Email: education@psa.org.au

About this mapping tool

On behalf of the Pharmacy Practitioner Development Committee (PPDC), the Pharmaceutical Society of Australia commissioned a consultant to undertake the mapping of the 2016 version of the *National Competency Standards Framework for Pharmacists in Australia* to the previous (2010) version.

The PPDC facilitated the review and refinement of the mapping tool through the Mapping Tool Review Group and consultation with its member organisations.

The contribution of the following individuals and organisations is gratefully acknowledged.

Kylie Woolcock, *Consultant*

Pharmacy Practitioner Development Committee

(Organisations marked with an asterisk generously provided funding to support the development of the mapping tool.)

Australian Association of Consultant Pharmacy*

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National Australian Pharmacy Students' Association

Pharmaceutical Defence Limited*

Pharmaceutical Society of Australia*

Pharmacy Board of Australia

Professional Pharmacists Australia

Society of Hospital Pharmacists of Australia*

The Pharmacy Guild of Australia*

Mapping Tool Review Group

Shane Jackson (Chair)

Sarah Gillespie (AACP)

Rebekah Radulovich (ACP)

Peter Halstead (APC)

Gregory Kyle (CPS)

Rhyan Stanley (PSA)

Daniel Guidone (SHPA)

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Purpose of this document

This document is intended to support the implementation of the 2016 version of the *National Competency Standards Framework for Pharmacists in Australia* by pharmacists and pharmacy organisations.

This mapping tool is likely to be of most benefit to those who have a document, resource or learning activity with competencies assigned from the 2010 version of the framework and need to update them to the appropriate competencies under the 2016 framework. Such a transition may be required, for example, to ensure currency of the resource, or to maintain accreditation status of a particular activity for the full accreditation period.

Structure of this document

Note that, in relation to the components of the competency standards, **Elements** in the 2010 framework are equivalent to **Enabling Competencies** (EC) in the 2016 framework. The key sections of this document are:

- how to use the mapping tool
- mapping of the 2010 framework to the 2016 framework
- quick reference guide of the mapping numbering (Appendix 1)
- list of 2016 ECs that do not map to the 2010 framework (Appendix 2).

How the mapping is presented

The main part of this document is the mapping outcome. This is presented in table format with information from the 2010 framework on the left hand side and the 2016 framework on the right hand side. Mapping was completed at the Element (2010) / EC (2016) level, however, performance criteria (PC) under each Element (numbered list) or EC (dot point list) have also been presented to facilitate accurate mapping. This is particularly important for cases where a 2010 Element maps to more than one 2016 EC and the user has to make a decision on which EC is the most relevant in the context of the resource or activity being mapped. This is explained further in the example on the next page.

How to use the mapping tool

Each 2010 Element has been mapped to all relevant (one or more) 2016 ECs. There are four different types of mapping based on the number of Elements and number of ECs involved. The recommended action for the user of this tool will depend on the mapping type. It is important to remember that, regardless of the nature or complexity of the recommended action, the user must carefully review the PC and be satisfied that the mapping is relevant and appropriate.

| | Mapping type (2010 Element to 2016 EC) | Comment | Action |
|---|---|--|--|
| 1 | None to one | This is where the 2016 EC did not have a mapping partner Element in the 2010 framework. These 2016 ECs represent new or extended competencies. A full list of the 2016 ECs that fall into this category is provided as Appendix 2. | None |
| 2 | One to one | Of the 104 Elements in the 2010 framework, close to half were mapped directly to one 2016 EC. For example, 2010 Standard 1.1, Element 2 maps to 2016 Standard 1.3, EC 2. | The 2010 Element can be replaced by the 2016 EC that it is mapped to. |
| 3 | Many to one | With this mapping type, depending on the resource or activity being mapped, the contribution of the relevant 2010 Element may be regarded to be completely fulfilled by the mapped 2016 EC, or only partially fulfilled. | The user should carefully review whether the mapped 2016 EC fully covers the relevant 2010 Element. If only partially fulfilled, additional 2016 ECs may need to be considered. |
| 4 | One to many | In this scenario, this tool can guide the user on the broad areas of mapping but additional user review is required to confirm the most appropriate or correct mapping for the particular resource or activity. | The user will need to confirm the precise scope or nature of the competency covered by the 2010 Element in the context of the topic or objective of the particular resource or activity. This input requires consideration of relevant PC. The example below illustrates this process. |

Example of 'one to many' mapping

X and Y are two different activities (or resources) being mapped to the 2016 framework. Both activities cover 2010 competency 1.3.2 (Standard 1.3, Element 2) but have different learning objectives as detailed through different PC (left side of arrows).

Top half of table shows that 1.3.2 (2010) maps to 2.1.1, 2.1.3 and 2.1.4 (2016).

To map the most appropriate 2016 competencies to X and Y, details of all PC (under all of the mapped EC) need to be considered. Based on the content of the 2010 PC, Activity X is mapped to 2.1.3 (2016) while Activity Y is mapped to 2.1.1 (2016).

| 2010 Standard 1.3 | | 2016 Standard 2.1 | | |
|--|---|--|---|---|
| Element 2 Address consumer needs | | EC 1 Respect the personal characteristics, rights, preferences, values, beliefs, needs and cultural and linguistic diversity of patients and other clients, including Aboriginal and Torres Strait Islander peoples | EC 3 Promote patient/client engagement with feedback and follow-up systems | EC 4 Consider the impact of the physical environment |
| Activity X <i>Relevant 2010 PC</i> Responds to consumer comment and feedback about the services and advice provided | ➔ | N/A | <i>Mapped to 2016 EC 3 PC</i> Uses a feedback system that facilitates exchanges with patients/clients and promotes service improvement | N/A |
| Activity Y <i>Relevant 2010 PC</i> Accepts responsibility for advocating on behalf of consumers consistent with the professional role and expertise of a pharmacist | ➔ | <i>Mapped to 2016 EC 1 PC</i> Advocates the health care/ service needs of patients/clients in an effort to facilitate access to and coordination of required services | N/A | N/A |

Mapping of the 2016 competency standards to the 2010 competency standards

(Note, General level PC which are unshaded in the 2016 framework are shown in *italicised* text.)

| 2010 Framework | 2016 Framework | | | |
|---|--|--|---|--|
| Domain 1: Professional and ethical practice | Domain 1: Professionalism and ethics | | | |
| Standard 1.1 Practise legally | Standard 1.2 Observe and promote ethical standards | | | Standard 1.3 Practise within applicable legal framework |
| Element 1 Comply with statute law, guidelines, codes and standards | Enabling competency 1 Support ethical professional practice | Enabling competency 2 Manage ethical issues arising in practice | Enabling competency 3 Promote ethical professional practice | Enabling competency 1 Comply with statute law, guidelines, codes and standards |
| <ol style="list-style-type: none"> 1 Understands the requirements of statute law, professional guidelines, codes and standards that comprise the legislative environment for practice. 2 Applies legislative requirements directly applicable to the provision of pharmacy services. 3 Understands the obligations created by codes of conduct/ethics for professional practice adopted by the registering authority. 4 Interprets and applies the requirements imposed by guidelines and standards adopted by the registering authority. 5 Understands the issues relevant to maintaining workplace safety. 6 Accepts shared responsibility for maintaining a safe working environment. 7 Considers the responsibilities in the workplace that arise from more general statute law. | <ul style="list-style-type: none"> • Conducts professional activities according to expected ethical standards | <ul style="list-style-type: none"> • Responds to ethical issues that arise in practice, including circumstances where unethical behaviour is evident. • Identifies and manages sources of actual, perceived or potential conflicts of interest in business/practice. | <ul style="list-style-type: none"> • Promotes consideration and understanding of ethical issues in collaborating colleagues. | <ul style="list-style-type: none"> • Applies the requirements of statute law that directly impact on professional activities. • Uses professional guidelines, codes and standards to guide professional obligations • Complies with the provisions of other relevant legislative instruments that impact on work practices. |

| | |
|--|---|
| Element 2 Respond to common law requirements | Standard 1.3 Practise within applicable legal framework |
| | Enabling competency 2 Respond to common law requirements |
| <ol style="list-style-type: none"> 1 Understands the pharmacist's duty of care to consumers and other clients of the service. 2 Considers the rights, responsibilities, duty of care and/or legislative obligations applicable to other health professionals/facility personnel. 3 Responds promptly to situations of uncertainty in regard to professional conduct. | <ul style="list-style-type: none"> • Observes duty of care obligations to patients and other clients. • Responds promptly to potential or actual breaches or lapses in duty of care |
| Element 3 Respect and protect the consumer's right to privacy and confidentiality | Enabling competency 3 Respect and protect the individual's rights to privacy and confidentiality |
| <ol style="list-style-type: none"> 1 Considers the impact of privacy legislation on professional practice. 2 Understands the consumer's expectations and rights in relation to maintenance of privacy and confidentiality. 3 Takes all reasonable steps to assure consumer privacy is maintained and to avoid unauthorised or accidental disclosure of confidential information. 4 Takes appropriate action to advise the consumer and prevent a recurrence of a breach of consumer privacy. | <ul style="list-style-type: none"> • Deals with personal information, including that held in electronic form, as required under privacy legislation. • Safeguards the privacy and confidentiality of patients, other clients and current and past employees. • Responds to breaches of privacy or confidentiality. |
| Element 4 Support and assist consumer consent | Enabling competency 4 Assist individuals to understand and grant informed consent |
| <ol style="list-style-type: none"> 1 Accepts the importance of gaining consumer consent 2 Understands the nature of consumer consent. 3 Obtains consumer consent as required for professional services, including those where personal health information will be collated and shared with other health professionals. 4 Understands procedures to follow in the event that consent is denied or withdrawn. | <ul style="list-style-type: none"> • Engages with individuals to fully explain the nature of informed consent, including financial consent where appropriate. • Gains valid informed consent from the individual or, where required, from a patient's carer or guardian. • Uses a systematic process for maintaining records for informed consent, withheld and withdrawn consent. |

| 2010 Framework | 2016 Framework | | | | | |
|--|--|---|--|--|---|--|
| Domain 1: Professional and ethical practice | Domain 1: Professionalism and ethics | | | | | |
| Standard 1.2 Practise to accepted standards | Standard 1.1 Uphold professionalism in practice | | | | Standard 1.4 Maintain and extend professional competence | Standard 1.5 Apply expertise in professional practice |
| Element 1 Demonstrate personal and professional integrity | Enabling competency 1 Promote a culture of professionalism | Enabling competency 2 Uphold the professional role of a pharmacist | Enabling competency 3 Apply understanding and knowledge of medicines management and use in society | Enabling competency 4 Accept professional responsibility and accountability | Enabling competency 1 Adopt a scope of practice consistent with competence | Enabling competency 1 Apply expert knowledge and skills |
| 1 Understands the position of trust in which the profession is held. 2 Understands the scope of practice of a pharmacist in relation to that of other health professionals. 3 Understands pharmacists are accountable for the services provided and the associated outcomes. 4 Works within the limits of professional expertise. | <ul style="list-style-type: none"> Displays a commitment to the values and behaviours expected of the profession, including demonstrating respect for the economic, social and cultural diversity of others and | <ul style="list-style-type: none"> Protects or defends the professional rights, standards and conventions used in practice. Advocates for responsible health system change to address the | <ul style="list-style-type: none"> Uses medicines management expertise in all professional endeavours. Commits to and promotes the principles of QUM in professional life. | <ul style="list-style-type: none"> Accepts responsibility for professional judgements, decisions, actions and omissions and accountability for the outcomes achieved. | <ul style="list-style-type: none"> Performs roles and provides services consistent with defined personal scope of practice. Recognises and responds to situations outside own competence. | <ul style="list-style-type: none"> Applies general knowledge in core practice areas. Plans, manages, monitors, advises and reviews performance in core practice areas. |

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|---|--|--|---|--|---|--|--|
| 5 | Accesses additional information and/or expert advice and assistance when needed. | <ul style="list-style-type: none"> • their unique needs. | health care needs of individuals, target populations and the community. | | <ul style="list-style-type: none"> • Reflects on professional performance with a view to improving outcomes. | | |
| 6 | Contributes to the ongoing development of the profession. | <ul style="list-style-type: none"> • Responds to situations where unprofessional behaviours are evident. • Presents a professional demeanour and image likely to engender confidence and trust. • Gives primary consideration to the health and well-being of patients and the needs of other clients in all professional activities. | <ul style="list-style-type: none"> • Coordinates professional activities with those of other health professionals to improve the care provided to individuals, groups and the community. | | | | |

| Element 2 Contribute to enhanced service quality | Standard 1.1 Uphold professionalism in practice | |
|---|---|---|
| | Enabling competency 4 Accept professional responsibility and accountability | Enabling competency 5 Work with commitment, diligence and care |
| 1 Understands the consumer's right to receive safe and high quality pharmacy services. 2 Understands the means by which the quality of pharmacy services can be maintained and improved. 3 Accepts responsibility for assuring the quality of professional services provided. 4 Seeks continuous improvement in service quality. 5 Shows initiative in implementing and evaluating changes to practice. | <ul style="list-style-type: none"> • Accepts responsibility for professional judgements, decisions, actions and omissions and accountability for the outcomes achieved. • Reflects on professional performance with a view to improving outcomes. | <ul style="list-style-type: none"> • Avoids or manages circumstances that could adversely impact on quality outcomes. • Maintains task focus, including in pressured situations, to ensure quality outcomes. • Adopts a flexible and responsible approach to work commitments. |

| 2010 Framework | 2016 Framework | |
|--|--|--|
| Domain 1: Professional and ethical practice | Domain 2: Communication and collaboration | |
| Standard 1.3 Deliver 'patient-centred' care | Standard 2.1 Collaborate and work in partnership for the delivery of patient-centred, culturally responsive care | |
| Element 1 Maintain primary focus on the consumer | Enabling competency 1 Respect the personal characteristics, rights, preferences, values, beliefs, needs and cultural and linguistic diversity of patients and other clients, including Aboriginal and Torres Strait Islander peoples | Enabling competency 2 Support and respect the rights of patients and other clients to contribute to decision-making |
| <ol style="list-style-type: none"> 1 Understands the primacy of consumers and their needs. 2 Respects the rights of consumers to participate in decision-making, control their personal information and make choices about their health care. 3 Accepts and supports the consumer's rights to be informed and make autonomous decisions. 4 Recognises and respects the values, beliefs, personal characteristics, and cultural and linguistic diversity of consumers. 5 Understands the impact on practice of a culturally diverse consumer population. | <ul style="list-style-type: none"> • Supports the rights of patients/clients to receive safe, culturally responsive, high quality professional services. • Develops relationships with patients/clients that are characterised by consideration, respect and maintenance of dignity. • Engages effectively and in a culturally responsive manner with patients/clients to clarify preferences (including cultural), values, beliefs and needs. • Adjusts approach, as far as practicable, to accommodate the needs of patients/clients, including those with mental or physical disability or of culturally and linguistically diverse backgrounds. • Advocates the health care/service needs of patients/clients in an effort to facilitate access to and coordination of required services. | <ul style="list-style-type: none"> • Engages and informs patients (and where appropriate carers, guardians or families) or clients to empower them for autonomy in decision-making. • Provides patients/clients with time to clarify information and presented options. • Provides support where advice or treatment is declined or choices are at variance with own preferences. |

| Element 2 Address consumer needs | Enabling competency 1 Respect the personal characteristics, rights, preferences, values, beliefs, needs and cultural and linguistic diversity of patients and other clients, including Aboriginal and Torres Strait Islander peoples | Enabling competency 3 Promote patient/client engagement with feedback and follow-up systems | Enabling competency 4 Consider the impact of the physical environment |
|--|--|---|---|
| <ol style="list-style-type: none"> 1 Adopts a respectful and empathic attitude to consumers. 2 Partners with consumers in the delivery of professional services. 3 Adapts service delivery, as far as practicable, to satisfy the needs of consumers. 4 Encourages consumers to seek and use information relevant to their health needs. 5 Responds to consumer comment and feedback about the services and advice provided. 6 Accepts responsibility for advocating on behalf of consumers consistent with the professional role and expertise of a pharmacist. | <ul style="list-style-type: none"> • Supports the rights of patients/clients to receive safe, culturally responsive, high quality professional services. • Develops relationships with patients/clients that are characterised by consideration, respect and maintenance of dignity. • Engages effectively and in a culturally responsive manner with patients/clients to clarify preferences (including cultural), values, beliefs and needs. • Adjusts approach, as far as practicable, to accommodate the needs of patients/clients, including those with mental or physical disability or of culturally and linguistically diverse backgrounds. • Advocates the health care/service needs of patients/clients in an effort to facilitate access to and coordination of required services. | <ul style="list-style-type: none"> • Offers opportunities for open discussion and clarification of professional services, information or advice provided, including through culturally safe and responsive processes. • Provides clear information on the systems used to achieve continuity of care or provide follow-up. • Uses a feedback system that facilitates exchanges with patients/clients and promotes service improvement. | <ul style="list-style-type: none"> • Adjusts the available physical environment as much as is practicable to improve patient/client engagement. • Delivers services in the most appropriate available environment and manner for protecting patient/client privacy and confidentiality and cultural safety. |

| 2010 Framework | | 2016 Framework | |
|---|--|---|---|
| Domain 1: Professional and ethical practice | | Domain 1: Professionalism and ethics | |
| Standard 1.4 Manage quality and safety | | Standard 1.6 Contribute to continuous improvement in quality and safety | |
| Element 1 Protect and enhance consumer safety | | Enabling competency 1 Collaborate to improve quality and safety across the continuum of care | |
| <ol style="list-style-type: none"> 1 Understands the concept of a continuum of care. 2 Understands the potential sources of error in professional service delivery and their likely consequences. 3 Ensures appropriate professional services documentation is completed for identifying and managing risks to consumers. 4 Recognises the importance of maintaining a 'no blame' culture in the workplace. | | <ul style="list-style-type: none"> • Promotes a cultural focus on team-based improvement in quality and safety • Participates in collaborative quality assurance and quality improvement initiatives. • Supports changes arising from quality improvement or quality assurance activities. | |
| Element 2 Respond to identified risk | | Enabling competency 2 Monitor and respond to sources of risk | Enabling competency 3 Follow up incidents or lapses in care |
| <ol style="list-style-type: none"> 1 Participates in prompt withdrawal of stock or equipment that is subject to a product recall notice. 2 Accepts responsibility for reporting and following up medication incidents. 3 Accepts responsibility for identifying and responding to personal circumstances that could impair professional performance. 4 Acts promptly in the event of a medication incident to minimise harm and/or prevent recurrence. 5 Understands the responsibility to inform consumers of medication incidents likely to impact on their health or well-being. 6 Documents medication incidents including actions taken to minimise the impact on consumers and/or prevent recurrence. | | <ul style="list-style-type: none"> • Establishes or participates in monitoring systems for early detection of human or system factors contributing to risk or harm. • Acts to minimise any risk of harm and prevent recurrence. | <ul style="list-style-type: none"> • Applies principles of open disclosure to advise patients and other clients of incidents or lapses in care • Completes incident documentation according to established policies and procedures. • Participates in shared learning experiences with colleagues. |

| 2010 Framework | | 2016 Framework | | |
|---|--|--|--|---|
| Domain 1: Professional and ethical practice | | Domain 1: Professionalism and ethics | | Domain 4 Leadership and management |
| Standard 1.5 Maintain and extend professional competence | | Standard 1.4 Maintain and extend professional competence | Standard 1.5 Apply expertise in professional practice | Standard 5.1 Deliver education and training |
| Element 1 Accept the importance of life-long learning | | Enabling competency 2 Determine professional development needs with reference to the competency standards | Enabling competency 1 Apply expert knowledge and skills | Enabling competency 2 Apply reflective skills for self-assessment |
| 1 Understands the concept of life-long learning for pharmacists. 2 Encourages and supports the professional development of colleagues. 3 Understands the expectations of the registering authority and professional associations in relation to maintenance of competence and ongoing professional development. | | <ul style="list-style-type: none"> Considers current and future roles and career development opportunities, and the social and cultural needs of specific | <ul style="list-style-type: none"> Applies general knowledge in core practice areas. Plans, manages, monitors, advises and reviews performance in core practice areas. | <ul style="list-style-type: none"> Uses self-reflection to assist with continuous self-development and growth. Accepts and values constructive criticism/feedback. Reflects on leadership effectiveness and adopts |

| | | | | |
|--|---|--|---|--|
| <p>4 Understands the importance of self-assessment, reflective learning, peer review and performance review as sources of feedback on professional capability.</p> | <p>target groups impacting on professional development needs.</p> <ul style="list-style-type: none"> • Assesses opportunities for improved performance through use of internal processes and external sources. • Uses performance assessment outcomes to develop a structured personal learning plan. • Updates the personal learning plan at regular intervals. | | <p>an empathetic and adaptive leadership style.</p> | |
|--|---|--|---|--|

| Element 2 Undertake self-directed learning | Standard 1.4 Maintain and extend professional competence | | Standard 1.5 Apply expertise in professional practice |
|---|--|---|--|
| | Enabling competency 2 Determine professional development needs with reference to the competency standards | Enabling competency 3 Acquire and apply practice expertise | Enabling competency 1 Apply expert knowledge and skills |
| <p>1 Develops a professional development plan (that includes goals and strategies) to maintain and/or improve professional capability.</p> <p>2 Accepts responsibility for achieving learning and professional development goals.</p> <p>3 Regularly monitors learning and development achievements against the plan.</p> <p>4 Applies learning to improve performance and/or extend professional practice.</p> | <ul style="list-style-type: none"> • Considers current and future roles and career development opportunities, and the social and cultural needs of specific target groups impacting on professional development needs. • Assesses opportunities for improved performance through use of internal processes and external sources. • Uses performance assessment outcomes to develop a structured personal learning plan. • Updates the personal learning plan at regular intervals. | <ul style="list-style-type: none"> • Directly links the learning objectives of chosen professional development activities to the personal learning plan. • Supports development of the health care team's capability for contributing to health care. • Changes scope of practice or performance in response to learning undertaken. | <ul style="list-style-type: none"> • Applies general knowledge in core practice areas. • Plans, manages, monitors, advises and reviews performance in core practice areas. |

| 2010 Framework | 2016 Framework |
|--|--|
| Domain 2: Communication, collaboration and self-management | Domain 2: Communication and collaboration |
| Standard 2.1 Communicate effectively | Standard 2.3 Communicate effectively |
| Element 1 Adopt sound principles for communication | Enabling competency 1 Use appropriate communication skills |
| <ol style="list-style-type: none"> 1 Maintains open lines of communication. 2 Values the input of others. 3 Understands that non-verbal elements can exert a significant impact on the effectiveness of communication. 4 Recognises barriers to effective communication must be addressed. | <ul style="list-style-type: none"> • Maintains rapport and values and respects the opinions, views and cultures of others, including when communicating through digital or electronic platforms. • Uses a communication style that is appropriate for the audience, the situation and the information being provided. • Reinforces and facilitates communication using tools and resources when indicated. • Maintains an appropriate style of communication in difficult or stressful situations. • <i>Adopts a style of communication appropriate for the presenting circumstances when persuading, motivating, negotiating, empathising, reassuring, listening and influencing colleagues or patients/clients.</i> |
| Element 2 Adapt communication for cultural and linguistic diversity | Standard 2.1: Collaborate and work in partnership for the delivery of patient-centred, culturally responsive care |
| | Enabling competency 1 Respect the personal characteristics, rights, preferences, values, beliefs, needs and cultural and linguistic diversity of patients and other clients, including Aboriginal and Torres Strait Islander peoples |
| <ol style="list-style-type: none"> 1 Understands the likely impact of the pharmacists values, beliefs and cultural and linguistic background on communication with consumers. 2 Recognises the special communication needs of consumers and/or carers with different cultural and linguistic backgrounds. | <ul style="list-style-type: none"> • Supports the rights of patients/clients to receive safe, culturally responsive, high quality professional services. • Develops relationships with patients/clients that are characterised by consideration, respect and maintenance of dignity. |

| | |
|--|--|
| 3 Responds, as far as practicable, to the needs of those from diverse cultural and linguistic backgrounds. | <ul style="list-style-type: none"> Engages effectively and in a culturally responsive manner with patients/clients to clarify preferences (including cultural), values, beliefs and needs. Adjusts approach, as far as practicable, to accommodate the needs of patients/clients, including those with mental or physical disability or of culturally and linguistically diverse backgrounds. Advocates the health care/service needs of patients/clients in an effort to facilitate access to and coordination of required services. |
|--|--|

| Element 3 Manage the communication process | Standard 2.3 Communicate effectively | |
|---|--|---|
| | Enabling competency 1 Use appropriate communication skills | Enabling competency 2 Confirm the effectiveness of communication |
| 1 Establish rapport and empathy with the consumer. 2 Establishes communication pathways necessary to achieve desired work outcomes. 3 Ensures communication is appropriate to the audience and the material. 4 Expresses thoughts and ideas clearly, consistently and unambiguously. 5 Explores the needs of consumers and communicates relevant information. 6 Verifies that the information provided has been received and understood. 7 Recognises the importance of responding to feedback for improving communication. | <ul style="list-style-type: none"> Maintains rapport and values and respects the opinions, views and cultures of others, including when communicating through digital or electronic platforms. Uses a communication style that is appropriate for the audience, the situation and the information being provided. Reinforces and facilitates communication using tools and resources when indicated. Maintains an appropriate style of communication in difficult or stressful situations. <i>Adopts a style of communication appropriate for the presenting circumstances when persuading, motivating, negotiating, empathising, reassuring, listening and influencing colleagues or patients/clients.</i> | <ul style="list-style-type: none"> Provides information, advice and opinions competently, confidently and respectfully and in a timely manner. Confirms that information provided has been received accurately and understood correctly and responds to feedback. |

| Element 4 Apply communication skills in negotiation | Enabling competency 1 Use appropriate communication skills |
|--|--|
| <ol style="list-style-type: none"> 1 Recognises circumstances where a negotiated outcome is required. 2 Recognises the importance of research and preparation in the negotiation process. 3 Understands the importance of finding a position that satisfies the objectives of each party to the negotiation. 4 Addresses circumstances requiring a negotiated outcome. | <ul style="list-style-type: none"> • Maintains rapport and values and respects the opinions, views and cultures of others, including when communicating through digital or electronic platforms. • Uses a communication style that is appropriate for the audience, the situation and the information being provided. • Reinforces and facilitates communication using tools and resources when indicated. • Maintains an appropriate style of communication in difficult or stressful situations. • <i>Adopts a style of communication appropriate for the presenting circumstances when persuading, motivating, negotiating, empathising, reassuring, listening and influencing colleagues or patients/clients.</i> |

| 2010 Framework | | 2016 Framework | |
|---|--|---|---|
| Domain 2: Communication, collaboration and self-management | | Domain 2: Communication and collaboration | |
| Standard 2.2 Work to resolve problems | | Standard 2.4 Apply interpersonal communication skills to address problems | |
| Element 1 Analyse the problem/potential problem | | Enabling competency 1 Analyse the problem or issue to be addressed and the possible solutions | |
| 1 Accepts responsibility for addressing problems. 2 Identifies and clarifies the problem and its likely causes. 3 Identifies possible approaches for resolving the problem. | | <ul style="list-style-type: none"> Works with colleagues, where appropriate, to consider the problem, conflict or disagreement and possible contributing factors, including cultural factors that may impact on conflict analysis and clarification. Identifies practical and culturally responsive approaches for resolving an identified problem or issue. Clarifies circumstances where additional advice or expertise is needed. | |
| Element 2 Act to resolve the problem/potential problem | | Enabling competency 2 Engage with others as appropriate to resolve the identified problem or issue | Enabling competency 3 Review outcomes achieved and assess follow-up requirements |
| 1 Understands when to seek assistance or guidance. 2 Uses a collaborative approach for addressing problems. 3 Uses initiative to formulate a plan for resolving an identified problem. 4 Completes relevant documentation as required. 5 Recognises the need for regular review of the results achieved to identify any further action(s) required. | | <ul style="list-style-type: none"> Selects a preferred option or plan of action in consultation with others where appropriate. Uses an interprofessional approach, where appropriate, to resolve the disagreement, problem or conflict. Applies negotiation skills where necessary to support achievement of desired outcome. | <ul style="list-style-type: none"> Takes a collegiate approach to reviewing the adequacy of outcomes achieved and whether further action is required. Completes documentation according to established policies and procedures. |

| 2010 Framework | | 2016 Framework | |
|--|--|--|---|
| Domain 2: Communication, collaboration and self-management | | Domain 2: Communication and collaboration | |
| Standard 2.3 Collaborate with members of the health care team | | Standard 2.2 Collaborate with professional colleagues | |
| Element 1 Support team development and cohesion | | Enabling competency 1 Show a commitment to interprofessional practice | Enabling competency 2 Engage in teamwork and consultation |
| <ol style="list-style-type: none"> 1 Accepts the value of partnerships and teamwork to improve consumer care. 2 Engenders trust for the role of a pharmacist and cooperation from other team members. 3 Understands the role, responsibilities and expertise of the pharmacist in relation to that of other members of the health care team 4 Recognises and respects the professional rights, skills and contributions of other team members. 5 Respects and preserves the relationships that other members of the health care team have with consumers. | | <ul style="list-style-type: none"> • Builds expertise and understanding of inter-professional relationships and roles. • Assists patients and others to understand the complementary roles of health professionals. | <ul style="list-style-type: none"> • Respects and values the skills and expertise of colleagues, including their cultural skills, knowledge and contributions, and is supportive of their efforts. • Recognises personal limitations and demonstrates ability to refer to more experienced colleagues. • Avoids the use of discipline-specific language in interprofessional communications. • Contributes to maintaining team focus and evaluating team effectiveness. |
| Element 2 Promote effective teamwork | | Enabling competency 2 Engage in teamwork and consultation | Enabling competency 3 Promote effective interprofessional practice |
| <ol style="list-style-type: none"> 1 Accepts responsibility for fulfilling the role expected of a pharmacist within the team. 2 Identifies opportunities for collaboration on common goals and interests. 3 Shows leadership in responding to pharmaceutical or therapeutic issues. 4 Collaborates with other health care professionals to enable consumers to achieve the best health outcomes. | | <ul style="list-style-type: none"> • Respects and values the skills and expertise of colleagues, including their cultural skills, knowledge and contributions, and is supportive of their efforts. • Recognises personal limitations and demonstrates ability to refer to more experienced colleagues. | <ul style="list-style-type: none"> • Provides feedback on protocols and practices relevant to interprofessional practice. • Uses the expertise and complementary roles of other health professional to advocate the needs of patients and assist and support delivery of care. |

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| 5 Participates in evaluations of team effectiveness | <ul style="list-style-type: none"> • Avoids the use of discipline-specific language in interprofessional communications. • Contributes to maintaining team focus and evaluating team effectiveness. | <ul style="list-style-type: none"> • Engages in empathetic and constructive dialogue with other health care professionals in provision of care. |
| Element 3 Maintain an effective professional role | Domain 1 Professionalism and ethics | |
| | Standard 1.1 Uphold professionalism in practice | |
| | Enabling competency 2 Uphold the professional role of a pharmacist | |
| 1 Ensures that the pharmacist's professional rights and values are not compromised. 2 Upholds professional practice standards and conventions within the team. | <ul style="list-style-type: none"> • Protects or defends the professional rights, standards and conventions used in practice. • Advocates for responsible health system change to address the health care needs of individuals, target populations and the community. • Coordinates professional activities with those of other health professionals to improve the care provided to individuals, groups and the community. | |

| 2010 Framework | 2016 Framework |
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| Domain 2: Communication, collaboration and self-management | Domain 2: Communication and collaboration |
| Standard 2.4 Manage conflict | Standard 2.4 Apply interpersonal communication skills to address problems |
| Element 1 Understand the importance of preventing and managing conflict | Enabling competency 1 Analyse the problem or issue to be addressed and the possible solutions |
| <ol style="list-style-type: none"> 1 Understands the need to maintain productive professional relationships and a constructive work environment. 2 Understands the need to act promptly to prevent conflict arising. 3 Understands the need to address conflict in a timely manner. 4 Understands the need to work in an impartial and fair manner. | <ul style="list-style-type: none"> • Works with colleagues, where appropriate, to consider the problem, conflict or disagreement and possible contributing factors, including cultural factors that may impact on conflict analysis and clarification. • Identifies practical and culturally responsive approaches for resolving an identified problem or issue. • Clarifies circumstances where additional advice or expertise is needed. |
| Element 2 Clarify the nature of the conflict | Enabling competency 1 Analyse the problem or issue to be addressed and the possible solutions |
| <ol style="list-style-type: none"> 1 Understands when to seek assistance or guidance. 2 Works with colleagues to gather information relevant to identifying the source(s) and/or nature of the conflict. 3 Understands the need to work in an objective manner when gathering information. 4 Applies analytical skills to identify a range of approaches that might be used for resolving conflict. 5 Identifies situations where onward referral is warranted. | <ul style="list-style-type: none"> • Works with colleagues, where appropriate, to consider the problem, conflict or disagreement and possible contributing factors, including cultural factors that may impact on conflict analysis and clarification. • Identifies practical and culturally responsive approaches for resolving an identified problem or issue. • Clarifies circumstances where additional advice or expertise is needed. |

| Element 3 Act to address conflict | Enabling competency 2 Engage with others as appropriate to resolve the identified problem or issue | Enabling competency 3 Review outcomes achieved and assess follow-up requirements |
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| <ol style="list-style-type: none"> 1 Works with colleagues to identify and agree a preferred approach. 2 Initiates onward referral as required. 3 Adopts a collaborative approach to reviewing the impact of actions taken to identify any further action required. | <ul style="list-style-type: none"> • Selects a preferred option or plan of action in consultation with others where appropriate. • Uses an interprofessional approach, where appropriate, to resolve the disagreement, problem or conflict. • Applies negotiation skills where necessary to support achievement of desired outcome. | <ul style="list-style-type: none"> • Takes a collegiate approach to reviewing the adequacy of outcomes achieved and whether further action is required. • Completes documentation according to established policies and procedures. |

| 2010 Framework | | 2016 Framework | |
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| Domain 2: Communication, collaboration and self-management | | Domain 1 Professionalism and ethics | Domain 4: Leadership and management |
| Standard 2.5 Commitment to work and the workplace | | Standard 1.5 Apply expertise in professional practice | Standard 4.1 Show leadership of self |
| Element 1 Adopt a conscientious approach | | Enabling competency 2 Use reasoning and judgement | Standard 4.2 Manage professional contribution |
| <p>1 Uses a systematic and well organised work process.</p> <p>2 Accepts responsibility for and can account for professional judgments, acts and omissions.</p> <p>3 Displays diligence and care.</p> <p>4 Adopts a responsible attitude and professional image in the workplace.</p> <p>5 Copes with emotions in a functional manner.</p> | | <p>Enabling competency 1 Display emotional awareness and effective self-regulation of emotions</p> <ul style="list-style-type: none"> Recognises and manages the impact of assumptions, values, beliefs, attitudes and behaviours on self and others. Displays control of emotions, in particular the ability to manage disruptive emotions and impulses. Displays confidence, honesty and integrity in reliably responding to professional issues. | <p>Enabling competency 3 Maintain productivity</p> <ul style="list-style-type: none"> Identifies tasks that can be safely delegated. Uses a rigorous and systematic approach to work, including during periods of change. Works with energy and persistence to resolve issues, manage complex situations or unplanned events, and competing demands on time and expertise. |
| Element 2 Understand the work environment | | Standard 4.2 Manage professional contribution | |
| | | Enabling competency 1 Work with established systems | |
| <p>1 Understands the structure in which the pharmacist works.</p> <p>2 Verifies the pharmacist's role and responsibilities within the organisation.</p> <p>3 Understands the conditions of employment.</p> | | <ul style="list-style-type: none"> Operates within clearly identified reporting relationships. Works in accordance with the defined duties and responsibilities of the position or a defined scope of practice. Uses local policies and procedures and systems to guide and facilitate professional activities. | |

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| Element 3 Contribute to maintaining a safe working environment | Domain 1 Professionalism and ethics |
| | Standard 1.3 Practise within applicable legal framework |
| | Enabling competency 1 Comply with statute law guidelines, codes and standards |
| 1 Contributes to maintenance of pharmacy service security systems. 2 Promotes maintenance of a safe and secure workplace by others. | <ul style="list-style-type: none"> • Applies the requirements of statute law that directly impact on professional activities. • Uses professional guidelines, codes and standards to guide professional obligations. • Complies with the provisions of other relevant legislative instruments that impact on work practices. |

| 2010 Framework | | 2016 Framework | |
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| Domain 2: Communication, collaboration and self-management | | Domain 4: Leadership and management | |
| Standard 2.6 Plan and manage professional contribution | | Standard 4.2 Manage professional contribution | Standard 4.5 Plan and manage physical and financial resources |
| Element 1 Assure the adequacy of resources | | Enabling competency 2 Plan and prioritise work | Enabling competency 2 Maintain the physical environment and acquit required resources |
| <ol style="list-style-type: none"> 1 Understands the need to assess the adequacy of available human resources. 2 Establishes the communication pathways necessary to achieve desired work outcomes. 3 Assesses the adequacy of resources available to undertake work activities. 4 Works with colleagues to ensure resources are adequate for the usual workload. 5 Works with colleagues to ensure adequate and appropriate stock and equipment is available. 6 Contributes to stock management and equipment maintenance in a manner consistent with local policy and procedures. | | <ul style="list-style-type: none"> • Clarifies the nature and urgency of professional activities. • Manages stakeholder expectations. • Assigns priorities according to known circumstances. • Checks the suitability of the immediate work environment and that required resources are available to support work effort | <ul style="list-style-type: none"> • Contributes to the planning of the physical environment to improve efficiency and safety. • Contributes to the monitoring and acquisition of therapeutic goods or other materials required to maintain continuity of care or service. • <i>Maintains arrangements for the servicing, upgrading and replacement of equipment and technology infrastructure.</i> • <i>Takes responsibility for planning or adjusting the physical environment through a consultative approach.</i> • <i>Determines the range and types of required materials and products in consultation with professional colleagues and establishes and maintains an efficient materials management system.</i> • <i>Establishes contracts and policies documenting arrangements for maintaining or replacing equipment and technology infrastructure.</i> |

| Element 2 Plan and prioritise | Standard 4.2 Manage professional contribution | |
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| | Enabling competency 2 Plan and prioritise work | |
| <ol style="list-style-type: none"> 1 Accepts responsibility for completing tasks in a timely manner. 2 Understands the need for careful planning. 3 Assigns priorities to tasks in accordance with known circumstances. | <ul style="list-style-type: none"> • Clarifies the nature and urgency of professional activities. • Manages stakeholder expectations. • Assigns priorities according to known circumstances. • Checks the suitability of the immediate work environment and that required resources are available to support work effort. | |
| Element 3 Manage work activities | Enabling competency 2 Plan and prioritise work | Enabling competency 3 Maintain productivity |
| <ol style="list-style-type: none"> 1 Allocates resources according to established priorities. 2 Uses available resources to assist and support work effort. 3 Seeks additional information and guidance required to complete tasks in a timely manner. 4 Ensures work practices comply with local policies and procedures. 5 Determines which, if any, of the tasks may be safely delegated 6 Manages problems/issues that may act as barriers to the timely completion of tasks. | <ul style="list-style-type: none"> • Clarifies the nature and urgency of professional activities. • Manages stakeholder expectations. • Assigns priorities according to known circumstances. • Checks the suitability of the immediate work environment and that required resources are available to support work effort | <ul style="list-style-type: none"> • Identifies tasks that can be safely delegated. • Uses a rigorous and systematic approach to work, including during periods of change. • Works with energy and persistence to resolve issues, manage complex situations or unplanned events, and competing demands on time and expertise. |

| 2010 Framework | | 2016 Framework | |
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| Domain 2: Communication, collaboration and self-management | | Domain 4: Leadership and management | |
| Standard 2.7 Supervise personnel | | Standard 4.6 Plan, manage and build human resource capability | |
| Element 1 Accept the supervisory role | | Enabling competency 3 Supervise personnel | Enabling competency 5 Manage interpersonal relationships with supervised personnel |
| 1 Understands the nature of supervision. 2 Accepts responsibility for supervising the work of colleagues. | | <ul style="list-style-type: none"> Monitors supervised personnel to assure compliance with policies and procedures. Delegates authority for tasks or decision-making appropriately, checking scope of delegation is fully understood. Monitors and supports progress with delegated responsibility. | <ul style="list-style-type: none"> Builds and maintains cooperative and respectful relationship with supervised personnel. Seeks assistance from more experienced colleagues where tensions or disharmony may escalate. Provides practical support for personnel experiencing difficulties. <i>Reassesses assignment or availability of human resources where personnel are experiencing ongoing difficulties.</i> <i>Provides a formal and non-judgemental avenue by which personnel can voice their concerns.</i> |

| Element 2 Delegate tasks | Enabling competency 2 Establish role clarity and performance standards | Enabling competency 3 Supervise personnel |
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| <ol style="list-style-type: none"> 1 Ensures supervised personnel work within the limits of their competence 2 Defines and communicates delegated tasks and the expected performance to the personnel to whom it is delegated. 3 Confirms that supervised personnel understand task requirements. | <ul style="list-style-type: none"> • Clarifies duties and responsibilities for supervised personnel. • Contributes to revision of duty statements or job descriptions of supervised personnel. • <i>Ensures all personnel have a clear understanding of own roles and responsibilities and agreed performance goals and measures.</i> • <i>Engages personnel in regular review of their duty statement to address changes in role.</i> | <ul style="list-style-type: none"> • Monitors supervised personnel to assure compliance with policies and procedures. • Delegates authority for tasks or decision-making appropriately, checking scope of delegation is fully understood. • Monitors and supports progress with delegated responsibility. |
| Element 3 Assist the work of supervised personnel | Enabling competency 3 Supervise personnel | Enabling competency 5 Manage interpersonal relationships with supervised personnel |
| <ol style="list-style-type: none"> 1 Understands when supervised personnel may make autonomous decisions. 2 Works with supervised personnel to establish priorities and organise work flow. 3 Recognises situation where additional support and/or guidance is needed for supervised personnel. 4 Ensures work practices of supervised personnel are consistent with their roles and comply with local policy and procedures. | <ul style="list-style-type: none"> • Monitors supervised personnel to assure compliance with policies and procedures. • Delegates authority for tasks or decision-making appropriately, checking scope of delegation is fully understood. • Monitors and supports progress with delegated responsibility. | <ul style="list-style-type: none"> • Builds and maintains cooperative and respectful relationship with supervised personnel. • Seeks assistance from more experienced colleagues where tensions or disharmony may escalate. • Provides practical support for personnel experiencing difficulties. • <i>Reassesses assignment or availability of human resources where personnel are experiencing ongoing difficulties.</i> • <i>Provides a formal and non-judgemental avenue by which personnel can voice their concerns.</i> |

| Element 4 Support improved performance of supervised personnel | Enabling competency 4 Develop personnel and promote improved performance |
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| <ol style="list-style-type: none"> 1 Understands the performance assessment and management processes of the organisation. 2 Monitors performance and contributes to the performance assessment of supervised personnel. 3 Provides constructive feedback to improve motivation and performance. 4 Assists the work performance of supervised personnel. | <ul style="list-style-type: none"> • Contributes to performance management of supervised personnel. • Refers appropriately to colleagues for guidance as required. • <i>Monitors and evaluates performance against agreed performance standards/measures and provides formal feedback and guidance.</i> • <i>Outline strategies to ensure supervised personnel have the required knowledge, skills and capabilities.</i> • <i>Acknowledges and promotes performance successes.</i> |

| 2010 Framework | 2016 Framework | | |
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| Domain 3 Leadership and management | Domain 4: Leadership and management | | |
| Standard 3.1 Provide leadership and organisational planning | Standard 4.3 Show leadership in practice | | |
| Element 1 Provide leadership | Enabling competency 1 Inspire a strategic vision and common purpose | Enabling competency 3 Encourage, influence and facilitate change | Enabling competency 4 Serve as a role model, coach and mentor for others |
| 1 Engenders confidence and trust from colleagues. 2 Serves as an effective role model and mentor for colleagues. 3 Establishes clear expectations for the standards to be applied or observed. 4 Monitors the professional landscape and leads change. 5 Contributes to dissemination of innovation within professional practice. 6 Seeks opportunities to contribute to the ongoing development of the profession. 7 Promotes a positive image for the profession and its capabilities. 8 Recognises that circumstances affect the leadership style that is adopted. | <ul style="list-style-type: none"> Engages with the vision for the profession or practice setting <p>[Also performance criteria along continuum to advanced level]</p> | <ul style="list-style-type: none"> Supports review of existing systems and processes that apply the principles of change management. | <ul style="list-style-type: none"> Builds the qualities needed to serve as a role model, coach or mentor. Engages in empathetic and mutually beneficial relationships with others in the team. <i>Leads by example in modelling culturally responsive actions, and engages and develops others in culturally responsive approaches.</i> |

| Element 2 Establish a strategic direction | Standard 4.3 Show leadership in practice | Standard 4.4 Participate in organisational planning and review | |
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| | Enabling competency 1 Inspire a strategic vision and common purpose | Enabling competency 1 Undertake strategic and/or operational planning | Enabling competency 2 Develop a business plan and monitor performance |
| <p>1 Develops a strategic view for the operation and future development of the pharmacy service.</p> <p>2 Defines team goals and strategies for the delivery of pharmacy services.</p> <p>3 Facilitates achievement of team goals by pharmacy team members.</p> <p>4 Monitors and responds to information on the achievement of established or agreed goals.</p> | <ul style="list-style-type: none"> Engages with the vision for the profession or practice setting [Also performance criteria along continuum to advanced level] | <ul style="list-style-type: none"> <i>Engages with relevant stakeholders in inclusive and consultative strategic or operational planning.</i> <i>Ensures operational strategies have clear linkages to organisational/service goals.</i> | <ul style="list-style-type: none"> <i>Links business and strategies to required resources in a business plan that includes measures or key performance indicators through which business performance can be assessed.</i> <i>Undertakes periodic reviews to assess performance, adjust business plan and assure ongoing competitiveness and viability.</i> |

| Element 3 Plan pharmacy services | Standard 4.3 Show leadership in practice | Standard 4.4 Participate in organisational planning and review | | Standard 4.7 Participate in organisational management | | | |
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| | Enabling competency 2 Foster initiative and contribute to innovation, improvement and service development. | Enabling competency 1 Undertake strategic and/or operational planning | Enabling competency 2 Develop a business plan and monitor performance | Enabling competency 1 Understand and contribute to organisational/ corporate and clinical governance | Enabling competency 2 Support and assist implementation of health care priorities | Enabling competency 3 Undertake project management | Enabling competency 4 Contribute to professional activities planning with consideration of strategic context |
| <p>1 Aligns pharmacy services with the strategic objectives for the service.</p> <p>2 Encourages input by others to the planning of pharmacy services.</p> <p>3 Undertakes planning in response to legislative changes impacting on services or the service environment.</p> <p>4 Develops pharmacy services and service environment consistent with consumer and community need, emerging trends in professional practice and available resources.</p> <p>5 Uses project management processes to achieve desired developments.</p> | <ul style="list-style-type: none"> Contributes to identification of quality improvement opportunities. Contributes to professional activities planning and development consistent with identified priorities. Assists in innovative system/ service redesign and is proactive in using initiative. <p>[Also performance criteria along continuum to advanced level]</p> | <ul style="list-style-type: none"> Engages with relevant stakeholders in inclusive and consultative strategic or operational planning. Ensures operational strategies have clear linkages to organisational /service goals. | <ul style="list-style-type: none"> Links business and strategies to required resources in a business plan that includes measures or key performance indicators through which business performance can be assessed. Undertakes periodic reviews to assess performance, adjust business plan and assure ongoing competitiveness and viability. | <ul style="list-style-type: none"> Seeks information on the pharmacist's role in organisational and clinical governance and practice reflects the workplace framework. | <ul style="list-style-type: none"> Participates in discussion of the implications of health care priorities for the team. | <ul style="list-style-type: none"> Develops project management skills. | <ul style="list-style-type: none"> Maintains awareness of the strategic context for professional activities. Provides feedback on service development needs. Aligns professional contribution to the local structure in which they work. Contributes to service planning consistent with established strategy. |

| Element 4 Define organisational structure | Standard 4.3 Show leadership in practice | Standard 4.4 Participate in organisational planning and review | Standard 4.7 Participate in organisational management |
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| | Enabling competency 3 Encourage, influence and facilitate change | Enabling competency 4 Undertake workforce planning | Enabling competency 1 Understand and contribute to organisational/corporate and clinical governance |
| <ol style="list-style-type: none"> 1 Establishes an organisational structure supportive of achieving the strategic goals of the pharmacy service. 2 Develops a staffing structure for the pharmacy service that is appropriate to the functions of the service. 3 Defines clear lines of accountability within the structure. 4 Establishes clear role definitions within the organisational structure. 5 Maintains organisational flexibility and responsiveness. | <ul style="list-style-type: none"> • Supports review of existing systems and processes that apply the principles of change management [Also performance criteria along continuum to advanced level] | <ul style="list-style-type: none"> • <i>Clarifies the structure and personnel profile required for desired personnel ratios, skill sets and flexibility and responsiveness.</i> • <i>Develops and regularly reviews the performance management system and human resource policies needed to support business strategies</i> | <ul style="list-style-type: none"> • Seeks information on the pharmacist's role in organisational and clinical governance and practice reflects the workplace framework. |

| Element 5 Establish and maintain business systems | Standard 4.2 Manage professional contribution | Standard 4.5 Plan and manage physical and financial resources |
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| | Enabling competency 4 Monitor progress and priorities | Enabling competency 1 Plan and manage finances |
| <ol style="list-style-type: none"> 1 Understands the principles of sound business management. 2 Develops and/or approves financial delegations. 3 Monitors the performance of the pharmacy service. 4 Accepts responsibility for managing and responding to suspected fraudulent activity. | <ul style="list-style-type: none"> • Monitors progress toward timely completion of professional activities to required performance standards. | <ul style="list-style-type: none"> • <i>Contributes to financial management processes.</i> • <i>Establishes budget allocations, financial delegations and documentation in consultation with responsible personnel.</i> • <i>Ensures management control systems and audit trails provide timely and relevant information for budget management and early detection of fraudulent activity.</i> • <i>Negotiates contracts or other arrangements to improve purchasing efficiency</i> |

| 2010 Framework | 2016 Framework | |
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| Domain 3 Leadership and management | Domain 4: Leadership and management | |
| Standard 3.2 Manage and develop personnel | Standard 4.6 Plan, manage and build human resource capability | |
| Element 1 Undertake recruitment | Enabling competency 1 Recruit and retain personnel | |
| <ol style="list-style-type: none"> 1 Creates selection documentation. 2 Establishes an interview panel. 3 Leads the interview process. 4 Formalises the appointment of personnel. 5 Adopts and regularly reviews the impact of the personnel retention strategy. | <ul style="list-style-type: none"> • Promotes recruitment strategies that are culturally inclusive and reflect population diversity. • Creates recruitment documentation, convenes an appropriately constituted interview panel and manages the interview process. • Works within established human resource policies and procedures to finalise appointment. • Considers the personnel retention strategy and, where practicable, addresses issues impacting on retention. | |
| Element 2 Manage performance | Enabling competency 2 Establish role clarity and performance standards | Enabling competency 5 Manage interpersonal relationships with supervised personnel |
| <ol style="list-style-type: none"> 1 Ensures personnel understand their duties and responsibilities. 2 Ensures personnel are aware of the legislative requirements that underpin human resource policies and procedures. 3 Ensures personnel have access to a complaints management process. 4 Applies a standard performance review process. 5 Understands the performance management process. 6 Provides practical support for impaired pharmacists. 7 Understands when additional expertise should be sought to assist performance issues. | <ul style="list-style-type: none"> • Clarifies duties and responsibilities for supervised personnel. • Contributes to revision of duty statements or job descriptions of supervised personnel. • Ensures all personnel have a clear understanding of own roles and responsibilities and agreed performance goals and measures. • Engages personnel in regular review of their duty statement to address changes in role. | <ul style="list-style-type: none"> • Builds and maintains cooperative and respectful relationship with supervised personnel. • Seeks assistance from more experienced colleagues where tensions or disharmony may escalate. • Provides practical support for personnel experiencing difficulties. • Reassesses alignment or availability of human resources where personnel are experiencing ongoing difficulties. • Provides a formal and non-judgemental avenue by which personnel can voice their concerns. |

| Element 3 Develop professional capabilities | Domain 1: Professionalism and ethics | Domain 5 Education and research |
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| | Standard 1.4 Maintain and extend professional competence | Standard 5.1 Deliver education and training |
| | Enabling competency 3 Acquire and apply practice expertise | Enabling competency 3 Contribute to continuing professional development of others |
| <ol style="list-style-type: none"> 1 Encourages and supports a commitment to continuous improvement in professional capability. 2 Provides advice on learning and development needs. 3 Guides and assists colleagues to create a professional development plan and identify relevant learning opportunities 4 Contributes to the learning and professional development of colleagues. | <ul style="list-style-type: none"> • Directly links the learning objectives of chosen professional development activities to the personal learning plan. • Supports development of the health care team's capability for contributing to health care. • Changes scope of practice or performance in response to learning undertaken. | <ul style="list-style-type: none"> • Contributes to quality CPD activities provided for the pharmacy team. [Also performance criteria along continuum to advanced level] |

| 2010 Framework | | 2016 Framework | |
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| Domain 3 Leadership and management | | Domain 4 Leadership and management | |
| Standard 3.3 Manage pharmacy infrastructure and resources | | Standard 4.5 Plan and manage physical and financial resources | |
| Element 1 Procure products and equipment | | Enabling competency 2 Maintain the physical environment and acquire required resources | |
| <ol style="list-style-type: none"> 1 Receives input from colleagues on required products and equipment. 2 Selects the quantity and type of products and equipment required. 3 Establishes the policies and procedures governing the purchase of products and equipment. 4 Negotiates contracts or preferred supplier agreements for the required products and equipment. 5 Ensures products and equipment are purchased in accordance with established policies and procedures. | | <ul style="list-style-type: none"> • Contributes to the planning of the physical environment to improve efficiency and safety. • Contributes to the monitoring and acquisition of therapeutic goods or other materials required to maintain continuity of care or service. • <i>Maintains arrangements for the servicing, upgrading and replacement of equipment and technology infrastructure.</i> • <i>Takes responsibility for planning or adjusting the physical environment through a consultative approach.</i> • <i>Determines the range and types of required materials and products in consultation with professional colleagues and establishes and maintains an efficient materials management system.</i> • <i>Establishes contracts and policies documenting arrangements for maintaining or replacing equipment and technology infrastructure.</i> | |
| Element 2 Manage products and equipment | | Enabling competency 2 Maintain the physical environment and acquire required resources | Enabling competency 3 Contribute to the efficient and effective use of resources |
| <ol style="list-style-type: none"> 1 Establishes and maintains policies and procedures for the stock management and equipment maintenance. 2 Ensures compliance with policies for stock management and equipment maintenance. 3 Maintains efficient and effective materials management practices. 4 Manages products with due consideration for the safety of consumers and personnel. | | <ul style="list-style-type: none"> • Contributes to the planning of the physical environment to improve efficiency and safety. • Contributes to the monitoring and acquisition of therapeutic goods or other materials required to maintain continuity of care or service. | <ul style="list-style-type: none"> • Uses required resources efficiently and effectively. • Uses professional knowledge and product information to ensure conditions for storage of medicines are consistent with maintaining their stability and quality. |

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| <p>5 Ensures pharmaceutical products are disposed of safely.</p> | <ul style="list-style-type: none"> • <i>Maintains arrangements for the servicing, upgrading and replacement of equipment and technology infrastructure.</i> • <i>Takes responsibility for planning or adjusting the physical environment through a consultative approach.</i> • <i>Determines the range and types of required materials and products in consultation with professional colleagues and establishes and maintains an efficient materials management system.</i> • <i>Establishes contracts and policies documenting arrangements for maintaining or replacing equipment and technology infrastructure.</i> | |
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| 2010 Framework | 2016 Framework | | | | |
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| Domain 3 Leadership and management | Domain 4 Leadership and management | | | | |
| Standard 3.4 Manage quality service delivery | Standard 4.3 Show leadership in practice | | Standard 4.4 Participate in organisational planning and review | | |
| Element 1 Facilitate service delivery | Enabling competency 1 Inspire a strategic vision and common purpose | Enabling competency 2 Foster initiative and contribute to innovation, improvement and service development. | Enabling competency 3 Establish suitable premises and infrastructure | Enabling competency 4 Undertake workforce planning | Enabling competency 5 Develop and maintain support systems and strategies |
| <p>1 Ensures personnel understand the nature of the professional services being offered.</p> <p>2 Establishes and maintains policies and procedures which are supportive of consistent service delivery.</p> <p>3 Maintains a system of review of workplace practises in relation to established policies and procedures.</p> <p>4 Provides justification and/or explanation of the policies and procedures.</p> <p>5 Ensures pharmacy services and/or the service environment are designed to comply with relevant legislation.</p> | [Performance criteria along continuum to advanced level] | [Performance criteria along continuum to advanced level] | <ul style="list-style-type: none"> Assesses the suitability of premises and infrastructure for proposed purpose in relation to legislative requirements. <i>Identifies and approves expenditure to ensure premises and environment comply with relevant legislation and</i> | [Performance criteria along continuum to advanced level] | <ul style="list-style-type: none"> Contributes to the operation of the workplace health and safety management system. Establishes policies and procedures to guide and promote consistency in work practices. Develops and implements marketing plans to support |

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| 6 | Negotiates contracts for provision of pharmacy services. | | | <p><i>are fit for purpose.</i></p> <ul style="list-style-type: none"> • <i>Identifies technology infrastructure needed to support management information and management control systems used to monitor business performance.</i> | | <p>business strategies.</p> <ul style="list-style-type: none"> • Implements and maintains a workplace health and safety management system. <p>[Also performance criteria along continuum to advanced level]</p> |
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| Element 2 Maintain and enhance service quality | Standard 4.7 Participate in organisational management | Standard 1.5 Apply expertise in professional practice | |
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| | Enabling competency 5 Apply and monitor standards of practice | Enabling competence 3 Demonstrate accountability and responsibility | Enabling competency 4 Use professional autonomy |
| <p>1 Ensures services are provided in accordance with professional standards and statutory requirements.</p> <p>2 Promotes maintenance of, and improvement in, the quality of pharmacy services and the service environment.</p> <p>3 Plans and implements activities to maintain or improve the quality of pharmacy services and/or the work environment.</p> <p>4 Uses data and information gathered about pharmacy services to implement changes required to improve services.</p> | <ul style="list-style-type: none"> Conforms to relevant standards of practice, seeking guidance as needed <p>[Also performance criteria along continuum to advanced level]</p> | <ul style="list-style-type: none"> Accepts accountability for services delivered to individuals. Applies knowledge and skills responsibly in delivery of services in routine situations. Identifies research findings likely to impact on practice. <p>[Also performance criteria along continuum to advanced level]</p> | <ul style="list-style-type: none"> Uses knowledge and skills to contribute to the services delivered to individuals in routine situations. Follows legal, ethical, professional and organisational policies/procedures and codes of conduct. <p>[Also performance criteria along continuum to advanced level]</p> |

| Element 3 Ensure continuity of service | Standard 4.2 Manage professional contribution | | Standard 4.4 Participate in organisational planning and review | | Standard 4.7 Participate in organisational management |
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| | Enabling competency 2 Plan and prioritise work | Enabling competency 3 Maintain productivity | Enabling competency 3 Establish suitable premises and infrastructure | Enabling competency 4 Undertake workforce planning | Enabling competency 7 Contribute to the effective management of risk, including threats to service continuity |
| 1 Promotes optimal use of available human resources. 2 Ensures resources are adequate for the volume and type of work routinely presented. 3 Recognises the limits that available resources impose on service levels to consumers and the community. 4 Takes remedial action when service demand exceeds the capacity of available resources. 5 Understands the risks to maintenance of essential pharmacy services. | <ul style="list-style-type: none"> Clarifies the nature and urgency of professional activities. Manages stakeholder expectations. Assigns priorities according to known circumstances. Checks the suitability of the immediate work | <ul style="list-style-type: none"> Identifies tasks that can be safely delegated. Uses a rigorous and systematic approach to work, including during periods of change. Works with energy and persistence to resolve issues, manage complex situations or | <ul style="list-style-type: none"> Assesses the suitability of premises and infrastructure for proposed purpose in relation to legislative requirements. Identifies and approves expenditure to ensure premises and environment comply with | <ul style="list-style-type: none"> Clarifies the structure and personnel profile required for desired personnel ratios, skill sets and flexibility and responsiveness. Develops and regularly reviews the performance management system and human resource | <ul style="list-style-type: none"> Identifies risks within the work environment and contributes to their resolution. Participates in risk management training. |

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| 6 | Mitigates against risks to service continuity. | environment and that required resources are available to support work effort. | unplanned events, and competing demands on time and expertise. | <i>relevant legislation and are fit for purpose.</i> <ul style="list-style-type: none"> • <i>Identifies technology infrastructure needed to support management information and management control systems used to monitor business performance.</i> | <i>policies needed to support business strategies.</i> | |
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| 2010 Framework | 2016 Framework | |
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| Domain 3 Leadership and management | Domain 1 Professionalism and ethics | Domain 4 Leadership and management |
| Standard 3.5 Provide a safe and secure work environment | Standard 1.3 Practise within applicable legal framework | Standard 4.4 Participate in organisational planning and review |
| Element 1 Ensure a safe working environment | Enabling competency 1 Comply with statute law, guidelines, codes and standards | Enabling competency 5 Develop and maintain supporting systems and strategies |
| <ol style="list-style-type: none"> 1 Ensures workplace safety is a priority for all personnel. 2 Establishes a framework for workplace safety. 3 Ensures personnel receive appropriate information and training to maintain safety. 4 Addresses safety in areas of special need. 5 Ensures safe work practices are observed. | <ul style="list-style-type: none"> • Applies the requirements of statute law that directly impact on professional activities. • Uses professional guidelines, codes and standards to guide professional obligations. • Complies with the provisions of other relevant legislative instruments that impact on work practices. | <ul style="list-style-type: none"> • Contributes to the operation of the workplace health and safety management system • <i>Establishes policies and procedures to guide and promote consistency in work practices.</i> • <i>Develops and implements marketing plans to support business strategies.</i> • <i>Implements and maintains a workplace health and safety management system.</i> |
| Element 2 Address security needs | Enabling competency 1 Comply with statute law, guidelines, codes and standards | Enabling competency 5 Develop and maintain supporting systems and strategies |
| <ol style="list-style-type: none"> 1 Understands the potential risks of violence to pharmacy personnel and the pharmacy operations. 2 Acts to minimise the risks of violence in the workplace and the associated adverse outcomes. 3 Ensures the effectiveness of strategies intended to limit security risk. | <ul style="list-style-type: none"> • Applies the requirements of statute law that directly impact on professional activities. • Uses professional guidelines, codes and standards to guide professional obligations. • Complies with the provisions of other relevant legislative instruments that impact on work practices. | <ul style="list-style-type: none"> • Contributes to the operation of the workplace health and safety management system • <i>Establishes policies and procedures to guide and promote consistency in work practices.</i> • <i>Develops and implements marketing plans to support business strategies.</i> • <i>Implements and maintains a workplace health and safety management system.</i> |

| 2010 Framework | 2016 Framework |
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| Domain 4 Review and supply prescribed medicines | Domain 3 Medicines management and patient care |
| Standard 4.1 Undertake initial prescription assessment | Standard 3.2 Implement the medication management strategy or plan |
| Element 1 Validate prescriptions | Enabling competency 3 Dispense medicines (including compounded medicines) in consultation with the patient and/or prescriber. |
| <ol style="list-style-type: none"> 1 Confirms that prescriptions are authentic and comply with legal requirements and professional conventions. 2 Acts to ensure fraudulent or illegal prescriptions are not dispensed. | <ul style="list-style-type: none"> • Acts to ensure prescribed medicines are dispensed on the legal authority of an approved prescriber. • Clarifies the intended treatment through liaison with the prescriber and patient as necessary. • Assesses the clinical appropriateness of the prescribed medicine in the context of patient specific health information. • Uses professional judgement to assess and recommend any changes in the medicine treatment regimen that are considered desirable and document approved changes. • Applies a technology supported platform to dispense or supervises dispensing of medicines through a disciplined and systematic process. • Applies, or supervises the application of, labels and instructions that comply with legal and professional requirements and conventions. • Maintains records of dispensed medicines, including controlled substances, consistent with legal and professional requirements and conventions. |
| Element 2 Clarify medication orders | Enabling competency 3 Dispense medicines (including compounded medicines) in consultation with the patient and/or prescriber. |
| <ol style="list-style-type: none"> 1 Ensures prescriptions are accurate and complete and clearly communicate the prescriber's intended treatment. 2 Liaises with the prescriber and/or the consumer/carers to obtain additional information as required. | <ul style="list-style-type: none"> • Acts to ensure prescribed medicines are dispensed on the legal authority of an approved prescriber. |

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| <p>3 Annotates prescriptions in accordance with legal requirements and professional conventions.</p> | <ul style="list-style-type: none"> • Clarifies the intended treatment through liaison with the prescriber and patient as necessary. • Assesses the clinical appropriateness of the prescribed medicine in the context of patient specific health information. • Uses professional judgement to assess and recommend any changes in the medicine treatment regimen that are considered desirable and document approved changes. • Applies a technology supported platform to dispense or supervises dispensing of medicines through a disciplined and systematic process. • Applies, or supervises the application of, labels and instructions that comply with legal and professional requirements and conventions. • Maintains records of dispensed medicines, including controlled substances, consistent with legal and professional requirements and conventions. |
| <p>Element 3 Confirm availability of medicines</p> | <p>Domain 4 Leadership and management</p> <p>Standard 4.5 Plan and manage physical and financial resources</p> <p>Enabling competency 2 Maintain the physical environment and acquire required resources</p> |
| <p>1 Establishes any special circumstances or supply arrangements impacting on availability of the prescribed medicine.</p> <p>2 Identifies suitable products held in stock or available from a supplier.</p> <p>3 Liaises with prescribers to identify suitable alternative products where supply difficulties are apparent.</p> <p>4 Accepts responsibility for advising consumers/carers of reasons for any delay in supply of medicines and the actions taken to assure continuity of care.</p> | <ul style="list-style-type: none"> • Contributes to the planning of the physical environment to improve efficiency and safety. • Contributes to the monitoring and acquisition of therapeutic goods or other materials required to maintain continuity of care or service. • <i>Maintains arrangements for the servicing, upgrading and replacement of equipment and technology infrastructure.</i> • <i>Takes responsibility for planning or adjusting the physical environment through a consultative approach.</i> • <i>Determines the range and types of required materials and products in consultation with professional colleagues and establishes and maintains an efficient materials management system.</i> • <i>Establishes contracts and policies documenting arrangements for maintaining or replacing equipment and technology infrastructure.</i> |

| 2010 Framework | | 2016 Framework | |
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| Domain 4 Review and supply prescribed medicines | | Domain 3 Medicines management and patient care | |
| Standard 4.2 Consider the appropriateness of prescribed medicines | | Standard 3.1 Develop a patient-centred, culturally responsive approach to medication management | Standard 3.2 Implement the medication management strategy or plan |
| Element 1 Gather relevant information | | Enabling competency 1 Obtain relevant health and medicines information | Enabling competency 3 Dispense medicines (including compounded medicines) in consultation with the patient and/or prescriber. |

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| <ol style="list-style-type: none"> 1 Uses a systematic approach to access and review the consumer medication record or notes. 2 Obtains additional essential medication related information from the consumer/carer and/or the prescriber. 3 Uses relevant information sources to clarify or confirm information or meet additional information needs. | <ul style="list-style-type: none"> • Conducts a structured, patient-centred and culturally responsive interview to clarify the presenting health issues and the patient's preferences and therapeutic goals. • Completes a medication history (including clarification of allergies and adverse medicines events) and, where possible, a medication reconciliation. • Verifies or gains patient consent and undertakes physical examinations, screening tests and risk assessments consistent with the role of a pharmacist and in a culturally responsive manner. • Obtains additional required clinical information from other sources with the consent of the patient. | <ul style="list-style-type: none"> • Acts to ensure prescribed medicines are dispensed on the legal authority of an approved prescriber. • Clarifies the intended treatment through liaison with the prescriber and patient as necessary. • Assesses the clinical appropriateness of the prescribed medicine in the context of patient specific health information. • Uses professional judgement to assess and recommend any changes in the medicine treatment regimen that are considered desirable and document approved changes. • Applies a technology supported platform to dispense or supervises dispensing of medicines through a disciplined and systematic process. • Applies, or supervises the application of, labels and instructions that comply with legal and professional requirements and conventions. • Maintains records of dispensed medicines, including controlled substances, consistent with legal and professional requirements and conventions. |
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| Element 2 Review the prescribed medicines | Enabling competency 2 Assess medication management practices and needs | Enabling competency 3 Dispense medicines (including compounded medicines) in consultation with the patient and/or prescriber. |
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| <ol style="list-style-type: none"> 1 Understands the therapeutic use(s) or pharmacological rationale for use of prescribed medicines. 2 Considers consumer, drug and dosage form factors likely to impact on the efficacy or safety of treatment. 3 Identifies clinically significant potential or actual drug related problems likely to be associated with use of the prescribed medicines. 4 Identifies factors likely to adversely affect adherence to the intended treatment. | <ul style="list-style-type: none"> • Assesses the patient's ability to self-administer and manage current medications and care requirements. • Synthesises clinical information to clarify the seriousness of presenting symptoms/condition and determine the health needs of the patient in routine situations. | <ul style="list-style-type: none"> • Acts to ensure prescribed medicines are dispensed on the legal authority of an approved prescriber. • Clarifies the intended treatment through liaison with the prescriber and patient as necessary. • Assesses the clinical appropriateness of the prescribed |

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| <p>5 Uses professional judgement to determine whether any changes in prescribed medicines are warranted to promote enhanced safety and/or efficacy.</p> | <ul style="list-style-type: none"> • Identifies patient, drug and dosage form factors likely to impact on patient adherence or efficacy and safety of treatment. • Uses available evidence, the advice of collaborating health professionals, patient preferences (including cultural) and professional judgement to assess possible pharmacological and non-pharmacological treatment options. • Consults established practice or therapeutic protocols in responding to clinical situations. • <i>Uses an established or presumptive diagnosis and analysis of available clinical information to determine therapeutic options and goals.</i> • <i>Clarifies the treatment regimen provided for under relevant prescribing arrangements.</i> | <p>medicine in the context of patient specific health information.</p> <ul style="list-style-type: none"> • Uses professional judgement to assess and recommend any changes in the medicine treatment regimen that are considered desirable and document approved changes. • Applies a technology supported platform to dispense or supervises dispensing of medicines through a disciplined and systematic process. • Applies, or supervises the application of, labels and instructions that comply with legal and professional requirements and conventions. • Maintains records of dispensed medicines, including controlled substances, consistent with legal and professional requirements and conventions. |
| <p>Element 3 Promote optimal medicines use</p> | <p>Standard 3.2 Implement the medication management strategy or plan</p> | |
| <p>1 Liaises with the prescriber regarding suggested changes in therapy to resolve or minimise issues likely to adversely impact on adherence.</p> <p>2 Initiates action, in consultation with prescribers and/or consumers, to address issues impacting on adherence.</p> | <p>Enabling competency 2 Provide primary care and promote judicious use of medicines</p> <ul style="list-style-type: none"> • Assesses and treats minor injuries consistent with the role of a pharmacist and in a patient-centred and culturally responsive manner. | <p>Enabling competency 3 Dispense medicines (including compounded medicines) in consultation with the patient and/or prescriber.</p> <ul style="list-style-type: none"> • Acts to ensure prescribed medicines are dispensed on the legal authority of an approved prescriber. |

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| <p>3 Understands the need to accurately code and record clinical interventions consistent with professional standards or conventions and workplace policy.</p> | <ul style="list-style-type: none"> • Selects and applies, or advises on the selection and appropriate use of dressings and bandages. • Reinforces the value of evidence-based non-pharmacological treatments and provides supportive advice and information. • Promotes the judicious use of medicines, ensuring they are prescribed only where they are clinically indicated. • Prescribes appropriate medicines and treatment regimens based on consideration of their pharmacological actions and therapeutic uses, safety and cost-effectiveness. • Supports the patient's ability to engage in appropriate self-management, including conditional referral to a medical practitioner where indicated. • Empowers the patient by directing them to additional sources of information and support. | <ul style="list-style-type: none"> • Clarifies the intended treatment through liaison with the prescriber and patient as necessary. • Assesses the clinical appropriateness of the prescribed medicine in the context of patient specific health information. • Uses professional judgement to assess and recommend any changes in the medicine treatment regimen that are considered desirable and document approved changes. • Applies a technology supported platform to dispense or supervises dispensing of medicines through a disciplined and systematic process. • Applies, or supervises the application of, labels and instructions that comply with legal and professional requirements and conventions. • Maintains records of dispensed medicines, including controlled substances, consistent with legal and professional requirements and conventions. |
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| 2010 Framework | | 2016 Framework | |
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| Domain 4 Review and supply prescribed medicines | | Domain 3 Medicines management and patient care | Domain 1 Professionalism and ethics |
| Standard 4.3 Dispense prescribed medicines | | Standard 3.2 Implement the medication management strategy or plan | Standard 1.3 Practise within applicable legal framework |
| Element 1 Apply a systematic dispensing procedures | | Enabling competency 3 Dispense medicines (including compounded medicines) in consultation with the patient and/or prescriber | Enabling competency 2 Respond to common law requirements |
| <ol style="list-style-type: none"> 1 Uses professional judgement to determine the priority order in which prescription medicines are dispensed. 2 Maintains a logical, safe and disciplined dispensing procedure. 3 Considers factors likely to compromise product efficacy and stability when repackaging medicines out of their original containers/packaging. 4 Applies legible, comprehensible and complete labels to dispensed medicines. 5 Incorporates relevant cautionary and advisory directions into the labelling of dispensed medicines consistent with legal requirements and professional conventions. 6 Ensures dispensed medicines and the applied labels directly correlate to the prescribed medicines and dosing regimen. 7 Accepts responsibility for ensuring dispensed medicines are issued (and administered for supervised dosing in the pharmacy) to the correct consumer. 8 Takes prompt action to minimise the impact of dispensing errors and reduce the risk of recurrence. | | <ul style="list-style-type: none"> • Acts to ensure prescribed medicines are dispensed on the legal authority of an approved prescriber. • Clarifies the intended treatment through liaison with the prescriber and patient as necessary. • Assesses the clinical appropriateness of the prescribed medicine in the context of patient specific health information. • Uses professional judgement to assess and recommend any changes in the medicine treatment regimen that are considered desirable and document approved changes. • Applies a technology supported platform to dispense or supervises dispensing of medicines through a disciplined and systematic process. • Applies, or supervises the application of, labels and instructions that comply with legal and professional requirements and conventions. • Maintains records of dispensed medicines, including controlled substances, consistent with legal and professional requirements and conventions. | <ul style="list-style-type: none"> • Observes duty of care obligations to patients and other clients. • Responds promptly to potential or actual breaches or lapses in duty of care. |

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| Element 2 Manage records | Domain 3 Medicines management and patient care | Domain 4 Leadership and management |
| | Standard 3.2 Implement the medication management strategy or plan | Standard 4.7 Participate in organisational management |
| | Enabling competency 3 Dispense medicines (including compounded medicines) in consultation with the patient and/or prescriber | Enabling competency 7 Contribute to the effective management of risk, including threats to service continuity |
| <p>1 Completes prescription records for dispensed medicines, including controlled substances, consistent with legal requirements.</p> <p>2 Maintains accurate and up-to-date consumer medication records consistent with professional standards and conventions.</p> <p>3 Accurately records details of medication incidents (including 'near misses') including the actions taken to minimise their effects and prevent recurrence.</p> | <ul style="list-style-type: none"> • Acts to ensure prescribed medicines are dispensed on the legal authority of an approved prescriber. • Clarifies the intended treatment through liaison with the prescriber and patient as necessary. • Assesses the clinical appropriateness of the prescribed medicine in the context of patient specific health information. • Uses professional judgement to assess and recommend any changes in the medicine treatment regimen that are considered desirable and document approved changes. • Applies a technology supported platform to dispense or supervises dispensing of medicines through a disciplined and systematic process. • Applies, or supervises the application of, labels and instructions that comply with legal and professional requirements and conventions. • Maintains records of dispensed medicines, including controlled substances, consistent with legal and professional requirements and conventions. | <ul style="list-style-type: none"> • Identifies risks within the work environment and contributes to their resolution. • Participates in risk management training. |

| Element 3 Assist consumer understanding and adherence | Domain 3 Medicines management and patient care |
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| | Standard 3.2 Implement the medication management strategy or plan |
| | Enabling competency 5 Provide counselling and information for safe and effective medication management. |
| <ol style="list-style-type: none"> 1 Liaises with the consumer/carer to clarify their information needs. 2 Identifies additional information needs arising from changes in the medicines or medication treatment. 3 Provides advice on the medicine, dosing regimen, precautions, possible adverse effects and any specific storage requirements. 4 Reinforces and clarifies verbal advice by demonstrating administration technique and using written consumer information resources as required. 5 Checks that consumers understand why the medicines have been prescribed and how they are to be used/administered and stored. 6 Works with the consumer/carer to positively impact on adherence with prescribed treatment regimen. | <ul style="list-style-type: none"> • Provides patient centred and culturally responsive counselling to the patient to support safe and effective medication management practices. • Confirms patient understanding of medication management requirements. • Uses advice, information and culturally appropriate supporting resources to address issues likely to adversely impacting on QUM. • Addresses, in a culturally appropriate manner, any lifestyle factors likely to improve health outcomes or promote improved therapeutic outcomes. |

| 2010 Framework | 2016 Framework | |
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| Domain 5 Prepare pharmaceutical products | Domain 1 Professionalism and ethics | |
| Standard 5.1 Consider product requirements | Standard 1.3 Practise within applicable legal framework | |
| Element 1 Consider legislative and professional obligations | Enabling competency 1 Comply with statute law guidelines, codes and standards | Enabling competency 2 Respond to common law requirements |
| <ol style="list-style-type: none"> 1 Understands specific codes and regulations that apply to the preparation of pharmaceutical products. 2 Complies with workplace practises and professional conventions for product preparation. 3 Maintains currency of information on legislative, professional and workplace policy requirements applicable to the preparation of pharmaceutical products. 4 Ensures processes to protect consumer safety are applied. | <ul style="list-style-type: none"> • Applies the requirements of statute law that directly impact on professional activities. • Uses professional guidelines, codes and standards to guide professional obligations • Complies with the provisions of other relevant legislative instruments that impact on work practices. | <ul style="list-style-type: none"> • Observes duty of care obligations to patients and other clients. • Responds promptly to potential or actual breaches or lapses in duty of care. |

| Element 2 Confirm the need for the product | Domain 3 Medicines management and patient care | | | |
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| | Standard 3.1 Develop a patient-centred, culturally responsive approach to medication management | | | Standard 3.2 Implement the medication management strategy or plan |
| | Enabling competency 1 Obtain relevant health and medicines information | Enabling competency 2 Assess medication management practices and needs | Enabling competency 3 Collaborate to develop a medication management strategy or plan | Enabling competency 3 Dispense medicines (including compounded medicines) in consultation with the patient and/or prescriber. |
| 1 Understands the therapeutic context in which the product has been requested. 2 Obtains additional clinical or medication related information as needed. 3 Uses evidence-based decision-making in determining what changes, if any, are warranted in the requested product. | <ul style="list-style-type: none"> Conducts a structured, patient-centred and culturally responsive interview to clarify the presenting health issues and the patient's preferences and therapeutic goals. Completes a medication history (including clarification | <ul style="list-style-type: none"> Assesses the patient's ability to self-administer and manage current medications and care requirements. Synthesises clinical information to clarify the seriousness of presenting symptoms/condition and determine the health | <ul style="list-style-type: none"> Supports informed decision-making by the patient for planning and, where appropriate, documenting realistic and achievable | <ul style="list-style-type: none"> Acts to ensure prescribed medicines are dispensed on the legal authority of an approved prescriber. Clarifies the intended treatment through liaison with the prescriber and patient as necessary. Assesses the clinical appropriateness of the prescribed medicine in the |

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| <p>4 Provides advice on the selection of a suitable product.</p> | <p>of allergies and adverse medicines events) and, where possible, a medication reconciliation.</p> <ul style="list-style-type: none"> • Verifies or gains patient consent and undertakes physical examinations, screening tests and risk assessments consistent with the role of a pharmacist and in a culturally responsive manner. • Obtains additional required clinical information from other sources with the consent of the patient. | <p>needs of the patient in routine situations.</p> <ul style="list-style-type: none"> • Identifies patient, drug and dosage form factors likely to impact on patient adherence or efficacy and safety of treatment. • Uses available evidence, the advice of collaborating health professionals, patient preferences (including cultural) and professional judgement to assess possible pharmacological and non-pharmacological treatment options. • Consults established practice or therapeutic protocols in responding to clinical situations. • <i>Uses an established or presumptive diagnosis and analysis of available clinical information to determine therapeutic options and goals.</i> • <i>Clarifies the treatment regimen provided for under relevant prescribing arrangements.</i> | <p>therapeutic goals and priorities.</p> <ul style="list-style-type: none"> • Adopts a collaborative and culturally responsive approach to negotiate roles and the medication management strategy or plan while also considering the implications to the wider community. • Confirms the patient agreement on and commitment to the chosen medication management strategy or plan. | <p>context of patient specific health information.</p> <ul style="list-style-type: none"> • Uses professional judgement to assess and recommend any changes in the medicine treatment regimen that are considered desirable and document approved changes. • Applies a technology supported platform to dispense or supervises dispensing of medicines through a disciplined and systematic process. • Applies, or supervises the application of, labels and instructions that comply with legal and professional requirements and conventions. • Maintains records of dispensed medicines, including controlled substances, consistent with legal and professional requirements and conventions. |
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| Element 3 Confirm the required formulation | Standard 3.2 Implement the medication management strategy or plan | Standard 3.4 Compound medicines |
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| | Enabling competency 3 Dispense medicines (including compounded medicines) in consultation with the patient and/or prescriber. | Enabling competency 1 Determine the required formulation |
| <ol style="list-style-type: none"> 1 Selects a standard formulation to correspond to a specified product where one exists. 2 Identifies circumstances that might warrant adjustments being made to a formulation. 3 Uses reference sources to modify the formulation in a manner consistent with consumer needs, and professional guidelines and conventions. 4 Discusses and confirms required modifications with prescriber and/or consumer as required. 5 Uses databases and other evidence-based reference sources to research formulations where no standard formulation exists. 6 Develops an appropriate formulation where no standard formulation exists. | <ul style="list-style-type: none"> • Acts to ensure prescribed medicines are dispensed on the legal authority of an approved prescriber. • Clarifies the intended treatment through liaison with the prescriber and patient as necessary. • Assesses the clinical appropriateness of the prescribed medicine in the context of patient specific health information. • Uses professional judgement to assess and recommend any changes in the medicine treatment regimen that are considered desirable and document approved changes. • Applies a technology supported platform to dispense or supervises dispensing of medicines through a disciplined and systematic process. • Applies, or supervises the application of, labels and instructions that comply with legal and professional requirements and conventions. • Maintains records of dispensed medicines, including controlled substances, consistent with legal and professional requirements and conventions. | <ul style="list-style-type: none"> • Identifies a suitable standard formulation from professional reference sources. • Accesses reference sources to clarify issues affecting stability, compatibility or suitability for use and determine required formulation changes. • <i>Uses reputable databases and evidence-based reference sources to find evidence supporting the quality, stability, safety, efficacy and rationality of a suitable formulation where no standard formulation exists.</i> • <i>Applies compounding and clinical expertise and judgement to advise a safe, appropriate and suitable patient-specific formulation and documents both the formulation and the supporting evidence</i> |

| Element 4 Determine if product requirements can be met | Standard 3.4 Compound medicines | |
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| | Enabling competency 2 Confirm the availability of suitable resources. | Enabling competency 3 Apply risk management strategies |
| <p>1 Understands the formulation instructions, including preparation methods.</p> <p>2 Understands issues impacting on stability that are likely to influence preparation technique and selection of final storage container.</p> <p>3 Confirms the active ingredients and excipients required for preparing the product and their suitability for use.</p> <p>4 Understands the requirement to assess any risks associated with handling and/or manipulating the product and/or product ingredients.</p> <p>5 Confirms availability and suitability of required equipment/environment.</p> <p>6 Identifies an appropriate course of action where preparation requirements cannot be met.</p> | <ul style="list-style-type: none"> • Selects and confirms the suitability of required ingredients. • Clarifies the production requirements and confirms the availability of suitably maintained facilities and equipment. • <i>Ensures premises where compounding occurs are suitably maintained, equipped and resourced.</i> • <i>Refers to regulatory and professional guidelines and standards to ensure facilities and equipment are appropriate for the compounding undertaken.</i> • <i>Identifies an appropriate course of action when preparation requirements cannot be met.</i> | <ul style="list-style-type: none"> • Manages the physical environment to reduce the possibility of error or contamination. • Applies checks and safeguards to avoid or detect compounding errors. • Responds to risks posed by the materials to be handled in compounding. • Observes quality assurance practices and risk assessment processes appropriate for the particular compounded product prepared. • Uses packaging and labelling appropriate to the type of compounded product. • <i>Directly supervises other personnel undertaking compounding activities.</i> • <i>Ensures supervised staff are suitably trained and experienced to undertake the assigned compounding tasks.</i> • <i>Accepts responsibility for all aspects of compounding undertaken by supervised personnel, including risk management, final product presentation, supporting documentation and supply of product and advice to the patient.</i> |

| Element 5 Prepare and maintain product documentation | Enabling competency 4 Prepare products non-aseptically | Enabling competency 7 Complete appropriate documentation |
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| <ol style="list-style-type: none"> 1 Understands the value of using a worksheet, logbook or register for recording details of prepared products. 2 Calculates the required quantities for each of the ingredients in the final product. 3 Ensures product worksheet, logbook or register is legible, accurate and complete. 4 Seeks additional information or guidance about any issue of concern or uncertainty before proceeding to preparation of the product. 5 Applies a systematic process for assigning batch numbers and storing records of prepared products. | <ul style="list-style-type: none"> • Confirms formulation instructions and required compounding method. • Applies appropriate pharmaceutical methods and techniques to compound the product and complete required records. | <ul style="list-style-type: none"> • Completes production records consistent with requirements of local policy and professional standards and conventions. • Applies a systematic approach for assigning batch numbers to create an audit trail on the product. • Applies an expiry date in accordance with available evidence on stability, local or national policy and professional conventions. • <i>Ensures systems for recording and storing documentation for compounded products are appropriate for supporting quality assurance activities and product recalls.</i> |

| Element 6 Optimise packaging and labelling | Enabling competency 8 Optimise packaging and supplementary labelling |
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| <ol style="list-style-type: none"> 1 Prepares legible, comprehensible and complete final product labels in accordance with worksheet/logbook/register, legislative requirements and professional conventions. 2 Chooses packaging for prepared products that promotes safe use and addresses factors likely to compromise product stability. 3 Applies labels to prepared products to optimise their stability and promote their correct storage and use. | <ul style="list-style-type: none"> • Chooses packaging suitable for intended use of the product and for maintaining product integrity and safety in transportation. • Applies supplementary labelling/labels to promote their correct storage and use. |

| 2010 Framework | 2016 Framework |
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| Domain 5 Prepare pharmaceutical products | Domain 3 Medicines management and patient care |
| Standard 5.2 Prepare non-sterile drug products | Standard 3.4 Compound medicines |
| Element 1 Assemble ingredients and materials | Enabling competency 4 Prepare products non-aseptically |
| <ol style="list-style-type: none"> 1 Selects ingredients of appropriate quality. 2 Selects ingredients and equipment accurately. 3 Reduces the potential for other activities and/or materials to impede, cross contaminate or cause error in the preparation process. | <ul style="list-style-type: none"> • Confirms formulation instructions and required compounding method. • Applies appropriate pharmaceutical methods and techniques to compound the product and complete required records. |
| Element 2 Apply compounding principles and techniques | Enabling competency 4 Prepare products non-aseptically |
| <ol style="list-style-type: none"> 1 Measures quantities required according to the worksheet. 2 Adopts a systematic process for combining ingredients that is consistent with sound pharmaceutical compounding practice. 3 Uses techniques that avoid contamination of the product. | <ul style="list-style-type: none"> • Confirms formulation instructions and required compounding method. • Applies appropriate pharmaceutical methods and techniques to compound the product and complete required records. |

| 2010 Framework | 2016 Framework |
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| Domain 5 Prepare pharmaceutical products | Domain 3 Medicines management and patient care |
| Standard 5.3 Aseptically prepare sterile drug products | Standard 3.4 Compound medicines |
| Element 1 Understand the work environment and work practices | Enabling competency 5 Prepare products aseptically |
| <ol style="list-style-type: none"> 1 Understands the operation of a cleanroom environment. 2 Understands the principles of aseptic dispensing in a HEPA filtered horizontal laminar airflow cabinet. 3 Understands the issues important to the selection of correct equipment for aseptically prepared products. 4 Participates in activities/programs intended to assure sound aseptic technique and the quality of aseptically prepared products. | <ul style="list-style-type: none"> • Maintains awareness of when aseptic technique in a laminar airflow workstation is needed for compounding • <i>Assembles correct equipment and specialised clothing for the product to be compounded.</i> • <i>Adopts work practices that maintain the integrity of the compounding environment and maintains or achieves sterility of the product.</i> • <i>Participates in programs intended to assure correct aseptic technique and sterility of products.</i> • <i>Prepares or contributes to development and maintenance of policies and procedures relevant to maintaining the work environment and equipment and managing risks.</i> |
| Element 2 Prepare and supply sterile products | Enabling competency 5 Prepare products aseptically |
| <ol style="list-style-type: none"> 1 Selects and assembles materials and equipment required for specific product. 2 Uses appropriate scrub and gowning techniques before entering the cleanroom. 3 Uses appropriate setup and manipulative technique for aseptic preparation of products in a laminar airflow cabinet. 4 Complies with local policies and procedures for cleaning the cabinets between products and at the end of work sessions. 5 Maintains the integrity of the cleanroom environment. 6 Contributes to maintenance of an audit trail on all ingredients used and on final products. 7 Provides advice to others on the correct use/application of aseptically prepared products. | <ul style="list-style-type: none"> • Maintains awareness of when aseptic technique in a laminar airflow workstation is needed for compounding • <i>Assembles correct equipment and specialised clothing for the product to be compounded.</i> • <i>Adopts work practices that maintain the integrity of the compounding environment and maintains or achieves sterility of the product.</i> • <i>Participates in programs intended to assure correct aseptic technique and sterility of products.</i> • <i>Prepares or contributes to development and maintenance of policies and procedures relevant to maintaining the work environment and equipment and managing risks.</i> |

| 2010 Framework | 2016 Framework | |
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| Domain 5 Prepare pharmaceutical products | Domain 3 Medicines management and patient care | |
| Standard 5.4 Prepare cytotoxic drug products | Standard 3.4 Compound medicines | |
| Element 1 Understand the work environment and work practices | Enabling competency 6 Prepare cytotoxic or other hazardous drug products | |
| <ol style="list-style-type: none"> Understands the importance of preparing cytotoxic drug products in environments and using equipment specifically provided for that purpose. Understands the operation of the cleanroom and cytotoxic drug safety cabinet and/or isolator cabinet. Understands the safety procedures applicable in the event of a spill or accidental exposure to a cytotoxic drug. Understands the principles to be applied for the safe transportation of cytotoxic products and disposal of waste. | <ul style="list-style-type: none"> Identifies circumstances where a drug safety cabinet/isolator is needed to address risks posed by hazardous substances. <i>Protects personal health and that of others consistent with local policy and professional conventions.</i> <i>Assembles correct equipment and specialised clothing for the product to be compounded.</i> <i>Adopts work practices that maintain the integrity of the production environment and maintains or achieves sterility of the product.</i> <i>Observes policies and procedures intended to avoid and manage risks of handling hazardous substances, including health monitoring, spills management and unintended exposure such as needlestick injury.</i> <i>Participates in programs intended to assure correct aseptic technique and ability to maintain sterility in aseptically prepared products.</i> | |
| Element 2 Prepare cytotoxic drug products | Enabling competency 6 Prepare cytotoxic or other hazardous drug products | Enabling competency 8 Optimise packaging and supplementary labelling |
| <ol style="list-style-type: none"> Scrubs and gowns appropriately before commencing preparation of the product. Understands how to arrange ingredients and equipment within the preparation cabinet. Uses sound technique to prepare cytotoxic drug products in a cytotoxic drug safety cabinet or isolator cabinet. Takes prompt action to clean up cytotoxic spills in the cabinet or cleanroom. | <ul style="list-style-type: none"> Identifies circumstances where a drug safety cabinet/isolator is needed to address risks posed by hazardous substances. <i>Protects personal health and that of others consistent with local policy and professional conventions.</i> <i>Assembles correct equipment and specialised clothing for the product to be compounded.</i> | <ul style="list-style-type: none"> Chooses packaging suitable for intended use of the product and for maintaining product integrity and safety in transportation. Applies supplementary labelling/labels to promote their correct storage and use. |

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| <p>5 Disposes of waste materials generated during the preparation of products according to established protocols.</p> <p>6 Packages each product in a manner that allows its safe transportation from the preparation area to consumer treatment areas.</p> <p>7 Contributes to maintenance of an audit trail on all ingredients and final products.</p> | <ul style="list-style-type: none"> • <i>Adopts work practices that maintain the integrity of the production environment and maintains or achieves sterility of the product.</i> • <i>Observes policies and procedures intended to avoid and manage risks of handling hazardous substances, including health monitoring, spills management and unintended exposure such as needlestick injury.</i> • <i>Participates in programs intended to assure correct aseptic technique and ability to maintain sterility in aseptically prepared products.</i> | |
| Element 3 Assist the safe use of cytotoxic drug products | Enabling competency 3 Apply risk management strategies | Enabling competency 8 Optimise packaging and supplementary labelling |
| <p>1 Applies product labels that clarify the method of administration, storage requirements and expiry for product users.</p> <p>2 Provides advice on administration techniques and equipment required for the safe administration of cytotoxic drug products.</p> | <ul style="list-style-type: none"> • Manages the physical environment to reduce the possibility of error or contamination. • Applies checks and safeguards to avoid or detect compounding errors. | <ul style="list-style-type: none"> • Chooses packaging suitable for intended use of the product and for maintaining product integrity and safety in transportation. • Applies supplementary labelling/labels to promote their correct storage and use. |

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| 3 | Explains equipment and processes required for the safe handling and disposal of cytotoxic waste, including affected body fluids. | <ul style="list-style-type: none"> • Responds to risks posed by the materials to be handled in compounding. • Observes quality assurance practices and risk assessment processes appropriate for the particular compounded product prepared. • Uses packaging and labelling appropriate to the type of compounded product. • <i>Directly supervises other personnel undertaking compounding activities.</i> • <i>Ensures supervised staff are suitably trained and experienced to undertake the assigned compounding tasks.</i> • <i>Accepts responsibility for all aspects of compounding undertaken by supervised personnel, including risk management, final product presentation, supporting documentation and supply of product and advice to the patient.</i> | |
| Element 4 Protect personal health | | Enabling competency 3 Apply risk management strategies | Enabling competency 6 Prepare cytotoxic or other hazardous drug products |
| 1 | Understands circumstances that would preclude personal involvement in the preparation of cytotoxic drug products. | <ul style="list-style-type: none"> • Manages the physical environment to reduce the possibility of error or contamination. • Applies checks and safeguards to avoid or detect compounding errors. • Responds to risks posed by the materials to be handled in compounding. | <ul style="list-style-type: none"> • Identifies circumstances where a drug safety cabinet/isolator is needed to address risks posed by hazardous substances. • <i>Protects personal health and that of others consistent with local policy and professional conventions.</i> |
| 2 | Participates in activities/programs intended to assure sound technique and the quality of aseptically prepared products. | | |
| 3 | Maintains accurate and complete records of exposure to cytotoxic drugs/drug products. | | |

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| <p>4 Reports spill and exposure incidents consistent with local policies and procedures.</p> | <ul style="list-style-type: none"> • Observes quality assurance practices and risk assessment processes appropriate for the particular compounded product prepared. • Uses packaging and labelling appropriate to the type of compounded product. • Directly supervises other personnel undertaking compounding activities. • Ensures supervised staff are suitably trained and experienced to undertake the assigned compounding tasks. • Accepts responsibility for all aspects of compounding undertaken by supervised personnel, including risk management, final product presentation, supporting documentation and supply of product and advice to the patient. | <ul style="list-style-type: none"> • <i>Assembles correct equipment and specialised clothing for the product to be compounded.</i> • <i>Adopts work practices that maintain the integrity of the production environment and maintains or achieves sterility of the product.</i> • <i>Observes policies and procedures intended to avoid and manage risks of handling hazardous substances, including health monitoring, spills management and unintended exposure such as needlestick injury.</i> • <i>Participates in programs intended to assure correct aseptic technique and ability to maintain sterility in aseptically prepared products.</i> |
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| 2010 Framework | 2016 Framework |
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| Domain 6 Deliver primary and preventive health | Domain 3 Medicines management and patient care |
| Standard 6.1 Assess primary health care needs | Standard 3.1 Develop a patient-centred, culturally responsive approach to medication management |
| Element 1 Elicit relevant clinical information | Enabling competency 1 Obtain relevant health and medicines information |
| <ol style="list-style-type: none"> 1 Undertakes consultation with the consumer/carer in a manner that protects their privacy and confidentiality. 2 Uses the consumer medication record where this is available to confirm health information relevant to the presenting condition/symptoms. 3 Obtains additional required clinical information from other health professionals and/or information sources (with consumer consent). 4 Maintains a network with individuals and organisations that are able to provide complementary input in the provision of primary health care services. | <ul style="list-style-type: none"> • Conducts a structured, patient-centred and culturally responsive interview to clarify the presenting health issues and the patient's preferences and therapeutic goals. • Completes a medication history (including clarification of allergies and adverse medicines events) and, where possible, a medication reconciliation. • Verifies or gains patient consent and undertakes physical examinations, screening tests and risk assessments consistent with the role of a pharmacist and in a culturally responsive manner. • Obtains additional required clinical information from other sources with the consent of the patient. |
| Element 2 Identify management options | Enabling competency 2 Assess medication management practices and needs |
| <ol style="list-style-type: none"> 1 Assesses the potential seriousness of the presenting symptoms/condition in the context of the clinical information gathered and the particular consumer. 2 Determines the goal of treatment and considers consumer, drug and dosage form factors likely to impact on treatment options. 3 Identifies possible medicinal and non-medicinal treatment strategies or options. 4 Assesses the potential for inappropriate use or abuse of selected medicinal treatments. | <ul style="list-style-type: none"> • Assesses the patient's ability to self-administer and manage current medications and care requirements. • Synthesises clinical information to clarify the seriousness of presenting symptoms/condition and determine the health needs of the patient in routine situations. • Identifies patient, drug and dosage form factors likely to impact on patient adherence or efficacy and safety of treatment • Uses available evidence, the advice of collaborating health professionals, patient preferences (including cultural) and professional judgement to |

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| 5 | Considers the need to involve other health professionals or services. | <p>assess possible pharmacological and non-pharmacological treatment options.</p> <ul style="list-style-type: none"> • Consults established practice or therapeutic protocols in responding to clinical situations. • <i>Uses an established or presumptive diagnosis and analysis of available clinical information to determine therapeutic options and goals.</i> • <i>Clarifies the treatment regimen provided for under relevant prescribing arrangements.</i> |
| Element 3 Initiate collaboration or onward referral | | Enabling competency 3 Collaborate to develop a medication management strategy or plan |
| 1 | Explains the need to seek advice/assistance from other health professionals where self-care is considered inappropriate. | <ul style="list-style-type: none"> • Supports informed decision-making by the patient for planning and, where appropriate, documenting realistic and achievable therapeutic goals and priorities. • Adopts a collaborative and culturally responsive approach to negotiate roles and the medication management strategy or plan while also considering the implications to the wider community. • Confirms the patient agreement on and commitment to the chosen medication management strategy or plan. |
| 2 | Undertakes onward referral of consumers in a manner consistent with professional standards and conventions. | |
| 3 | Liaises and/or collaborates with other health professionals to whom consumers have been referred. | |
| 4 | Acts to ensure consumers in need of emergency medical care are promptly directed to the most appropriate source of care. | |

| 2010 Framework | | 2016 Framework | |
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| Domain 6 Deliver primary and preventive health | | Domain 3 Medicines management and patient care | |
| Standard 6.2 Deliver primary health care | | Standard 3.2 Implement the medication management strategy or plan | Standard 3.3 Monitor and evaluate medication management |
| Element 1 Ensure the clinical appropriateness of medicines and health care products | | Enabling competency 2 Provide primary care and promote judicious use of medicines | Enabling competency 1 Undertake a clinical review |
| <ol style="list-style-type: none"> 1 Establishes whether selected medicines or health care products are suitable for intended use. 2 Assists consumers/carers to make informed choices on the selection of appropriate medicines or health care products. 3 Recommends medicines (including dosing regimen and form) or health care products that will satisfy the consumer's need and which are suitable and safe to use. | | <ul style="list-style-type: none"> • Assesses and treats minor injuries consistent with the role of a pharmacist and in a patient-centred and culturally responsive manner. • Selects and applies, or advises on the selection and appropriate use of dressings and bandages. • Reinforces the value of evidence-based non-pharmacological treatments and provides supportive advice and information. • Promotes the judicious use of medicines, ensuring they are prescribed only where they are clinically indicated. • Prescribes appropriate medicines and treatment regimens based on consideration of their pharmacological actions and therapeutic uses, safety and cost-effectiveness. • Supports the patient's ability to engage in appropriate self-management, including conditional referral to a medical practitioner where indicated. • Empowers the patient by directing them to additional sources of information and support. | <ul style="list-style-type: none"> • Identifies gaps in the patient's understanding of their condition or symptoms and medication management requirements. • Clarifies clinical progress and therapeutic outcomes achieved. • Identifies any undesirable or unintended effects and their possible cause(s). • Initiates or reviews appropriate clinical monitoring tests to assist review of the medication management strategy or plan. |

| Element 2 Promote safe and effective use of medicines and health care products | Standard 3.2 Implement the medication management strategy or plan | | Standard 3.3 Monitor and evaluate medication management |
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| | Enabling competency 2 Provide primary care and promote judicious use of medicines | Enabling competency 5 Provide counselling and information for safe and effective medication management | Enabling competency 2 Apply clinical review findings to improve health outcomes |
| <p>1 Assesses the consumer's need for information about the selected or recommended medicine or health care product.</p> <p>2 Provides advice about the selected/recommended medicine or health care product, using written consumer information resources as required for further clarification.</p> <p>3 Ensures that the consumer/carer understands how the medicine or health care product is to be used/administered.</p> <p>4 Works with the consumer/carer to positively impact on the benefits derived from use of a recommended medicine or product.</p> | <ul style="list-style-type: none"> Assesses and treats minor injuries consistent with the role of a pharmacist and in a patient-centred and culturally responsive manner. Selects and applies, or advises on the selection and appropriate use of dressings and bandages. Reinforces the value of evidence-based non-pharmacological treatments and provides supportive advice and information. Promotes the judicious use of medicines, ensuring they are prescribed only where they are clinically indicated. Prescribes appropriate medicines and treatment regimens based on | <ul style="list-style-type: none"> Provides patient centred and culturally responsive counselling to the patient to support safe and effective medication management practices. Confirms patient understanding of medication management requirements. Uses advice, information and culturally appropriate supporting resources to address issues likely to adversely impacting on QUM. | <ul style="list-style-type: none"> Acts to overcome or mitigate undesirable or unintended effects. Interprets the results of clinical monitoring to guide changes in the medication treatment regimen. Uses the clinical review to adjust the medication management strategy or plan to improve medication management and therapeutic outcomes. |

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| 5 | Undertakes follow-up of consumers where indicated to monitor progress and/or outcomes. | <ul style="list-style-type: none"> consideration of their pharmacological actions and therapeutic uses, safety and cost-effectiveness. Supports the patient's ability to engage in appropriate self-management, including conditional referral to a medical practitioner where indicated. Empowers the patient by directing them to additional sources of information and support. | <ul style="list-style-type: none"> Addresses, in a culturally appropriate manner, any lifestyle factors likely to improve health outcomes or promote improved therapeutic outcomes. | |
| Element 3 Support non-medicinal management options | | Standard 3.2 Implement the medication management strategy or plan | | |
| | | Enabling competency 2 Provide primary care and promote judicious use of medicines | | |
| 1 | Explains reasons for advising against the use of medicines. | <ul style="list-style-type: none"> Assesses and treats minor injuries consistent with the role of a pharmacist and in a patient-centred and culturally responsive manner. Selects and applies, or advises on the selection and appropriate use of dressings and bandages. Reinforces the value of evidence-based non-pharmacological treatments and provides supportive advice and information. Promotes the judicious use of medicines, ensuring they are prescribed only where they are clinically indicated. Prescribes appropriate medicines and treatment regimens based on consideration of their pharmacological actions and therapeutic uses, safety and cost-effectiveness. Supports the patient's ability to engage in appropriate self-management, including conditional referral to a medical practitioner where indicated. Empowers the patient by directing them to additional sources of information and support. | | |
| 2 | Recommends non-medicinal interventions or actions to assist management of symptoms/conditions. | | | |
| 3 | Measures and fits consumers with health care items for individual use. | | | |
| 4 | Offers suggestions for other possible sources of support or assistance. | | | |
| Element 4 Provide direct care consistent with the role of a pharmacist | | Enabling competency 2 Provide primary care and promote judicious use of medicines | | |
| 1 | Provides treatment for minor injuries. | <ul style="list-style-type: none"> Assesses and treats minor injuries consistent with the role of a pharmacist and in a patient-centred and culturally responsive manner. | | |
| 2 | Provides advice on the selection and use of dressings and bandages. | | | |

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| <p>3 Applies emergency first aid measures consistent with professional role and expertise.</p> <p>4 Observes relevant safety precautions to protect personnel, the consumer and the environment.</p> | <ul style="list-style-type: none"> • Selects and applies, or advises on the selection and appropriate use of dressings and bandages. • Reinforces the value of evidence-based non-pharmacological treatments and provides supportive advice and information. • Promotes the judicious use of medicines, ensuring they are prescribed only where they are clinically indicated. • Prescribes appropriate medicines and treatment regimens based on consideration of their pharmacological actions and therapeutic uses, safety and cost-effectiveness. • Supports the patient's ability to engage in appropriate self-management, including conditional referral to a medical practitioner where indicated. • Empowers the patient by directing them to additional sources of information and support. |
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| Element 5 Manage records for primary health care services | Standard 3.3 Monitor and evaluate medication management |
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| 1 Ensures primary health care services, including progress and/or outcomes, are recorded accurately in the consumer medication record consistent with legislative requirements and professional standards and conventions. | Enabling competency 3 Document clinical review findings and changes in medication management |
| | <ul style="list-style-type: none"> • Maintains records of key elements of the clinical review and recommended modifications to treatment consistent with legal and professional requirements appropriate to the setting and level of care provided. • Reports adverse medicine events, including adverse drug reactions, sensitivities and allergies, according to professional standards and conventions. • Explains the changes in medication management to the patient and collaborating health professionals. |

| 2010 Framework | 2016 Framework | |
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| Domain 6 Deliver primary and preventive health | Domain 3 Medicines management and patient care | |
| Standard 6.3 Contribute to public and preventive health | Standard 3.6 Promote health and wellbeing | |
| Element 1 Understand public health issues | Enabling competency 2 Support health promotion activities and health services intended to maintain and improve health | Enabling competency 3 Support evidence-based public health programs |
| <ol style="list-style-type: none"> 1 Understands public health priorities and the basis of action for prevention and early detection initiatives. 2 Understands and promotes the role of pharmacists in health promotion. 3 Understands the role of risk factors in influencing the incidence and/or severity of common diseases. 4 Understands the health infrastructure that exists for providing preventive health information and advice. | <ul style="list-style-type: none"> • Identifies and supports national and local health priorities and initiatives, including health screening programs, targeted at reducing health inequities consistent with the role of the pharmacist. • Engages the community, including Aboriginal and Torres Strait Islander peoples, to plan and deliver culturally responsive health promotion activities and health services. • Promotes and supports improved self-sufficiency and well-being in patients and the community as a whole. • Integrates health promotion activities or health services into practice consistent with the role of a pharmacist. • Builds awareness of and provides information on other health promotion and health service opportunities. • <i>Engages with patients, communities and professional colleagues to identify opportunities for delivery of health promotion activities or health services.</i> • <i>Collaborates with professional colleagues, where appropriate, to develop and deliver a health promotion activity or health service.</i> • <i>Evaluates the effectiveness of the activity/service in relation to planned goals and outcomes.</i> | <ul style="list-style-type: none"> • Communicates public health messages to communities and the general public using supporting resources where available. • Incorporates public health programs into practice where they are consistent with the role of a pharmacist. |

| Element 2 Promote the health of consumers | Enabling competency 2 Support health promotion activities and health services intended to maintain and improve health | Enabling competency 3 Support evidence-based public health programs |
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| <ol style="list-style-type: none"> 1 Participates in evidence-based public health campaigns, including health screening programs, consistent with the role a pharmacist. 2 Undertakes analysis to identify health promotion issues of interest or concern. 3 Initiates or collaborates in the systematic planning and implementation of health promotion strategies. 4 Supports and assists the evaluation of health promotion strategies. 5 Acts to increase capacity to support health promotion initiatives for the community or targeted consumer groups. | <ul style="list-style-type: none"> • Identifies and supports national and local health priorities and initiatives, including health screening programs, targeted at reducing health inequities consistent with the role of the pharmacist. • Engages the community, including Aboriginal and Torres Strait Islander peoples, to plan and deliver culturally responsive health promotion activities and health services. • Promotes and supports improved self-sufficiency and well-being in patients and the community as a whole. • Integrates health promotion activities or health services into practice consistent with the role of a pharmacist. • Builds awareness of and provides information on other health promotion and health service opportunities. • <i>Engages with patients, communities and professional colleagues to identify opportunities for delivery of health promotion activities or health services.</i> • <i>Collaborates with professional colleagues, where appropriate, to develop and deliver a health promotion activity or health service.</i> • <i>Evaluates the effectiveness of the activity/service in relation to planned goals and outcomes.</i> | <ul style="list-style-type: none"> • Communicates public health messages to communities and the general public using supporting resources where available. • Incorporates public health programs into practice where they are consistent with the role of a pharmacist. |

| Element 3 Support consumer health literacy and self-management | Enabling competency 1 Assist development of health literacy |
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| <ol style="list-style-type: none"> 1 Encourages and supports consumers to enhance their health literacy. 2 Identifies consumers likely to benefit from provision of specific health and lifestyles advice. 3 Delivers responsible, consistent, evidence-based advice to consumers about the potential benefits of preventive health activities. 4 Confirms consumers' understanding of risk factors and strategies for reducing the risk of disease. 5 Supports and reinforces consumers' efforts at self-management of their risk factors for disease. | <ul style="list-style-type: none"> • Assesses the extent to which patients are able to access and understand health information. • Guides patients to useful and reliable health information resources. • Supports and assists enhanced understanding of health literature and/or health information. |

| 2010 Framework | 2016 Framework | | |
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| Domain 7 Promote and contribute to optimal use of medicines | Domain 3 Medicines management and patient care | | |
| Standard 7.1 Contribute to therapeutic decision-making | Standard 3.1 Develop a patient-centred, culturally responsive approach to medication management | | Standard 3.3 Monitor and evaluate medication management |
| Element 1 Obtain accurate medication history | Enabling competency 1 Obtain relevant health and medicines information | Enabling competency 2 Assess medication management practices and needs | Enabling competency 1 Undertake a clinical review |
| <ol style="list-style-type: none"> 1 Accesses and reviews the consumer's medication records or notes with consumer consent. 2 Reviews specialised charts and treatment records and relevant laboratory tests/investigations. 3 Obtains additional relevant clinical information through consultation with consumers and/or carers or other health professionals (with consumer consent). 4 Uses relevant information sources to clarify or confirm information or meet additional information needs. | <ul style="list-style-type: none"> • Conducts a structured, patient-centred and culturally responsive interview to clarify the presenting health issues and the patient's preferences and therapeutic goals. • Completes a medication history (including clarification of allergies and adverse medicines events) and, where possible, a medication reconciliation. | <ul style="list-style-type: none"> • Assesses the patient's ability to self-administer and manage current medications and care requirements. • Synthesises clinical information to clarify the seriousness of presenting symptoms/condition and determine the health needs of the patient in routine situations. • Identifies patient, drug and dosage form factors likely to | <ul style="list-style-type: none"> • Identifies gaps in the patient's understanding of their condition or symptoms and medication management requirements. • Clarifies clinical progress and therapeutic outcomes achieved. • Identifies any undesirable or unintended effects and their possible cause(s). • Initiates or reviews appropriate clinical monitoring tests to |

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| <p>5 Creates an accurate and complete medication history.</p> | <ul style="list-style-type: none"> • Verifies or gains patient consent and undertakes physical examinations, screening tests and risk assessments consistent with the role of a pharmacist and in a culturally responsive manner. • Obtains additional required clinical information from other sources with the consent of the patient. | <p>impact on patient adherence or efficacy and safety of treatment.</p> <ul style="list-style-type: none"> • Uses available evidence, the advice of collaborating health professionals, patient preferences (including cultural) and professional judgement to assess possible pharmacological and non-pharmacological treatment options. • Consults established practice or therapeutic protocols in responding to clinical situations. • <i>Uses an established or presumptive diagnosis and analysis of available clinical information to determine therapeutic options and goals.</i> • <i>Clarifies the treatment regimen provided for under relevant prescribing arrangements.</i> | <p>assist review of the medication management strategy or plan.</p> |
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| Element 2 Assess current medication management | Standard 3.1 Develop a patient-centred, culturally responsive approach to medication management | Standard 3.3 Monitor and evaluate medication management |
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| | Enabling competency 2 Assess medication management practices and needs | Enabling competency 1 Undertake a clinical review |
| <ol style="list-style-type: none"> 1 Understands the purpose of assessing current medication management. 2 Accesses or develops and uses tools and resources that assist the assessment of medication management. 3 Understands the pathophysiology and required monitoring of the consumer's medical conditions/diseases. 4 Understands the pharmacological and/or therapeutic basis for the use of medicines and the therapeutic goals to be achieved. 5 Evaluates the significance of laboratory tests and investigations to the current medication treatment regimen. 6 Considers the appropriateness of the current medication treatment regimen in the context of consumer and drug factors. 7 Identifies clinically significant potential or actual medication-related problems in the current medication treatment regimen. 8 Identifies factors likely to adversely affect adherence to intended medication treatment regimen. 9 Applies evidence-based resources, treatment guidelines or protocols to assess the medication treatment regimen. 10 Uses professional judgment to determine whether changes in the medication treatment regimen are warranted in the interests of improved safety or efficacy. | <ul style="list-style-type: none"> • Assesses the patient's ability to self-administer and manage current medications and care requirements. • Synthesises clinical information to clarify the seriousness of presenting symptoms/condition and determine the health needs of the patient in routine situations. • Identifies patient, drug and dosage form factors likely to impact on patient adherence or efficacy and safety of treatment. • Uses available evidence, the advice of collaborating health professionals, patient preferences (including cultural) and professional judgement to assess possible pharmacological and non-pharmacological treatment options. • Consults established practice or therapeutic protocols in responding to clinical situations. • <i>Uses an established or presumptive diagnosis and analysis of available clinical information to determine therapeutic options and goals.</i> • <i>Clarifies the treatment regimen provided for under relevant prescribing arrangements.</i> | <ul style="list-style-type: none"> • Identifies gaps in the patient's understanding of their condition or symptoms and medication management requirements. • Clarifies clinical progress and therapeutic outcomes achieved. • Identifies any undesirable or unintended effects and their possible cause(s). • Initiates or reviews appropriate clinical monitoring tests to assist review of the medication management strategy or plan. |

| Element 3 Recommend change in medication management | Standard 3.3 Monitor and evaluate medication management | |
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| | Enabling competency 2 Apply clinical review findings to improve health outcomes | Enabling competency 3 Document clinical review findings and changes in medication management |
| <ol style="list-style-type: none"> 1 Assesses treatment options and formulates evidence-based recommendations for changes to medication management that, where appropriate, are informed by laboratory tests or investigations. 2 Prioritises the care needs of consumers. 3 Develops a report that formalises medication management recommendations (including calculated doses and dosing frequency) and the evidence base from which they were developed. 4 Communicates recommendations to the consumer/carer, prescribers, other health professionals/facility personnel as appropriate. 5 Supports continuity of care through documentation of clinical interventions and recommendations. 6 Evaluates the effectiveness of their medication management recommendations in achieving QUM. | <ul style="list-style-type: none"> • Acts to overcome or mitigate undesirable or unintended effects. • Interprets the results of clinical monitoring to guide changes in the medication treatment regimen. • Uses the clinical review to adjust the medication management strategy or plan to improve medication management and therapeutic outcomes. | <ul style="list-style-type: none"> • Maintains records of key elements of the clinical review and recommended modifications to treatment consistent with legal and professional requirements appropriate to the setting and level of care provided. • Reports adverse medicine events, including adverse drug reactions, sensitivities and allergies, according to professional standards and conventions. • Explains the changes in medication management to the patient and collaborating health professionals. |

| Element 4 Support and assist consumer self-management | Standard 3.2 Implement the medication management strategy or plan | | Standard 3.6 Promote health and wellbeing |
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| | Enabling competency 2 Provide primary care and promote judicious use of medicines | Enabling competency 5 Provide counselling and information for safe and effective medication management | Enabling competency 1 Assist development of health literacy |
| <p>1 Provide medicines and health information in a manner that assists consumer/carer understanding of their medical condition and/or medication treatment.</p> <p>2 Initiates action, in consultation with prescribers, other health professionals/facility personnel and/or consumers/carers, to address issues impacting on adherence.</p> <p>3 Works with consumers/carers, and other health professionals/facility personnel where required, to support and assist lifestyle changes likely to improve health outcomes.</p> | <ul style="list-style-type: none"> Assesses and treats minor injuries consistent with the role of a pharmacist and in a patient-centred and culturally responsive manner. Selects and applies, or advises on the selection and appropriate use of dressings and bandages. Reinforces the value of evidence-based non-pharmacological treatments and provides supportive advice and information. Promotes the judicious use of medicines, ensuring they are prescribed only where they are clinically indicated. Prescribes appropriate medicines and treatment regimens based on consideration of their pharmacological actions and therapeutic uses, safety and cost-effectiveness. Supports the patient's ability to engage in appropriate self-management, including conditional referral to a medical practitioner where indicated. Empowers the patient by directing them to additional sources of information and support. | <ul style="list-style-type: none"> Provides patient centred and culturally responsive counselling to the patient to support safe and effective medication management practices. Confirms patient understanding of medication management requirements. Uses advice, information and culturally appropriate supporting resources to address issues likely to adversely impacting on QUM. Addresses, in a culturally appropriate manner, any lifestyle factors likely to improve health outcomes or promote improved therapeutic outcomes. | <ul style="list-style-type: none"> Assesses the extent to which patients are able to access and understand health information. Guides patients to useful and reliable health information resources. Supports and assists enhanced understanding of health literature and/or health information. |

| 2010 Framework | 2016 Framework | |
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| Domain 7 Promote and contribute to optimal use of medicines | Domain 3 Medicines management and patient care | |
| Standard 7.2 Provide ongoing medication management | Standard 3.1 Develop a patient-centred, culturally responsive approach to medication management | |
| Element 1 Seek consumer support | Enabling competency 2 Assess medication management practices and needs | Enabling competency 3 Collaborate to develop a medication management strategy or plan |
| <ol style="list-style-type: none"> 1 Identifies consumers in need of follow-up. 2 Seeks commitment from the consumer/carer for planned monitoring and care. 3 Works with the consumer/carer and other members of the health care team to establish therapeutic goals and formulate a medication management plan consistent with professional standards and conventions. | <ul style="list-style-type: none"> • Assesses the patient's ability to self-administer and manage current medications and care requirements. • Synthesises clinical information to clarify the seriousness of presenting symptoms/condition and determine the health needs of the patient in routine situations. • Identifies patient, drug and dosage form factors likely to impact on patient adherence or efficacy and safety of treatment. • Uses available evidence, the advice of collaborating health professionals, patient preferences (including cultural) and professional judgement to assess possible pharmacological and non-pharmacological treatment options. • Consults established practice or therapeutic protocols in responding to clinical situations. • <i>Uses an established or presumptive diagnosis and analysis of available clinical information to determine therapeutic options and goals.</i> • <i>Clarifies the treatment regimen provided for under relevant prescribing arrangements.</i> | <ul style="list-style-type: none"> • Supports informed decision-making by the patient for planning and, where appropriate, documenting realistic and achievable therapeutic goals and priorities. • Adopts a collaborative and culturally responsive approach to negotiate roles and the medication management strategy or plan while also considering the implications to the wider community. • Confirms the patient agreement on and commitment to the chosen medication management strategy or plan. |

| Element 2 Review clinical progress | Standard 3.1 Develop a patient-centred, culturally responsive approach to medication management | Standard 3.3 Monitor and evaluate medication management | |
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| | Enabling competency 2 Assess medication management practices and needs | Enabling competency 1 Undertake a clinical review | Enabling competency 3 Document clinical review findings and changes in medication management |
| <p>1 Confirms that medications can be administered as intended.</p> <p>2 Investigates whether undesirable or unintended clinical effects may be related to medication treatment.</p> <p>3 Records and/or reports, as appropriate, suspected or confirmed ADRs, sensitivities or allergies.</p> | <ul style="list-style-type: none"> Assesses the patient's ability to self-administer and manage current medications and care requirements. Synthesises clinical information to clarify the seriousness of presenting symptoms/condition and determine the health needs of the patient in routine situations. Identifies patient, drug and dosage form factors likely to impact on patient adherence or efficacy and safety of treatment. Uses available evidence, the advice of collaborating health professionals, patient preferences (including cultural) and professional judgement to assess possible pharmacological and non-pharmacological treatment options. Consults established practice or therapeutic protocols in responding to clinical situations. <i>Uses an established or presumptive diagnosis and analysis of available clinical information to determine therapeutic options and goals.</i> <i>Clarifies the treatment regimen provided for under relevant prescribing arrangements.</i> | <ul style="list-style-type: none"> Identifies gaps in the patient's understanding of their condition or symptoms and medication management requirements. Clarifies clinical progress and therapeutic outcomes achieved. Identifies any undesirable or unintended effects and their possible cause(s). Initiates or reviews appropriate clinical monitoring tests to assist review of the medication management strategy or plan. | <ul style="list-style-type: none"> Maintains records of key elements of the clinical review and recommended modifications to treatment consistent with legal and professional requirements appropriate to the setting and level of care provided. Reports adverse medicine events, including adverse drug reactions, sensitivities and allergies, according to professional standards and conventions. Explains the changes in medication management to the patient and collaborating health professionals. |

| Element 3 Initiate monitoring and intervention | Standard 3.2 Implement the medication management strategy or plan | Standard 3.3 Monitor and evaluate medication management | |
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| | Enabling competency 6 Facilitate continuity of care including during transitions of care | Enabling competency 1 Undertake a clinical review | Enabling competency 2 Apply clinical review findings to improve health outcomes |
| <ol style="list-style-type: none"> 1 Clarifies and reinforces consumers' understanding of the medical condition, required monitoring and/or medication treatment. 2 Participates in assessment of whether medication treatment is achieving therapeutic goals/outcomes. 3 Recommends therapeutic drug monitoring (TDM) where indicated. 4 Ensures TDM is performed appropriately. 5 Provides advice on dosing adjustments and further monitoring indicated by the results of TDM or other laboratory tests/investigations. 6 Collaborates with the consumer/carer and other health professionals to improve medication management, taking account of test/investigation results, therapeutic goals and clinical progress or outcomes. 7 Uses onward referral to ensure consumers have access to required expertise. | <ul style="list-style-type: none"> • Maintains documentation of the medication management strategy or plan, actions taken and patient interactions appropriate to the setting and level of care needed. • Secures patient support for recommended monitoring and follow-up consistent with patient needs and severity of illness. • Uses systems and processes to support continuity of care and safeguard against interruptions to planned care. • Engages the patient to secure agreement (or consent when required) for referral to other health professionals as needed. • Undertakes onward referrals to other health professionals according to professional standards and conventions and in a manner that minimises interruptions in care. | <ul style="list-style-type: none"> • Identifies gaps in the patient's understanding of their condition or symptoms and medication management requirements. • Clarifies clinical progress and therapeutic outcomes achieved. • Identifies any undesirable or unintended effects and their possible cause(s). • Initiates or reviews appropriate clinical monitoring tests to assist review of the medication management strategy or plan. | <ul style="list-style-type: none"> • Acts to overcome or mitigate undesirable or unintended effects. • Interprets the results of clinical monitoring to guide changes in the medication treatment regimen. • Uses the clinical review to adjust the medication management strategy or plan to improve medication management and therapeutic outcomes. |

| Element 4 Manage medication management records | Standard 3.2 Implement the medication management strategy or plan | Standard 3.3 Monitor and evaluate medication management |
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| | Enabling competency 6 Facilitate continuity of care including during transitions of care | Enabling competency 3 Document clinical review findings and changes in medication management |
| <p>1 Maintains current and accurate consumer medication histories and/or medication management plans consistent with professional standards and conventions.</p> <p>2 Maintains medication management records in a manner that ensures confidentiality and continuity of care.</p> | <ul style="list-style-type: none"> • Maintains documentation of the medication management strategy or plan, actions taken and patient interactions appropriate to the setting and level of care needed. • Secures patient support for recommended monitoring and follow-up consistent with patient needs and severity of illness. • Uses systems and processes to support continuity of care and safeguard against interruptions to planned care. • Engages the patient to secure agreement (or consent when required) for referral to other health professionals as needed. • Undertakes onward referrals to other health professionals according to professional standards and conventions and in a manner that minimises interruptions in care. | <ul style="list-style-type: none"> • Maintains records of key elements of the clinical review and recommended modifications to treatment consistent with legal and professional requirements appropriate to the setting and level of care provided. • Reports adverse medicine events, including adverse drug reactions, sensitivities and allergies, according to professional standards and conventions. • Explains the changes in medication management to the patient and collaborating health professionals |

| 2010 Framework | 2016 Framework |
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| Domain 7 Promote and contribute to optimal use of medicines | Domain 3 Medicines management and patient care |
| Standard 7.3 Influence patterns of medicine use | Standard 3.5 Support Quality Use of Medicines |
| Element 1 Understand the basis for investigating patterns of medicine use | Enabling competency 1 Review trends in medicine use |
| <p>1 Understands the importance of promoting adherence to established criteria/standards for medicine use.</p> <p>2 Understands the application of formal processes to review medicine use (e.g. DUE, clinical audit, academic detailing) for improving patterns of medicine use.</p> | <ul style="list-style-type: none"> • Supports efforts to review medicine use. • Assists identification of the evidence-base for quality use. • Supports collation and analysis of intervention data. • <i>Identifies situations where evidence-based medicines use could be improved.</i> • <i>Establishes the evidence-base for quality use.</i> • <i>Designs and conducts a formal review of medicine use.</i> |

| Element 2 Review patterns of medicine use | Standard 3.5 Support Quality Use of Medicines | Standard 5.2 Participate in research | | | Standard 5.3 Research, synthesise and integrate evidence into practice | | | |
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| | Enabling competency 1 Review trends in medicine use | Enabling competency 2 Identify gaps in the evidence-base | Enabling competency 3 Undertake critical evaluation activities | Enabling competency 4 Design and deliver research projects to address gaps in the evidence-base and identify areas for innovation and advances in practice | Enabling competency 1 Identify information needs and resource requirements | Enabling competency 2 Retrieve relevant information/ evidence in a timely manner | Enabling competency 3 Apply research evidence into practice | Enabling competency 4 Provide advice and recommendations |
| <p>1 Develops an awareness of patterns of medicine use in their area of practice or in selected consumer populations.</p> <p>2 Identifies situations where improvements in medicine use can or should be achieved through a formal review of medicine use.</p> <p>3 Designs a review of medicine use.</p> <p>4 Accesses clinical or research literature needed to support the conduct of a review of medicine use.</p> <p>5 Selects or formulates objective, evidence-based audit criteria or standards against which medicine use can be assessed.</p> | <ul style="list-style-type: none"> • Supports efforts to review medicine use. • Assists identification of the evidence-base for quality use. • Supports collation and analysis of intervention data. • <i>Identifies situations where evidence-based medicines</i> | <p>[Performance criteria along continuum to advanced level]</p> | <ul style="list-style-type: none"> • Critically evaluates literature sources. <p>[Plus performance criteria along continuum to advanced level]</p> | <ul style="list-style-type: none"> • Identifies key ethical and methodological issues impacting on research design and validity, including statistical techniques. • Develops research skills and an understanding of required approvals and processes required in formulating a | <ul style="list-style-type: none"> • Ensures information resources are adequate for responding to usual information needs. • Clarifies the nature and urgency of the information/ evidence needed. • <i>Acquires relevant pre-appraised information resources and accesses expert</i> | <ul style="list-style-type: none"> • Applies a systematic approach to select and navigate information resources to access information/ evidence. • <i>Establishes and uses standardised search strategies or conventions for retrieving information/ evidence.</i> • <i>Uses information resources/</i> | <ul style="list-style-type: none"> • Establishes the extent to which confidence may be placed in retrieved information/ evidence. • Critically appraises the reliability and applicability of retrieved pre-appraised information/ evidence and determines the course of action indicated. | <ul style="list-style-type: none"> • Communicates findings and recommendations clearly and concisely with reference to evidence used. • Applies a standardised referencing technique in written reports. • <i>Creates an integrated and cohesive verbal or written response in a professionally responsible</i> |

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| 6 | Conducts the review of medicine use and analyses and interprets findings. | <p><i>use could be improved.</i></p> <ul style="list-style-type: none"> • <i>Establishes the evidence-base for quality use.</i> • <i>Designs and conducts a formal review of medicine use.</i> | | | <p>research plan.</p> <ul style="list-style-type: none"> • <i>Uses expertise, including that of Aboriginal and Torres Strait Islander peoples, in the development and management of health research programs.</i> • <i>Collaborates with others as needed to present research findings, including any limitations to their interpretation and use.</i> <p>[Plus performance criteria along continuum to advanced level]</p> | <p><i>sources to meet information needs.</i></p> | <p><i>databases and external networks proficiently to access additional relevant information/evidence.</i></p> | <ul style="list-style-type: none"> • Uses information/evidence to change or guide practice. <p>[Plus performance criteria along continuum to advanced level]</p> | <p><i>and defensible manner, citing the evidence used.</i></p> <ul style="list-style-type: none"> • <i>Substantiates professional advice, opinions and recommendations with reference to evidence, professional experience and expertise and presenting circumstances.</i> |
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| Element 3 Promote improvement in patterns of medicine use | Enabling competency 2 Promote evidence-based medicine use | Enabling competency 2 Identify gaps in the evidence-base | Enabling competency 3 Undertake critical evaluation activities | Enabling competency 4 Design and deliver research projects to address gaps in the evidence-base and identify areas for innovation and advances in practice | Enabling competency 1 Identify information needs and resource requirements | Enabling competency 2 Retrieve relevant information/ evidence in a timely manner | Enabling competency 3 Apply research evidence into practice | Enabling competency 4 Provide advice and recommendations |
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| <p>1 Contributes to information on the frequency and nature of ADRs associated with medicine use.</p> <p>2 Selects intervention strategies likely to be effective in modifying patterns of medicine use.</p> <p>3 Initiates interventions strategies intended to promote practice change and positively influence patterns of medicine use.</p> <p>4 Responds to findings of a review of medicine use.</p> | <ul style="list-style-type: none"> Contributes to dissemination of evidence-based therapeutic guidelines. Shares findings of formal reviews of medicine use with recommendations for change to | [Performance criteria along continuum to advanced level] | <ul style="list-style-type: none"> Critically evaluates literature sources. <p>[Plus performance criteria along continuum to advanced level]</p> | <ul style="list-style-type: none"> Identifies key ethical and methodological issues impacting on research design and validity, including statistical techniques. Develops research skills and an under- | <ul style="list-style-type: none"> Ensures information resources are adequate for responding to usual information needs. Clarifies the nature and urgency of the information/ evidence needed. | <ul style="list-style-type: none"> Applies a systematic approach to select and navigate information resources to access information/ evidence. <i>Establishes and uses standardised search strategies or</i> | <ul style="list-style-type: none"> Establishes the extent to which confidence may be placed in retrieved information/ evidence. Critically appraises the reliability and applicability of retrieved pre-appraised | <ul style="list-style-type: none"> Communicates findings and recommendations clearly and concisely with reference to evidence used. Applies a standardised referencing technique in written reports. |

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| 5 | Evaluates the impact of intervention strategies in changing patterns of medicine use. | <p>achieve QUM.</p> <ul style="list-style-type: none"> • <i>Participates in groups with delegated authority to decide on the application of the evidence-base to therapeutic guidelines.</i> • <i>Selects and evaluates intervention strategies for promoting, reinforcing or enforcing favourable changes in medicine use.</i> | | <p>standing of required approvals and processes required in formulating a research plan.</p> <ul style="list-style-type: none"> • <i>Uses expertise, including that of Aboriginal and Torres Strait Islander peoples, in the development and management of health research programs.</i> • <i>Collaborates with others as needed to present research findings, including any limitations to their interpretation and use.</i> <p>[Plus performance criteria along continuum to advanced level]</p> | <ul style="list-style-type: none"> • <i>Acquires relevant pre-appraised information resources and accesses expert sources to meet information needs.</i> | <p><i>conventions for retrieving information/evidence.</i></p> <ul style="list-style-type: none"> • <i>Uses information resources/databases and external networks proficiently to access additional relevant information/evidence.</i> | <p>information/evidence and determines the course of action indicated.</p> <ul style="list-style-type: none"> • <i>Uses information/evidence to change or guide practice.</i> <p>[Plus performance criteria along continuum to advanced level]</p> | <ul style="list-style-type: none"> • <i>Creates an integrated and cohesive verbal or written response in a professionally responsible and defensible manner, citing the evidence used.</i> • <i>Substantiates professional advice, opinions and recommendations with reference to evidence, professional experience and expertise and presenting circumstances.</i> |
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| 2010 Framework | 2016 Framework |
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| Domain 8 Critical analysis, research and education | Domain 5 Education and research |
| Standard 8.1 Retrieve, analyse and synthesise information | Standard 5.3 Research, synthesise and integrate evidence into practice |
| Element 1 Manage information resources and systems | Enabling competency 1 Identify information needs and resource requirements |
| <ol style="list-style-type: none"> 1 Ensures information resources are sufficient and appropriate for the types of information usually requested/provided. 2 Establishes search strategies for the most common types of information requested/needed. 3 Establishes conventions for setting information retrieval priorities. 4 Develops a medicines and health information contact network. 5 Ensures accurate and complete records are securely stored and can be promptly retrieved. 6 Establishes and maintains a formal feedback and analysis system to improve performance. | <ul style="list-style-type: none"> • Ensures information resources are adequate for responding to usual information needs. • Clarifies the nature and urgency of the information/evidence needed • <i>Acquires relevant pre-appraised information resources and accesses expert sources to meet information needs.</i> |
| Element 2 Retrieve information | Enabling competency 2 Retrieve relevant information/evidence in a timely manner |
| <ol style="list-style-type: none"> 1 Clarifies the nature and urgency of the required information. 2 Considers the adequacy of available information resources for meeting information needs. 3 Accesses additional information sources where those in the workplace are found to be inadequate. 4 Applies a systematic search strategy for responding to information needs. 5 Selects relevant information/literature from a variety of resources, including electronic databases. | <ul style="list-style-type: none"> • Applies a systematic approach to select and navigate information resources to access information/evidence. • <i>Establishes and uses standardised search strategies or conventions for retrieving information/evidence.</i> • <i>Uses information resources/databases and external networks proficiently to access additional relevant information/evidence.</i> |

| Element 3 Review and analyse information | Enabling competency 3 Apply research evidence into practice |
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| <ol style="list-style-type: none"> 1 Understands basic concepts and terminologies required to critically analyse clinical information. 2 Establishes the extent to which confidence may be placed in the content of clinical papers. 3 Understands and interprets the retrieved information. 4 Uses professional judgement to reconcile divergent or conflicting information and/or form a view where there is a paucity of information. | <ul style="list-style-type: none"> • Establishes the extent to which confidence may be placed in retrieved information/evidence. • Critically appraises the reliability and applicability of retrieved pre-appraised information/evidence and determines the course of action indicated. • Uses information/evidence to change or guide practice. <p>[Plus performance criteria along continuum to advanced level]</p> |
| Element 4 Synthesise information | Enabling competency 4 Provide advice and recommendations |
| <ol style="list-style-type: none"> 1 Integrates retrieved information into a clear, cohesive, objective and succinct response. 2 Constructs the response in a professionally defensible and responsible manner. 3 Applies a standardised referencing technique to link information to the evidence base. 4 Explains the evidence base underpinning the response clearly and concisely. 5 Substantiates professional advice, opinions and recommendations contained within the response. | <ul style="list-style-type: none"> • Communicates findings and recommendations clearly and concisely with reference to evidence used. • Applies a standardised referencing technique in written reports. • <i>Creates an integrated and cohesive verbal or written response in a professionally responsible and defensible manner, citing the evidence used.</i> • <i>Substantiates professional advice, opinions and recommendations with reference to evidence, professional experience and expertise and presenting circumstances.</i> |

| 2010 Framework | | 2016 Framework | | |
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| Domain 8 Critical analysis, research and education | | Domain 5 Education and research | | |
| Standard 8.2 Engage in health, medicines or pharmacy practice research | | Standard 5.2 Participate in research | | |
| Element 1 Understand research principles and concepts | | Enabling competency 2 Identify gaps in evidence base | Enabling competency 3 Undertake critical evaluation activities | Enabling competency 4 Design and deliver research projects to address gaps in the evidence-base and identify areas for innovation and advances in practice |
| <ol style="list-style-type: none"> 1 Understands research ethics and methods and key issues impacting on the design of research protocols. 2 Understands statistical terms and techniques used to analyse research data. 3 Understands the relationship that must be maintained between the research question, the findings and conclusions. 4 Understands the importance of consumer involvement in research. | | [Performance criteria along continuum to advanced level] | <ul style="list-style-type: none"> • Critically evaluates literature sources | <ul style="list-style-type: none"> • Identifies key ethical and methodological issues impacting on research design and validity, including statistical techniques. • Develops research skills and an understanding of required approvals and processes required in formulating a research plan. • <i>Uses expertise, including that of Aboriginal and Torres Strait Islander peoples, in the development and management of health research programs.</i> • <i>Collaborates with others as needed to present research findings, including any limitations to their interpretation and use.</i> |

| Element 2 Conduct research | Enabling competency 2 Identify gaps in evidence base | Enabling competency 3 Undertake critical evaluation activities | Enabling competency 4 Design and deliver research projects to address gaps in the evidence-base and identify areas for innovation and advances in practice |
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| <ol style="list-style-type: none"> 1 Adopts a rigorous and systematic approach to identifying areas where there is a gap in the evidence base. 2 Critically analyse and review literature to establish existing knowledge in the area of research interest. 3 Develops and defines the research concept and methodology or protocol. 4 Ensures required approvals are secured. 5 Conducts the research according to the research proposal, explicitly accounting for any variations. 6 Analyses and interprets the research results to clarify findings. 7 Formulates discussion and conclusions that are supported by the research findings. 8 Accepts responsibility for the management and retention of research data and materials. 9 Documents research findings, including negative findings, accurately and completely. | <p>[Performance criteria along continuum to advanced level]</p> | <ul style="list-style-type: none"> • Critically evaluates literature sources <p>[Plus performance criteria along continuum to advanced level]</p> | <ul style="list-style-type: none"> • Identifies key ethical and methodological issues impacting on research design and validity, including statistical techniques. • Develops research skills and an understanding of required approvals and processes required in formulating a research plan. • <i>Uses expertise, including that of Aboriginal and Torres Strait Islander peoples, in the development and management of health research programs.</i> • <i>Collaborates with others as needed to present research findings, including any limitations to their interpretation and use.</i> <p>[Plus performance criteria along continuum to advanced level]</p> |

| Element 3 Disseminate and apply findings | Enabling competency 4 Design and deliver research projects to address gaps in the evidence-base and identify areas for innovation and advances in practice |
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| <ol style="list-style-type: none"> 1 Identifies the most appropriate dissemination strategies for sharing findings with colleagues and the wider community. 2 Promotes practice change and enhanced knowledge by responsibly sharing research findings. 3 Integrate research evidence into professional practice. | <p>[Performance criteria along continuum to advanced level]</p> |

| 2010 Framework | | 2016 Framework | | |
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| Domain 8 Critical analysis, research and education | | Domain 5 Education and research | | |
| Standard 8.3 Formally educate and train students and healthcare colleagues | | Standard 5.1 Deliver education and training | | |
| Element 1 Understand educational theory and principles | | Enabling competency 2 Conduct education and training consistent with educational practice | | |
| 1 Understands the importance of the learner to the educational process. 2 Understands the need to provide multiple and diverse learning opportunities to adult learners. 3 Understands the application of competency standards or learning objectives to curriculum/content design. | | <ul style="list-style-type: none"> Shows knowledge of contemporary educational practice. Contributes to local education and training programs with guidance from more experienced colleagues. <i>Engage in education strategies that involve partnerships with relevant local Aboriginal and Torres Strait Islander communities, organisations and individuals.</i> | | |
| Element 2 Facilitate learning | | Enabling competency 1 Plan education and training | Enabling competency 2 Conduct education and training consistent with educational practice | Enabling competency 4 Link practice and education |
| 1 Identifies gaps in knowledge, skills and professional behaviours. 2 Selects or develops learning activities to address learning needs. 3 Ensures educational resources and activities are engaging and deliver relevant and up-to-date information. 4 Employs strategies to reinforce and clarify educational content. | | <ul style="list-style-type: none"> Develops learning objectives and content consistent with the learning style and needs of participants. Considers delivery styles and methods | <ul style="list-style-type: none"> Shows knowledge of contemporary educational practice. Contributes to local education and training programs with guidance from | <ul style="list-style-type: none"> Participates in the education of learners with guidance from more experienced colleagues. <i>Provide clinical learning environments that</i> |

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| <p>5 Ensures strategic linkages in content where activities constitute part of a course of study.</p> | <p>appropriate for the content and participants and strategies to reinforce and clarify learning.</p> <ul style="list-style-type: none"> • Collaborate with Aboriginal and Torres Strait Islander health professionals and community members to provided feedback and advice to educational programs. | <p>more experienced colleagues.</p> <ul style="list-style-type: none"> • <i>Engage in education strategies that involve partnerships with relevant local Aboriginal and Torres Strait Islander communities, organisations and individuals.</i> <p>[Plus performance criteria along continuum to advanced level]</p> | <p><i>provide students/learners with experience in the provision of culturally responsive health care to Aboriginal and Torres Strait Islander peoples.</i></p> <p>[Plus performance criteria along continuum to advanced level]</p> |
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| Element 3 Assess learning outcomes | Enabling competency 1 Plan education and training | Enabling competency 2 Conduct education and training consistent with educational practice |
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| <ol style="list-style-type: none"> 1 Uses valid, reliable and appropriate tools and strategies to assess learning. 2 Records and reports assessment outcomes in an accurate, timely and appropriate way. 3 Seeks and applies constructive feedback from learners and peers on educational activities/materials and assessment strategies. 4 Participates in results moderation and adjudication processes according to established policy and procedure. | <ul style="list-style-type: none"> • <i>Develops learning objectives and content consistent with the learning style and needs of participants.</i> • <i>Considers delivery styles and methods appropriate for the content and participants and strategies to reinforce and clarify learning.</i> • <i>Collaborate with Aboriginal and Torres Strait Islander health professionals and community members to provided feedback and advice to educational programs.</i> | <ul style="list-style-type: none"> • Shows knowledge of contemporary educational practice. • Contributes to local education and training programs with guidance from more experienced colleagues. • <i>Engage in education strategies that involve partnerships with relevant local Aboriginal and Torres Strait Islander communities, organisations and individuals.</i> <p>[Plus performance criteria along continuum to advanced level]</p> |

Appendix 1: Quick reference guide to mapping

| 2010 Framework | | 2016 Framework |
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| Domain 1 Professional and ethical practice | | |
| Standard 1.1 Practise legally | 1.1.1 | 1.2.1, 1.2.2, 1.2.3, 1.3.1 |
| | 1.1.2 | 1.3.2 |
| | 1.1.3 | 1.3.3 |
| | 1.1.4 | 1.3.4 |
| Standard 1.2 Practise to accepted standards | 1.2.1 | 1.1.1, 1.1.2, 1.1.3, 1.1.4, 1.4.1, 1.5.1 |
| | 1.2.2 | 1.1.4, 1.1.5 |
| Standard 1.3 Deliver 'patient-centred' care | 1.3.1 | 2.1.1, 2.1.2 |
| | 1.3.2 | 2.1.1, 2.1.3, 2.1.4 |
| Standard 1.4 Manage quality and safety | 1.4.1 | 1.6.1 |
| | 1.4.2 | 1.6.2, 1.6.3 |
| Standard 1.5 Maintain and extend professional competence | 1.5.1 | 1.4.2, 1.5.1, 4.1.2, 5.1.3 |
| | 1.5.2 | 1.4.2, 1.4.3, 1.5.1 |

| 2010 Framework | | 2016 Framework |
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| Domain 2 Communication, collaboration and self-management | | |
| Standard 2.1 Communicate effectively | 2.1.1 | 2.3.1 |
| | 2.1.2 | 2.1.1 |
| | 2.1.3 | 2.3.1, 2.3.2 |
| | 2.1.4 | 2.3.1 |
| Standard 2.2 Work to resolve problems | 2.2.1 | 2.4.1 |
| | 2.2.2 | 2.4.2, 2.4.3 |
| Standard 2.3 Collaborate with members of the health care team | 2.3.1 | 2.2.1, 2.2.2 |
| | 2.3.2 | 2.2.2, 2.2.3 |
| | 2.3.3 | 1.1.2 |
| Standard 2.4 Manage conflict | 2.4.1 | 2.4.1 |
| | 2.4.2 | 2.4.1 |
| | 2.4.3 | 2.4.2, 2.4.3 |
| Standard 2.5 Commitment to work and the workplace | 2.5.1 | 1.5.2, 4.1.1, 4.2.3 |
| | 2.5.2 | 4.2.1 |
| | 2.5.3 | 1.3.1 |
| Standard 2.6 Plan and manage professional contribution | 2.6.1 | 4.2.2, 4.5.2 |
| | 2.6.2 | 4.2.2 |
| | 2.6.3 | 4.2.2, 4.2.3 |
| Standard 2.7 Supervise personnel | 2.7.1 | 4.6.3, 4.6.5 |
| | 2.7.2 | 4.6.2, 4.6.3 |
| | 2.7.3 | 4.6.3, 4.6.5 |
| | 2.7.4 | 4.6.4 |

| 2010 Framework | | 2016 Framework |
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| Domain 3 Leadership and management | | |
| Standard 3.1 Provide leadership and organisational planning | 3.1.1 | 4.3.1, 4.3.3, 4.3.4 |
| | 3.1.2 | 4.3.1, 4.4.1, 4.4.2 |
| | 3.1.3 | 4.3.2, 4.4.1, 4.4.2, 4.7.1, 4.7.2, 4.7.3, 4.7.4 |
| | 3.1.4 | 4.3.3, 4.4.4, 4.7.1 |
| | 3.1.5 | 4.2.4, 4.5.1 |
| Standard 3.2 Manage and develop personnel | 3.2.1 | 4.6.1 |
| | 3.2.2 | 4.6.2, 4.6.5 |
| | 3.2.3 | 1.4.3, 5.1.3 |
| Standard 3.3 Manage pharmacy infrastructure and resources | 3.3.1 | 4.5.2 |
| | 3.3.2 | 4.5.2, 4.5.3 |
| Standard 3.4 Manage quality service delivery | 3.4.1 | 4.3.1, 4.3.2, 4.4.3, 4.4.4, 4.4.5 |
| | 3.4.2 | 1.5.3, 1.5.4, 4.7.5 |
| | 3.4.3 | 4.2.2, 4.2.3, 4.4.3, 4.4.4, 4.7.7 |
| Standard 3.5 Provide a safe and secure work environment | 3.5.1 | 1.3.1, 4.4.5 |
| | 3.5.2 | 1.3.1, 4.4.5 |
| Domain 4 Review and supply prescribed medicines | | |
| Standard 4.1 Undertake initial prescription assessment | 4.1.1 | 3.2.3 |
| | 4.1.2 | 3.2.3 |
| | 4.1.3 | 4.5.2 |
| Standard 4.2 Consider the appropriateness of prescribed medicines | 4.2.1 | 3.1.1, 3.2.3 |
| | 4.2.2 | 3.1.2, 3.2.3 |
| | 4.2.3 | 3.2.2, 3.2.3 |
| Standard 4.3 Dispense prescribed medicines | 4.3.1 | 1.3.2, 3.2.3 |
| | 4.3.2 | 3.2.3, 4.7.7 |
| | 4.3.3 | 3.2.5 |

| 2010 Framework | | 2016 Framework |
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| Domain 5 Prepare pharmaceutical products | | |
| Standard 5.1 Consider product requirements | 5.1.1 | 1.3.1, 1.3.2 |
| | 5.1.2 | 3.1.1, 3.1.2, 3.1.3, 3.2.3 |
| | 5.1.3 | 3.2.3, 3.4.1 |
| | 5.1.4 | 3.4.2, 3.4.3 |
| | 5.1.5 | 3.4.4, 3.4.7 |
| | 5.1.6 | 3.4.8 |
| Standard 5.2 Prepare non-sterile drug products | 5.2.1 | 3.4.4 |
| | 5.2.2 | 3.4.4 |
| Standard 5.3 Aseptically prepare sterile drug products | 5.3.1 | 3.4.5 |
| | 5.3.2 | 3.4.5 |
| Standard 5.4 Prepare cytotoxic drug products | 5.4.1 | 3.4.6 |
| | 5.4.2 | 3.4.6, 3.4.8 |
| | 5.4.3 | 3.4.3, 3.4.8 |
| | 5.4.4 | 3.4.3, 3.4.6 |

| 2010 Framework | | 2016 Framework |
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| Domain 6 Deliver primary and preventive health care | | |
| Standard 6.1 Assess primary health care needs | 6.1.1 | 3.1.1 |
| | 6.1.2 | 3.1.2 |
| | 6.1.3 | 3.1.3 |
| Standard 6.2 Deliver primary health care | 6.2.1 | 3.2.2, 3.3.1 |
| | 6.2.2 | 3.2.2, 3.2.5, 3.3.2 |
| | 6.2.3 | 3.2.2 |
| | 6.2.4 | 3.2.2 |
| | 6.2.5 | 3.3.3 |
| Standard 6.3 Contribute to public and preventive health | 6.3.1 | 3.6.2, 3.6.3 |
| | 6.3.2 | 3.6.2, 3.6.3 |
| | 6.3.3 | 3.6.1 |
| Domain 7 Promote and contribute to optimal use of medicines | | |
| Standard 7.1 Contribute to therapeutic decision-making | 7.1.1 | 3.1.1, 3.1.2, 3.3.1 |
| | 7.1.2 | 3.1.2, 3.3.1 |
| | 7.1.3 | 3.3.2, 3.3.3 |
| | 7.1.4 | 3.2.2, 3.2.5, 3.6.1 |
| Standard 7.2 Provide ongoing medication management | 7.2.1 | 3.1.2, 3.1.3 |
| | 7.2.2 | 3.1.2, 3.3.1, 3.3.3 |
| | 7.2.3 | 3.2.6, 3.3.1, 3.3.2 |
| | 7.2.4 | 3.2.6, 3.3.3 |
| Standard 7.3 Influence patterns of medicine use | 7.3.1 | 3.5.1 |
| | 7.3.2 | 3.5.1, 5.2.2, 5.2.3, 5.2.4, 5.3.1, 5.3.2, 5.3.3, 5.3.4 |
| | 7.3.3 | 3.5.2, 5.2.2, 5.2.3, 5.2.4, 5.3.1, 5.3.2, 5.3.3, 5.3.4 |

| 2010 Framework | | 2016 Framework |
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| Domain 8 Critical analysis, research and education | | |
| Standard 8.1 Retrieve, analyse and synthesise information | 8.1.1 | 5.3.1 |
| | 8.1.2 | 5.3.2 |
| | 8.1.3 | 5.3.3 |
| | 8.1.4 | 5.3.4 |
| Standard 8.2 Engage in health, medicines or pharmacy practice research | 8.2.1 | 5.2.2, 5.2.3, 5.2.4 |
| | 8.2.2 | 5.2.2, 5.2.3, 5.2.4 |
| | 8.2.3 | 5.2.4 |
| Standard 8.3 Formally educate and train students and healthcare colleagues | 8.3.1 | 5.1.2 |
| | 8.3.2 | 5.1.1, 5.1.2, 5.1.4 |
| | 8.3.3 | 5.1.1, 5.1.2 |

Appendix 2: New or extended Enabling Competencies in the 2016 framework

The following ECs from the 2016 framework are new or extended competencies and therefore do not map to any Elements in the 2010 framework.

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| Domain 1: Professionalism and ethics |
| Standard 1.5 Apply expertise in professional practice |
| Enabling competency 2 Use reasoning and judgement |
| <ul style="list-style-type: none"> • Compares options and applies analytical skills in routine practice scenarios. • Recognises priorities when problem solving and where deviations from usual practice scenarios are present. • Applies established protocols in responding to routine practice scenarios. |
| *While this has been mapped to 2.5.1, its introduction to the 2016 framework is much broader and in scope and new as a global standard. |
| Domain 3 Medicines management and patient care |
| Standard 3.2 Implement the medication management strategy or plan |
| Enabling competency 1 Administer medicines |
| <ul style="list-style-type: none"> • Administers medicines consistent with the role of a pharmacist and observes appropriate safeguards. • Initiates monitoring post administration consistent with the formulation type and therapeutic and toxicological profile of the medicine. • Applies appropriate measures in response to an adverse event following administration of a medicine. • Provides appropriate emergency care consistent with the role of a pharmacist and facilitates onward referral. |
| Enabling competency 4 Prescribe medicines |
| <ul style="list-style-type: none"> • Works in a collaborative manner within the scope of the prescribing arrangement applicable to their area of practice. • Assesses the suitability of the patient for inclusion under the prescribing arrangement. • Uses an established diagnosis and clinical information to prescribe required medicines according to the terms of the prescribing arrangement. • In collaboration with the patient, identifies agreed treatment goals, monitors progress and outcomes, including undesirable effects, and makes required adjustments. • Refers patients to their usual medical practitioner as required under the prescribing arrangement when indicated. |

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| Domain 4 Leadership and management |
| Standard 4.1 Show leadership of self |
| Enabling competency 3 Display self-motivation, an innovative mindset and motivate others |
| <ul style="list-style-type: none"> • Works with enthusiasm and vigour toward identified goals. • Uses an innovative mindset and adaptive approach in addressing professional activities. • Displays optimism, resilience, persistence and drive to achieve desired outcomes, including in the face of setbacks. |
| Standard 4.7 Participate in organisational management |
| Enabling competency 6 Work across service delivery boundaries |
| <ul style="list-style-type: none"> • Supports efforts to extend service delivery beyond current boundaries. |
| Domain 5 Education and research |
| Standard 5.2 Participate in research |
| Enabling competency 1 Establish research partnerships |
| [Performance criteria along continuum to advanced level] |
| Enabling competency 5 Supervise others undertaking research |
| [Performance criteria along continuum to advanced level] |