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Pharmacy Board
Ahpra

Pharmacist Capability Framework

Framework Mapping

September 2025

FRAMEWORK MAPPING

Development of the draft Framework

To support the first draft of the Capability Framework a Literature review was undertaken. The literature review looked at 216 documents and articles and retrieved and analysed 138 of them. Thirteen were chosen to be closely compared for the development of the draft Framework for consultation.

- Aboriginal and Torres Strait Islander Health Practice Board – [Professional capabilities for registered Aboriginal and Torres Strait Islander Health Practitioners](#), 2020
- Australian Pharmacy Council – [Performance Outcomes Framework](#), 2023
- Australian Commission on Safety and Quality in Health Care – [Antimicrobial Stewardship Clinical Care Standard](#), 2020
- Australian Commission on Safety and Quality in Health Care – [National Safety and Quality Health Service Standards](#), 2021
- Australian Commission on Safety and Quality in Health Care – [National Safety and Quality Primary and Community Healthcare Standards](#), 2021
- Australasian Institute of Digital Health – [Australian Digital Health Capability Framework](#), 2024
- International Pharmaceutical Federation (FIP) – [FIP Global Competency Framework \(GbCFv2\) handbook](#), 2023
- National Association of Pharmacy Regulatory Authorities – [Professional Competencies for Pharmacists and Pharmacy Technicians at Entry to Practice in Canada](#), 2024
- NPS MedicineWise – [Prescribing Competencies Framework: embedding quality used of medicines into practice \(2nd Edition\)](#), 2025
- Optometry Australia – [Entry-Level Competency Standards for Optometry](#), 2022
- Physiotherapy Board – [Physiotherapy practice thresholds in Australia & Aotearoa New Zealand](#), 2023
- Pharmaceutical Society of Australia – [National Competency Standards Framework for Pharmacists in Australia](#), 2016
- Royal College of Physicians and Surgeons of Canada – [CanMEDS 2015 Physician Competency Framework](#), 2015

A comparative analysis was conducted to identify common indicators within the different frameworks, which resulted in a comprehensive table of elements which were categorised into the following six capability domains:

- Medicines Expert
- Collaborator
- Health Advocate
- Professional
- Health Systems Enabler
- Leader and Communicator

These have been used as the basis for the development of the draft Framework. The next steps in the development will be the consultation phases which include preliminary consultation on the draft Framework, followed by a revision of the draft, a public consultation and finalisation for the Board approval.

Analysis of the frameworks

Orange – Aboriginal and Torres Strait Islander Health Practice Board – Professional capabilities for registered Aboriginal and Torres Strait Islander Health Practitioners, 2020;

Green – Australian Pharmacy Council – Performance Outcomes Framework, 2023;

Grey – Australian Commission on Safety and Quality in Health Care – Antimicrobial Stewardship Clinical Care Standard, 2020, Australian Commission on Safety and Quality in Health Care – National Safety and Quality Health Service Standards, 2021, Australian Commission on Safety and Quality in Health Care – National Safety and Quality Primary and Community Healthcare Standards, 2021;

Rusty red – Australasian Institute of Digital Health – Australian Digital Health Capability Framework, 2024;

Blue – International Pharmaceutical Federation (FIP) – FIP Global Competency Framework (GbCFv2) handbook, 2023;

Dark blue – National Association of Pharmacy Regulatory Authorities – Professional Competencies for Pharmacists and Pharmacy Technicians at Entry to Practice in Canada, 2024;

Teal – NPS MedicineWise – Prescribing Competencies Framework: embedding quality used of medicines into practice (2nd Edition), 2025;

Dark Yellow – Optometry Australia – Entry-Level Competency Standards for Optometry, 2022;

Purple – Physiotherapy Board – Physiotherapy practice thresholds in Australia & Aotearoa New Zealand, 2023;

Dark pink – Pharmaceutical Society of Australia – National Competency Standards Framework for Pharmacists in Australia, 2016;

Dark blue – Royal College of Physicians and Surgeons of Canada – CanMEDS 2015 Physician Competency Framework, 2015

1. Pharmaceutical Public Health		
Competencies	Behaviours	On successful completion of an approved pharmacy (...)
1.1 Emergency response	1.1.1 Participate in the response to public health emergencies	
	1.1.2 Assist the multidisciplinary healthcare teams in emergency situations	

<p>1.2 Health promotion</p> <p>Sub-domain D: Health promotion and harm minimization</p> <p>Health Advocate</p> <p>Health promotion and prevention</p>	<p>1.2.1 Assess the patient's/population's primary healthcare needs (taking into account the cultural and social setting of the patient/populations)</p> <p>1.3 recognising the presence and causes of health inequities and disparities, including the impact of social determinants of health, and seeking to address them</p> <p>1.3 Assess the person according to the clinical context and the health professional's scope of practice</p> <p>1.4 Consider the person's cultural history and identity when gathering information to understand their needs</p> <p>3.6 Promote health and well-being</p> <p>3.6.2. Support health promotion activities and health services intended to maintain and improve health.</p> <p>4.2 Promote public and community health and wellness.</p> <p>Patient populations and social determinants of health</p> <p>Minimising patient harm</p> <hr/> <p>1.2.2 Advise and provide services related to health promotion; disease prevention and control (e.g. vaccination); and healthy lifestyle</p> <p>3.10 facilitating patient self-management of health through education, intervention, monitoring and health promotion services in order to optimise patient health outcomes and wellbeing, and reduce the risk of complications</p> <p>3.22 endorsing and participating in health promotion activities, health services and public health initiatives intended to maintain and improve health</p> <p>4.7.2. Support and assist implementation of healthcare priorities.</p> <p>Partnering with consumers</p> <p>Information for patients</p> <hr/> <p>1.2.3 Identify and support national and local health priorities and initiatives</p> <p>3.11 responding to the needs of individuals and communities by advocating with and for them to optimise health and societal outcomes</p> <p>3.6.3. Support evidence-based public health programs</p>	<p>1.3 recognising the presence and causes of health inequities and disparities, including the impact of social determinants of health</p> <hr/> <p>3.10 facilitating patient self-management of health through education, intervention, monitoring and health promotion services in order to optimise patient health outcomes and wellbeing, and reduce the risk of complications</p> <p>3.22 participating in health promotion activities, health services and public health initiatives intended to maintain and improve health</p> <hr/> <p>3.11 responding to the needs of individuals and communities by advocating with and for them to optimise health and societal outcomes</p>
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	<p>4.11 engaging proactively in the identification, assessment, monitoring, mitigation and management of risk to minimise harm and maximise patient and public safety</p> <p>4.7.7. Contribute to the effective management of risk, including threats to service continuity</p> <p>Risk management</p>	<p>4.11 demonstrating skills in the identification, assessment, monitoring, mitigation and management of risk</p>
	<p>3.21 delivering harm minimisation approaches and strategies to reduce harm to patients and the community from misuse of legal and illegal drugs</p>	<p>3.21 demonstrating the delivery of harm minimisation approaches and strategies to reduce harm to patients and the community from misuse of legal and illegal drugs</p>
	<p>3.17 providing appropriate tailored counselling, information and education to enable safe and effective medication, disease state and lifestyle management</p>	<p>3.17 providing appropriate tailored counselling, information and education to enable safe and effective medication, disease state and lifestyle management</p>
<p>1.3 Medicines information and advice</p> <p>Domain 3 sub-domain A: Quality use of medicines</p> <p>Domain D – Information Enabled Care and Services</p>	<p>1.3.1 Counsel the patient/population on the safe and rational use of medicines and devices (including the selection, use, contraindications, storage, and side effects of non-prescription and prescription medicines)</p> <p>3.1 implementing appropriate and effective actions and recommendations which support safe, rational and cost-effective use of medicines and other healthcare options and optimise socially accountable person-centred care by</p> <p>a. applying relevant underpinning knowledge</p> <p>2.8 Consider the financial cost and affordability of the medicines to the person</p> <p>5.3.4. Provide advice and recommendations.</p>	<p>3.1 formulating appropriate and effective actions and recommendations which support safe, rational and cost-effective use of medicines and other healthcare options and optimise socially accountable person-centred care by</p> <p>a. applying relevant underpinning knowledge</p>
	<p>1.3.2 Identify sources, retrieve, evaluate, organise, assess and provide relevant and appropriate medicines information according to the needs of patients and clients</p>	<p>3.1 b. using a systematic approach to access, critically</p>

	<p>3.1 b. using a systematic approach to access, critically evaluate and apply relevant evidence</p> <p>6.6 Critically evaluate information about medicines and make evidence-based decisions in the context of the person's needs</p> <p>5.3.1. Identify information needs and resource requirements.</p> <p>5.3.2. Retrieve relevant information/evidence in a timely manner</p> <p>D1 Information Sources - Understanding the principles and methods of data analysis, data linkage, and data visualisation and how it informs decision making in the healthcare setting</p>	<p>evaluate and apply relevant evidence</p>
	<p>1.3.3 Support the patient's use of health information technologies and digital communication (including IT driven health solutions)</p> <p>B1 Digital Health Advocacy - Working in partnership with patients/consumers to advocate for access to information and use of digital health technologies</p> <p>C2 Use of Information - Understanding and educating others, including patients/consumers, on how health information may be used and is protected including the importance of cyber security and applying this as relevant to own role</p> <p>D2 Reasoning and Evaluation - Evaluating data and use of critical reasoning to provide information to support decision making and informed use of digital health applications inclusive of emerging technologies</p>	
	<p>3.1 c. applying effective critical thinking, reasoning and problem-solving strategies to conceptualise problems, formulate a range of potential solutions, and support decision-making</p> <p>3.1 d. making decisions which are tailored to the person's individual circumstances, and reflect a balanced consideration of both the potential benefits and potential harms</p>	<p>3.1 c. applying effective critical thinking, reasoning and problem-solving strategies to conceptualise problems, formulate a range of potential solutions, and support decision-making</p> <p>3.1 d. making decisions which are tailored to the person's individual circumstances, and reflect a balanced consideration of both the potential benefits and potential harms</p>

<p>Cultural safety</p>	<p>2.1 c. engaging in culturally appropriate and sensitive communication with Aboriginal and Torres Strait Islander peoples in professional practice which respects their history, culture and protocols</p> <p>5.1 Perform Aboriginal and Torres Strait Islander health practice safely</p> <p>5.2 Protect and enhance patient/client safety</p> <p>2.1.1. 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</p>	<p>2.1 C. demonstrating awareness of and sensitivity to Aboriginal and Torres Strait Islander history, communication styles and community protocols</p>
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2. Pharmaceutical Care

Domain 3 - Medicines management and patient care

1A. Providing Care: Clinical Care

Domain 1: Clinical Care Provider

Competencies	Behaviours	On successful completion of an approved pharmacy (...)
2.1 Assessment of medicines	<p>At the point of general registration as a pharmacist, pharmacists are competent in and committed to</p> <p>2.1.1 Gather, analyse, research, and interpret information about the patient and patient's medicines-related needs (e.g. indication, effectiveness, safety and adherence)</p> <p>3.7 assessing current health, medical and medication histories and profiles of patients</p> <p>1.6 Explore with the person their adherence to prescribed medicines and the treatment plan</p> <p>2.2 Review current medicines and consider the possibility of a contribution to current health issues</p> <p>5.1 Explore with the person their response to treatment including adherence to the medicines and treatment plan</p> <p>5.6 Work with the person and other health professionals to modify the treatment plan to optimise the safety and effectiveness of treatment, where appropriate</p> <p>1.1 Obtain relevant patient information.</p> <p>1.5 Monitor the patient and collaborate with the patient and their circle of care to revise the plan for the patient's care.</p>	<p>3.7 assessing current health, medical and medication histories and profiles of patients</p>
	<p>2.1.2. Retrieve relevant patient information (including drug history, or immunisation status for example) and record of allergies to medicines and Adverse Drug Reactions (ADR) in medication record</p> <p>3.6 obtaining relevant health, medical and medication information from patients, carers and other clients</p> <p>6.4 Detect and report errors, incidents and adverse events involving medicines</p> <p>3.1.1. Obtain relevant health and medicines information.</p> <p>Quality statement 3 – Adverse reactions to antimicrobials [When an adverse reaction (including an allergy) to an antimicrobial is reported by a patient or recorded in their healthcare record, the active ingredient(s), date, nature and severity of the reaction are assessed and documented. This enables the most appropriate antimicrobial to be used when required.]</p> <p>Surveillance</p>	<p>3.6 obtaining relevant health, medical and medication information from patients, carers and other clients</p>

	<p>Incident management and open disclosure</p> <p>Provision of medicines list</p>	
	<p>2.1.3 Identify, prioritise, resolve and follow up on medicine-medicine interactions; medicine-disease interactions; medicine-patient interactions; medicines-food interactions</p>	
	<p>2.1.4 Appropriately select medicines (e.g. according to the patient, hospital, government policy, etc)</p> <p>2.5 Obtain, interpret, and apply current reliable evidence and information about medicines to inform decision making</p>	
<p>2.2 Compounding medicines</p>	<p>2.2.1 Prepare pharmaceutical medicines (e.g. extemporaneous, cytotoxic medicines), determine the requirements for preparation (calculations, appropriate formulation, procedures, raw materials, equipment etc.)</p> <p>3.12 consistently making accurate arithmetic calculations relating to health care</p> <p>3.4 Compound medicines</p> <p>3.4.1. Determine the required formulation.</p> <p>3.4.2. Confirm the availability of suitable resources.</p> <p>3.4.3. Apply risk management strategies.</p>	<p>3.12 consistently making accurate arithmetic calculations relating to health care</p>
	<p>2.2.2 Compound under the good manufacturing practice for pharmaceutical (GMP) medicines</p> <p>3.15 preparing and supplying extemporaneously compounded medications safely and accurately in accordance with current legislation, scope of practice, PharmBA Guidelines and other relevant jurisdictional requirements</p> <p>3.4.4. Prepare products non-aseptically</p> <p>3.4.5. Prepare products aseptically.</p> <p>3.4.6. Prepare cytotoxic or other hazardous drug products.</p> <p>3.4.7. Complete appropriate documentation.</p> <p>3.4.8. Optimise packaging and supplementary labelling.</p>	<p>3.15 preparing and supplying extemporaneously compounded medications safely and accurately in accordance with current legislation, scope of practice, PharmBA Guidelines and other relevant jurisdictional requirements</p>
<p>2.2 Dispensing</p> <p>Sub-domain C: Provision of medications and</p>	<p>2.3.1 Accurately dispense medicines for prescribed and/or minor ailments, including an embedded checking process</p> <p>3.14 dispensing medicines safely and accurately in accordance with current legislation, scope of practice, PharmBA Guidelines and other relevant jurisdictional requirements to optimise patient outcomes</p> <p>3.2.3. Dispense medicines (including compounded medicines) in consultation with the patient and/or</p>	<p>3.14 dispensing medicines safely and accurately in accordance with current legislation, scope of practice, PharmBA Guidelines and other relevant jurisdictional requirements to optimise patient outcomes</p>

<p>other management options</p>	<p>prescriber. 1.7 Prepare products and preparations for dispensing. 1.8 Verify the accuracy and quality of dispensed products and preparations. 1.9 Release verified products and preparations.</p>	
<p>Competency Area 4: Prescribe medicines and communicate the agreed treatment decision</p>	<p>2.3.2 Accurately report defective or substandard medicines to the appropriate authorities 1.6.2. Monitor and respond to sources of risk</p>	
	<p>2.3.3 Appropriately validate prescriptions, ensuring that prescriptions are correctly interpreted and legal 1.6 Review and process prescriptions.</p>	
	<p>2.3.4 Dispense devices (e.g. Inhaler or a blood glucose meter)</p>	
<p>1B.Providing Care: Distribution</p>	<p>3.13 administering injectable formulations in accordance with current jurisdiction-specific legislation, scope of practice and PharmBA Guidelines 3.2.1. Administer medicines.</p>	<p>3.13 administering injectable formulations in accordance with current jurisdiction-specific legislation, scope of practice and PharmBA Guidelines</p>
	<p>3.2.2. Provide primary care and promote judicious use of medicines</p>	
	<p>2.3.5 Document and act upon dispensing errors</p>	
	<p>6.3 Understand common causes of incidents and error associated with prescribing and medicines use and implement strategies to reduce the risk of these occurring</p>	
	<p>2.3.6 Implement and maintain a dispensing error reporting system and a ‘near misses’ reporting system</p>	
	<p>2.3.7 Label the medicines (with the required and appropriate information)</p>	
	<p>2.3.8 Learn from and act upon previous ‘near misses’ and ‘dispensing errors’</p>	
<p>2.4 Medicines</p>	<p>2.4.1 Advise patients on proper storage conditions of the medicines and ensure that medicines are stored appropriately (e.g. humidity, temperature, expiry date, etc.)</p>	
<p>Competency Area 2: Understand the management options</p>	<p>3.16 storing and distributing medications appropriately, securely, safely and in accordance with the available evidence to ensure stability and efficacy</p>	
<p>Competency Area 3:</p>	<p>2.4.2 Appropriately select medicines formulation and concentration for minor ailments (e.g. diarrhoea, constipation, cough, hay fever, insect bites, etc.) 2.4 Identify suitable medicine options</p>	

<p>Agree on a plan for medicines</p>	<p>2.4.3 Ensure appropriate medicines, route, time, dose, documentation, action, form and response for individual patients</p> <p>1.5 Apply knowledge of safe and effective use of medicines</p> <p>3.1.2. Assess medication management practices and needs</p> <p>Quality statement 2 – use of guidelines (When a patient is prescribed an antimicrobial, this is done in accordance with the current Therapeutic Guidelines or evidence-based, locally endorsed guidelines and the antimicrobial formulary.)</p> <p>Antimicrobial stewardship</p> <p>Processes for effective communication (The healthcare service has processes that use at least three patient identifiers to ensure patients are correctly identified)</p>	
	<p>2.4.4 Package medicines to optimise safety (ensuring appropriate re-packaging and labelling of the medicines)</p>	
<p>2.5 Monitor medicines therapy</p> <p>Competency Area 5: Review the outcomes of treatment</p>	<p>2.5.1 Apply guidelines, medicines formulary system, protocols, and treatment pathways</p> <p>Quality statement 2 – Use of guidelines (When a patient is prescribed an antimicrobial, this is done in accordance with the current Therapeutic Guidelines or evidence-based, locally endorsed guidelines and the antimicrobial formulary.)</p> <p>2.5.2 Apply therapeutic medicines monitoring and assess impact, and outcomes (including objective and subjective measures)</p> <p>3.8 formulating and implementing health, medical and medication management plans in collaboration with patients, carers and other health team members</p> <p>5.2 Gather objective information, using appropriate indicators, to assess the response to medicines, where appropriate</p> <p>3.1 Develop a patient-centred, culturally responsive approach to medication management</p> <p>3.2 Implement the medication management strategy or plan</p> <p>3.3 Monitor and evaluate medication management</p> <p>1.4 Implement a plan for the patient’s care in collaboration with the patient and their circle of care.</p> <p>Quality statement 7 – Review of therapy (A patient prescribed an antimicrobial has regular clinical review of their therapy, with the frequency of review dependent on patient acuity and risk factors. The need for ongoing antimicrobial use, appropriate microbial spectrum of activity, dose, frequency and route of administration are assessed and adjusted accordingly. Investigation results are reviewed</p>	<p>3.8 formulating health, medical and medication management plans in collaboration with patients, carers and other health team members</p>

	promptly when they are reported.)	
	<p>2.5.3 Identify, prioritise, and resolve medicines management problems (including errors)</p> <p>3.19 delivering measures designed to enhance adherence with dosage regimens and support safe and effective administration of medications</p> <p>1.6.2. Monitor and respond to sources of risk</p> <p>1.6.3. Follow up incidents or lapses in care.</p>	3.19 demonstrating the delivery of measures designed to enhance adherence with dosage regimens and support safe and effective administration of medications
<p>2.6 Patient consultation and diagnosis</p> <p>Sub-domain B: Person-centred care</p> <p>Competency Area 1: Understand the person and their needs</p>	<p>2.6.1 Support urgent care needs (physical and mental) of patients and others and act upon arranging follow-up care</p> <p>3.20 providing evidence-based screening, assessment, prevention and referral services to detect and manage potential risk of adverse medical conditions and outcomes</p> <p>7.6 Ensure the person's needs take precedence over all considerations in all prescribing decisions</p> <p>2.1.3. Promote patient/client engagement with feedback and follow-up systems</p> <p>3.3.1. Undertake a clinical review.</p> <p>Evidence-based care</p> <p>Medication review</p>	3.20 providing evidence-based screening, assessment, prevention and referral services to detect and manage potential risk of adverse medical conditions and outcomes
	<p>2.6.2 Appropriately refer the patient or carer</p> <p>2.10 Refer the person for further assessment or treatment when the suitable treatment options are outside the health professional's scope of practice</p> <p>6.2 Practise within the limits of the health professional's education, training and scope of practice as applied to prescribing</p>	
	<p>1.1 Assess the patient's/ client's capacity to receive care</p>	
	<p>2.6.3 Assess and diagnose based on objective and subjective measures (where applicable)</p> <p>3.18 assessing ambulatory conditions and providing appropriate management approaches, including pharmacological, non-pharmacological and referral options where appropriate</p> <p>1.7 Make or review and understand the diagnosis and key clinical issues including those that are, or may be, medicine-related</p> <p>2.3 Where treatment is indicated, consider both non-pharmacological and pharmacological options</p> <p>3.3.2. Apply clinical review findings to improve health outcomes.</p>	3.18 assessing ambulatory conditions and recommending appropriate management approaches, including pharmacological, non-pharmacological and referral options where appropriate

	<p>2.6.4 Evaluate, assess, and develop health literacy education and counselling on medicines and healthcare needs</p> <p>3.2 making and prioritising recommendations to manage health, medical and medication needs of patients, including both pharmacological and non-pharmacological strategies, based on the Quality Use of Medicines Framework and the best available evidence</p> <p>1.2 Plan and perform a comprehensive, efficient, effective, culturally appropriate and patient/client-centred assessment and/or treatment</p> <p>1.1 Ensure competence to assess the person's needs</p> <p>3.2.5. Provide counselling and information for safe and effective medication management.</p> <p>3.5.1. Review trends in medicine use</p> <p>3.5.2. Promote evidence-based medicine use.</p> <p>3.6.1. Assist development of health literacy.</p> <p>Quality statement 5 – Patient information and shared decision making (A patient with an infection, or at risk of an infection, is provided with information about their condition and treatment options in a way that they can understand. If antimicrobials are prescribed, information on how to use them, when to stop, potential side effects and a review plan is discussed with the patient.)</p> <p>Communication of critical information</p>	<p>3.2 making and prioritising recommendations to manage health, medical and medication needs of patients, including both pharmacological and non-pharmacological strategies, based on the Quality Use of Medicines Framework and the best available evidence</p>
	<p>2.6.5 Discuss and agree with the patient on the appropriate use of medicines, taking into account patients' preferences</p> <p>2.4 collaborating with patients, carers and other clients in shared decision-making by</p> <ul style="list-style-type: none"> a. supporting and advocating for the rights of patients, carers and other clients to access relevant information and participate in decisions relating to their care b. respecting their choices <p>3.5 implementing and delivering person-centred care by</p> <ul style="list-style-type: none"> a. respecting the personal characteristics, rights, preferences, values, beliefs, needs and diversity of patients, carers and other persons <p>1.3 Apply a patient/ client-centred and family-centred practice approach to practice</p>	<p>2.4 collaborating with patients, carers and other clients in shared decision-making by</p> <ul style="list-style-type: none"> a. supporting the rights of patients, carers and other clients to access relevant information and participate in decisions relating to their care b. respecting their choices <p>3.5 demonstrating the delivery of</p>

	<p>1.8 Discuss with the person the clinical issues and implications for treatment</p> <p>2.7 Tailor medicines for the person, considering relevant potential benefits, harms, medicine and person- specific factors</p> <p>3.1 Explore the person’s opinions and preferences concerning medicines and the treatment plan</p> <p>3.2 Negotiate therapeutic goals that enhance self-management</p> <p>3.3 Discuss the possible medicines options with the person and allow them time to make an informed decision</p> <p>2.1.2. Support and respect the rights of patients and other clients to contribute to decision-making.</p> <p>3.1.3. Collaborate to develop a medication management strategy or plan.</p> <p>1.2 Assess the patient’s health status and unique needs, goals, and preferences, in partnership with the patient.</p> <p>2.2 Use professional judgment to make evidence-informed decisions in the best interests of the patient.</p> <p>Shared decisions and planning care</p> <p>Planning and delivering comprehensive care</p> <p>Developing the comprehensive care plan</p> <p>Delivering comprehensive care</p>	<p>person-centred care including</p> <p>a. respecting the personal characteristics, rights, preferences, values, beliefs, needs and diversity of patients, carers and other persons</p>
	<p>3.4 Explore and respond appropriately to the person’s concerns and expectations about their health and the use of medicines to maintain their health</p>	
	<p>2.6.6 Document any intervention (e.g. document allergies, such as from medicines and nutrition in the patient’s medicines history)</p> <p>4.5 Discuss and document the treatment plan with the person and ensure they understand both the plan and how to use the medicine/s safely and effectively</p> <p>7.3 Maintain accurate and complete records of the interaction</p> <p>3.2.6. Facilitate continuity of care including during transitions of care</p> <p>3.3.3. Document clinical review findings and changes in medication management.</p> <p>3.4 Document pharmacy care and services and maintain pharmacy records.</p> <p>Quality statement 6 – Documentation (When a patient is prescribed an antimicrobial, the indication, active ingredient, dose, frequency and route of administration, and the intended duration or review plan are documented in the patient’s healthcare record.)</p> <p>Healthcare records</p>	

	Documentation, provision and access to medicines-related information	
	<p>2.6.7 Obtain, reconcile, review, maintain and update relevant patient medication and disease history</p> <p>3.4 carrying out systematic medication reviews, informed by the Quality Use of Medicines Framework, in order to identify and resolve potential medication-related issues and optimise the impact of medications on health outcomes in collaboration with patients, carers and other members of the health care team</p> <p>1.2 Discuss with the person their medical and treatment history</p> <p>1.5 Review and interpret information in the person’s health records to contribute to an understanding of their needs and current treatment</p> <p>5.3 Synthesise information provided by the person, other health professionals and from the assessment, to determine the response to medicines</p> <p>5.5 Discuss with the person the benefits of a medication management review, where appropriate</p> <p>3.5 Support Quality Use of Medicines</p> <p>Medication reconciliation</p>	<p>3.4 carrying out systematic medication reviews, informed by the Quality Use of Medicines Framework, in order to identify and resolve potential medication-related issues and optimise the impact of medications on health outcomes in collaboration with patients, carers and other members of the health care team</p>
	<p>3.5 c. optimising as far as is practicable the physical environment in which care takes place</p> <p>5.4 Maintain safety of the health service and associated environments</p> <p>Safe environment</p>	<p>3.5 c. optimising as far as is practicable the physical environment in which care takes place</p>
	<p>3.9 formulating and implementing appropriate monitoring of the outcomes of health, medical and medication management plans and adjusting them where appropriate in collaboration with patients, carers and other health team members</p> <p>3.5 Develop the medicines plan in partnership with the person</p> <p>3.6 Identify the need for, and develop with the person, a plan to review treatment</p> <p>5.4 Discontinue or modify existing medicines and other treatments, where appropriate</p> <p>1.3 Develop a plan for the patient’s care in collaboration with the patient and their circle of care.</p>	<p>3.9 recommending appropriate monitoring of the outcomes of health, medical and medication management plans and recommending adjustments to them where appropriate in collaboration with patients, carers and other health team members</p>
<p>Prescribing Competency Area 4: Prescribe medicines and</p>	<p>3.3 prescribing medications in accordance with current jurisdiction-specific legislation, scope of practice and PharmBA Guidelines</p> <p>3.2.4. Prescribe medicines</p>	<p>3.3 prescribing medications in accordance with current jurisdiction-specific legislation, scope of practice and PharmBA Guidelines</p>

<p>communicate the agreed treatment decision</p> <p>Competency Area 6: Prescribe safely and effectively</p> <p>Competency Area 7: Prescribe professionally</p>	2.1 Recognise when it is clinically appropriate not to prescribe medicines	
	2.9 Consider the implications to the wider community of prescribing a particular medicine	
	4.1 Ensure adequate and current knowledge of medicines prior to prescribing	
	4.2 Prescribe medicines compliant with relevant legislation, regulatory frameworks, guidelines, codes of practice, scope of practice and organisational policies and procedures	
	4.3 Where prescribing relies on electronic (eg, telehealth) or telephone services (eg, verbal prescription or medication order), ensure compliance with relevant legislation, guidelines and policies	
	6.1 Understand and prescribe medicines according to relevant legislation, regulatory frameworks and organisational requirements	
	6.5 Apply quality use of medicines principles when prescribing medicines	
	7.2 Demonstrate appropriate professional judgement when interpreting and applying prescribing guidelines and protocols to the person's situation	

3. Organisation and Management

Domain 4 Leadership and management

Domain 4 - Leadership and management

Role 7: Manager/leader

Competencies	Behaviours	On successful completion of an approved pharmacy (...)
	At the point of general registration as a pharmacist, pharmacists are competent in and committed to	
3.1 Budget and reimbursement	3.1.1 Acknowledge the workplace organisational structure	
	3.1.2 Effectively set and apply budget	
	3.1.3 Manage appropriate claims for reimbursements	
	3.1.4 Ensure financial transparency	

	4.5.1. Plan and manage finances.	
	3.1.5 Ensure proper reference sources for service reimbursement	
3.2 Human resources management	<p>3.2.1 Demonstrate organisational and management skills (e.g. plan, organise and lead on medicines management; risk management; self-management; time management; people management; project management; policy management.)</p> <p>4.7 Participate in organisational management</p> <p>4.4.1. Undertake strategic and/ or operational planning.</p> <p>4.4.2. Develop a business plan and monitor performance</p> <p>4.4.5. Develop and maintain supporting systems and strategies</p> <p>4.7.1. Understand and contribute to organisational/ corporate and clinical governance.</p> <p>4.7.3. Undertake project management.</p> <p>Integrating clinical governance</p> <p>Clinical governance and quality improvement to support comprehensive care</p>	
	<p>3.2.2 Identify and manage human resources and staffing issues</p> <p>4.6 Plan, manage and build human resource capability</p> <p>4.4.4. Undertake workforce planning</p> <p>5.4 Promote equity, diversity, and inclusion in the practice environment.</p> <p>Safety and quality roles and responsibilities</p>	
	<p>3.2.3 Recognise and manage the potential of each staff member and utilise systems for performance management (e.g. conduct staff appraisals)</p> <p>4.6 evaluating personal health and wellbeing status, identifying situations where health or wellbeing may be challenged, and adopting appropriate strategies and mechanisms to minimise their impact on personal and professional life</p> <p>4.6.1. Recruit and retain personnel.</p>	<p>4.6 evaluating personal health and wellbeing status, identifying situations where health or wellbeing may be challenged, and developing appropriate strategies and mechanisms to minimise their</p>

	<p>4.6.2. Establish role clarity and performance standards.</p> <p>4.6.3 Supervise personnel.</p> <p>4.6.5. Manage interpersonal relationships with supervised personnel.</p> <p>Evaluating performance</p>	<p>impact on personal and professional life</p>
	<p>3.2.4 Recognise the value of pharmacy team and of a multidisciplinary team</p>	
	<p>3.2.5 Support and facilitate staff training and continuing professional development</p> <p>5.1 Deliver education and training</p> <p>4.6.4. Develop personnel and promote improved performance.</p> <p>5.1.1. Plan education and training.</p> <p>5.1.2. Conduct education and training consistent with educational practice.</p> <p>5.1.3. Contribute to continuing professional development of others.</p>	
3.3 Improvement of service	<p>3.3.1 Identify, implement, and monitor new services (according to local needs)</p> <p>4.3.2. Foster initiative and contribute to innovation, improvement and service development.</p> <p>4.7.4. Contribute to professional activities planning with consideration of strategic context</p> <p>Partnerships in the planning, design, monitoring and evaluation of services</p>	
	<p>3.3.2 Resolve, follow up and prevent medicines related problems</p>	
3.4 Procurement	<p>3.4.1 Access reliable information and ensure the most cost-effective medicines in the right quantities with the appropriate quality</p>	
	<p>3.4.2 Develop and implement contingency plans for shortages</p>	
	<p>3.4.3 Efficiently link procurement to formulary, to push/pull system (supply chain management) and payment mechanisms</p>	
	<p>3.4.4 Ensure there is no conflict of interest</p>	

	3.4.5 Identify and select reliable supplier(s)	
	3.4.6 Select reliable supply of high-quality products (including appropriate selection and procurement processes, cost effectiveness, timely delivery)	
	3.4.7 Supervise procurement activities	
	3.4.8 Understand the tendering methods and evaluation of tender bids	
3.5 Supply chain management	3.5.1 Demonstrate knowledge in store medicines to minimise errors and maximise accuracy High-risk medicines (a. Identify high-risk medicines within the service; b. Safely store, prescribe, supply, administer and dispose of high-risk medicines)	
	3.5.2 Verify the accuracy of rolling stocks	
	3.5.3 Ensure effective stock management and running of service with the dispensary 3.16 storing and distributing medications appropriately, securely, safely and in accordance with the available evidence to ensure stability and efficacy 1.10 Manage pharmacy inventory to ensure safe and efficient distribution. Safe and secure storage and supply of medicines	3.16 demonstrating awareness of the appropriate conditions for secure and safe storage and distribution of medications to ensure stability and efficacy
	3.5.4 Ensure logistics of delivery and storage	
	3.5.5 Implement a system for documentation and record keeping	
	3.5.6 Take responsibility for quantification and supply chain forecasting	
	3.5.7 Mitigate risk of medicines shortages and stock outs through liaison and appropriate communication with healthcare staff, healthcare stakeholders, clients/customers and patients 4.5.3 Contribute to the efficient and effective use of resources.	
	3.6 Workplace	3.6.1 Address and manage day-to-day management issues 1.5.4. Use professional autonomy.

<p>management</p> <p>Domain 5: Quality and Risk Manager</p>	<p>4.2.3 Maintain productivity.</p> <p>4.2.4. Monitor progress and priorities.</p>	
	<p>3.6.2 Demonstrate the ability to take accurate and timely decisions and make appropriate judgements</p> <p>4.2.2. Plan and prioritise work.</p>	
	<p>3.6.3 Ensure the production schedules are appropriately planned and managed</p>	
	<p>3.6.4 Ensure the work time is appropriately planned and managed</p> <p>4.2 Manage professional contribution</p> <p>4.2.2. Plan and prioritise work.</p>	
	<p>3.6.5 Improve and manage the provision of pharmaceutical services</p> <p>3.5 c. optimising as far as is practicable the physical environment in which care takes place</p> <p>5.4 Maintain safety of the health service and associated environments</p> <p>4.4 Participate in organisational planning and review</p> <p>2.1.4. Consider the impact of the physical environment</p>	<p>3.5 c. optimising as far as is practicable the physical environment in which care takes place</p>
	<p>3.6.6 Recognise and manage pharmacy resources (e.g. financial, infrastructure)</p> <p>4.5 Plan and manage physical and financial resources</p> <p>4.4.3. Establish suitable premises and infrastructure</p> <p>4.5.2. Maintain the physical environment and acquire required resources.</p>	

<p>4. Professional/Personal</p> <p>Domain 1 Professionalism in practice</p> <p>Domain 2: Professional and ethical practitioner</p>		
Competencies	Behaviours	On successful completion of an

	At the point of general registration as a pharmacist, pharmacists are competent in and committed to	approved pharmacy (...)
4.1 Communication skills	4.1.1 Communicate clearly, precisely, and appropriately while being a mentor or tutor 2.1 communicating appropriately and effectively with a socially and culturally diverse range of people in a manner which inspires confidence and trust by 2.3.1. Use appropriate communication skills. 3.1 Use effective communication skills.	
Domain 3: Communicator and collaborator		
Domain 2 - Communication and collaboration	4.1.2 Communicate effectively with health and social care staff, support staff, patients, carer, family relatives and clients/customers, using lay terms and checking understanding 2.1 d. using appropriate communication and interpersonal behaviours in professional practice interactions 3.1 Communicate clearly, effectively, empathetically and appropriately with the patient/ client and their family, carer(s) or guardian(s) 2.3 Communicate effectively 2.3.2. Confirm the effectiveness of communication. Communication that supports effective partnerships	2.1 d. demonstrating appropriate communication and interpersonal behaviours
3. Communication and Collaboration		
Communicator		
Role 3: Communicator	4.1.3 Tailor communication that is appropriate to the patient's needs (including health literacy, cultural or language barriers, social needs, and emotional status) 2.1 b. engaging with all persons in a respectful, culturally appropriate, compassionate, responsive and empathetic manner in professional practice 2.4 Apply interpersonal communication skills to address problems	
Domain 3: Communicator and Collaborator		
	4.1.4 Use appropriate communication skills (e.g. verbal and non-verbal) to establish and maintain rapport with the patient and others including when communicating through digital and electronic platforms 2.1 a. using verbal, written and non-verbal communication which is appropriately tailored to the professional practice context and the capabilities and health literacy of the other person(s)	2.1 a. demonstrating appropriately tailored verbal, written and non-verbal communication
4.2 Continuing Professional Development (CPD)	4.2.1 Document CPD activities	
	4.2.2 Engage with students/interns/residents 5.1 acting as a role model, facilitator and/or mentor to students, colleagues, other pharmacy team members and other health care professionals 4.3.4. Serve as a role model, coach and mentor for others.	5.1 demonstrating skills as a role model, facilitator and/or mentor which are appropriate to their context

Domain 4: Lifelong learner	5.1.4 Link practice and education.	
2. Knowledge and Expertise	4.2.3 Evaluate accuracy of knowledge and skills	
Role 4: Reflective practitioner and self-directed learner Role 6: Educator	4.2.4 Identify learning and development needs	
Domain 4: Scholar and Lifelong Learner	4.2.5 Evaluate learning and development progress	
	4.2.6 Identify if expertise is needed outside current scope of knowledge 4.2 Identify ongoing professional learning needs and opportunities 7.5 Engage in ongoing professional development and education to improve prescribing practice 1.4.2. Determine professional development needs with reference to the competency standards.	
	4.2.7 Recognise own limitations and act upon them 4.2 identifying and acknowledging professional limitations and seeking appropriate support where necessary, including additional professional education and/or referral of patients to other health care professionals	4.2 demonstrating awareness of professional limitations and adopting appropriate strategies where necessary, including additional professional education and/or referral of patients to other health care professionals
	4.2.8 Reflect on performance 1.6 adopting a proactive and reflective approach to maintaining and developing their own professional competence and expertise in order to remain fit-to-practise 4.1 Manage issues and challenges through the application of critical thinking and reflective practice 1.4 Maintain and extend professional competence	1.6 demonstrating a proactive and reflective approach to developing their own professional competence and expertise
4.3 Digital literacy	4.2.9 Demonstrate engagement/participation in professional development and lifelong learning activities 4.1 engaging in regular and systematic reflection to enhance professional learning and practice 2.5 Seek opportunities to progress the profession 1.4.3. Acquire and apply practice expertise 2.1 Demonstrate commitment to ongoing professional learning, development, and improvement.	4.1 undertaking structured reflection as a means of enhancing learning and practice
	4.3.1 Identify, manage, organise, store, and share digital information	5.5 accessing, using, adapting and

<p>Domain A - Digital Professionalism</p>	<p>5.5 accessing, using, adapting and sharing information and/or other technologies to meet the needs of current and emerging professional practice A3 Online Identity - Using digital tools to develop and maintain appropriate online identity and reputation</p>	<p>sharing information and/or other technologies to meet the needs of current and emerging professional practice</p>
<p>Domain C, Data and Information Quality</p>	<p>4.3.2 Critically appraise, analyse, evaluate, and/or interpret digital information and their sources A1 Learning and Development - Ongoing development of skills, knowledge and confidence in digital health</p>	
<p>Domain E – Technology</p>	<p>4.3.3 Where applicable, participate in digital health services that promote health outcomes and engage with digital technologies (e.g. social media platforms & mobile applications) to facilitate discussions with the patient and others B2 Workplace Leadership - Participating as an active and visible player in digital health decision making in the workplace E1 Appropriate Technologies - Understanding the variety of digital health technologies available and identifying appropriate options E2 Digital Health Controls - Understanding and demonstrating the use of effective controls to ensure safe and appropriate application and governance of digital health solutions E3 Problem Solving and Feedback- Managing challenges that arise in the use of digital health technologies and providing feedback to inform future improvements</p>	
	<p>4.3.4 Maintain patient privacy and security of digital information related to the patient and workplace A2 Procedural Knowledge - Using digital tools in healthcare in a way that aligns with procedural, policy, legal and ethical requirements</p>	
	<p>B3 Leadership through Digital Change - Embracing the future of digital health through engaging with emerging technologies, understanding the challenges with implementing change, and participating in decision making to ensure the impacts and outcomes are positive</p>	
	<p>C1 Quality in Data Capture - Understanding own role in data capture and ensuring the collection of quality information</p>	
	<p>C3 Data Integrity for Decision Making -Understanding the importance of data integrity and how data and information translate to real-world action and change</p>	
	<p>D3 Digital Services - Promoting the evaluation of current and emerging digital health approaches to better link and connect services and care and support consumer experience</p>	

<p>4.4 Interprofessional collaboration</p> <p>Domain 3: Communicator and collaborator</p> <p>Collaborator</p> <p>Domain 2 - Communication and collaboration</p> <p>3. Communication and Collaboration</p>	<p>4.4.1 Respect and acknowledge the expertise, roles and responsibilities of colleagues and other health Professionals</p> <p>2.3 contributing to, and taking prominent roles where appropriate in the interprofessional collaborative health care team, in order to optimise patient outcomes, by</p> <p>a. respecting and appreciating the complementary roles of pharmacists and other members of the interprofessional collaborative care team</p> <p>7.7 Demonstrate respect for other health professionals and their contribution within a collaborative care model</p> <p>2.2.1. Show a commitment to interprofessional practice.</p> <p>Scope of clinical practice</p>	<p>2.3 contributing to the interprofessional collaborative health care team in order to optimise patient outcomes by</p> <p>a. demonstrating an understanding and appreciation of the roles of pharmacists and other members of the interprofessional collaborative care team</p>
<p>Role 5: Collaborative practitioner</p> <p>Domain 3: Communicator and Collaborator</p>	<p>4.4.2 Participate, collaborate, advise in therapeutic decision-making, and use appropriate referral in a multi-disciplinary team</p> <p>2.3 c. consistently engaging in appropriate teamwork behaviours</p> <p>5.7 Discuss the findings of the review and recommendations with other health professionals, where appropriate</p> <p>2.2 Collaborate with professional colleagues</p> <p>2.2.2 Engage in teamwork and consultation</p> <p>3.3 Collaborate with pharmacy colleagues, other health professionals, and other involved parties.</p> <p>Multidisciplinary collaboration</p> <p>Communication to support patient referral and multidisciplinary collaboration</p>	<p>2.3 c. demonstrating appropriate teamwork behaviours</p>
	<p>4.4.3 Engage in collaborative practice, research and service provision to optimise patient health outcomes</p> <p>2.6 Consult other health professionals about potential medicines and the treatment plan, where appropriate</p> <p>2.1 Collaborate and work in partnership for the delivery of patient-centred culturally responsive care</p> <p>1.6.1. Collaborate to improve quality and safety across the continuum of care.</p>	

	<p>2.2.3 Promote effective interprofessional practice</p> <p>2.4.1. Analyse the problem or issue to be addressed and the possible solutions.</p> <p>3.2 Work in partnership with the patient.</p>	
	<p>4.4.4 Engage in relationship-building with health professionals allowing conflict resolution, teamwork, communication, and consultation</p> <p>2.3 b. creating and maintaining effective intra- and interprofessional relationships, and working in partnership to achieve negotiated, agreed-upon objectives</p> <p>3.2 Collaborate with other health practitioners</p> <p>4.4 Provide accurate and complete information to other health professionals in a timely manner when implementing new medicines or modifying existing medicines or treatment plans</p> <p>2.4.2. Engage with others as appropriate to resolve the identified problem or issue.</p>	<p>2.3 b. creating and maintaining effective intra- and interprofessional relationships, and working in partnership to achieve negotiated, agreed-upon objectives</p>
	<p>4.4.5 Demonstrate mutual respect and adopt shared values of the workplace and toward patient care</p> <p>2.3 d. using appropriate communication at transition points to reduce risks to patients and ensure safe and effective continuity of patient care</p> <p>2.4.3. Review outcomes achieved and assess follow-up requirements</p>	<p>2.3 d. demonstrating appropriate communication at transition points in patient care to reduce risks to patients and ensure safe and effective continuity of patient care</p>
<p>4.5. Leadership and self-regulation</p>	<p>1.9 upholding and advancing the reputation and value of the profession</p>	<p>1.9 upholding and maintaining the reputation and value of the profession</p>
<p>Domain 4 Leadership and management</p> <p>Domain B, Leadership and Advocacy</p> <p>4. Leadership and Stewardship Leader</p>	<p>4.5.1 Apply assertiveness skills (inspire confidence)</p> <p>4.7 providing effective leadership by taking the initiative when appropriate, managing own roles, and understanding and accepting appropriate responsibility and accountability for organising, planning, prioritising, influencing and negotiating within a professional team context</p> <p>1.5.1. Apply expert knowledge and skills.</p> <p>4.3.1. Inspire a strategic vision and common purpose</p>	<p>4.7 demonstrating effective leadership skills, including taking the initiative when appropriate, managing own roles, and understanding and accepting appropriate responsibility and accountability for organising, planning,</p>

<p>Role 7: Manager/leader</p>		<p>prioritising, influencing and negotiating within a team context</p>
	<p>4.5.2 Demonstrate leadership and practice management skills, initiative and efficiency 1.8 accepting personal responsibility and accountability for decisions and actions in professional practice 7.4 Accept responsibility and accountability for prescribing decisions 1.5 Apply expertise in professional practice 4.1 Show leadership of self 4.3 Show leadership in practice 4.1 Provide pharmacy colleagues with leadership, support, and supervision.</p>	<p>1.8 accepting personal responsibility and accountability for decisions and actions</p>
	<p>4.5.3 Document risk management (critical incidents)</p>	
	<p>4.5.4 Prioritise work, practice punctuality and time management</p>	
	<p>4.5.5 Develop, implement and monitor innovative ideas 4.8 contributing to the responsible and socially accountable stewardship of resources to promote equitable, viable and sustainable access to health care 4.1.3 Display self-motivation, an innovative mindset and motivate others.</p>	<p>4.8 demonstrating awareness of the importance of, and strategies for, promoting responsible and socially accountable stewardship of health care resources</p>
	<p>4.5.6 Recognise and describe emotional information about self and others (e.g. self-awareness, self-regulation, motivation, social skills and empathy) 4.3 identifying situations where personal attributes, strengths and weaknesses may affect professional performance and/or personal development and taking appropriate actions (including self-regulation and seeking support where necessary) to minimise risks to public safety 4.1.1. Display emotional awareness and effective self-regulation of emotions. 4.1.2. Apply reflective skills for self-assessment.</p>	<p>4.3 demonstrating self-awareness and self-regulation of personal attributes, strengths and weaknesses which may affect professional performance and/or personal development</p>
	<p>4.5.7 Demonstrate flexibility and adaptability to a variety of conditions and circumstances 1.7 responding to change in a flexible and adaptable manner 1.5.2. Use reasoning and judgement. 4.3.3. Encourage, influence and facilitate change</p>	<p>1.7 demonstrating awareness of appropriate change management principles and strategies</p>

	<p>4.5.8 Recognise when affected by setbacks or stress and manage with effective coping strategies (resilience)</p> <p>4.5 recognising situations in professional practice likely to compromise performance and implementing effective strategies to minimise their impact</p>	<p>4.5 recognising situations likely to compromise performance and developing effective strategies to minimise their impact</p>
4.6 Legal and regulatory practice	<p>4.6.1 Apply regulatory affairs and the key aspects of pharmaceutical registration and legislation</p> <p>1.4 practising legally by</p> <ul style="list-style-type: none"> a. complying with all legal obligations in their practice b. maintaining contemporary familiarity with key legislative instruments <p>2.1 Practise in an ethical and professional manner, consistent with relevant legislative and regulatory requirements</p> <p>7.1 Understand and comply with applicable professional standards, codes of conduct and guidelines relevant to prescribing</p> <p>1.3 Practise within applicable legal framework</p> <p>1.3.2. Respond to common law requirements.</p> <p>4.7.5 Apply and monitor standards of practice.</p> <p>5.1 Adhere to relevant legislative and regulatory requirements.</p>	<p>1.4 practising legally by</p> <ul style="list-style-type: none"> a. demonstrating contemporary knowledge and application of legal requirements relating to community and hospital pharmacy practice within their jurisdiction b. demonstrating awareness of the processes for maintaining contemporary familiarity with key legislative instruments
	4.6.2 Apply the principles of business economics and intellectual property rights including the basics of patent interpretation	
	4.6.3 Be aware of and identify the new medicines coming to the market	
	4.6.4 Comply with legislation for drugs with the potential for abuse	
	1.3.1. Comply with statute law, guidelines, codes and standards.	
	4.6.5 Apply the principles of marketing and sales	

	<p>4.6.6 Engage with health and medicines policies</p> <p>4.10 contributing to, maintaining, complying with and regularly reviewing appropriate policies, processes and protocols to ensure safe and socially accountable provision of health care</p> <p>Policies and procedures</p>	<p>4.10 demonstrating awareness of, and complying with appropriate policies, processes and protocols</p>
<p>4.7. Professional and ethical practice</p> <p>Domain 1 - Professionalism and ethics</p> <p>5. Professionalism Professional</p> <p>Role 2: Professional and ethical practitioner</p> <p>Domain 2: Professional and Ethical Practitioner</p>	<p>4.6.7 Recognise the steps needed to bring a medical device or medicine to the market including the safety, quality, efficacy and pharmacoeconomic assessments of the product</p> <p>4.7.1 Demonstrate awareness and employment of local/national codes of ethics</p> <p>1.5 practising ethically and with integrity by</p> <ul style="list-style-type: none"> a. recognising ethical issues and dilemmas, including conflicts of interest, in practice as they arise c. maintaining current familiarity and compliance with professional codes, guidelines and standards <p>1.2 Observe and promote ethical standards</p> <p>1.2.1. Support ethical professional practice.</p> <p>1.2.2. Manage ethical issues arising in practice.</p>	<p>1.5 practising ethically and with integrity by</p> <ul style="list-style-type: none"> a. identifying potential ethical issues and dilemmas, including conflicts of interest, relating to practice c. demonstrating awareness of relevant professional codes, guidelines and standards and their content
	<p>4.7.2 Fulfil duty of care to the patient and the public</p> <p>1.1 promoting and ensuring both the best interests and safety of patients and the public</p> <ul style="list-style-type: none"> d. ensuring that the best interests of patients, carers and other persons are foremost in the provision of care <p>2.2 Treat each patient/ client and their family with dignity and care</p> <p>1.1.5. Work with commitment, diligence and care.</p> <p>1.2.3. Promote ethical professional practice.</p> <p>5.2 Apply ethical principles to practice.</p>	<p>1.1 promoting both the best interests and safety of patients and the public</p> <p>3.5 d. ensuring that the best interests of patients, carers and other persons are foremost in the provision of care</p>

	<p>4.7.3 Maintain privacy and confidentiality (with the patient and other healthcare professionals)</p> <p>3.5 b. maintaining privacy and confidentiality in interactions with patients, carers and other persons</p>	<p>3.5 b. maintaining privacy and confidentiality in interactions with patients, carers and other persons</p>
	<p>4.7.4 Comply with patient privacy legislation including documentation of information</p> <p>2.2 documenting, communicating and recording relevant information, findings, decisions, recommendations and other information accurately, concisely and in a timely manner, taking due account of privacy and confidentiality</p> <p>1.4 Collect and use clinical information appropriately</p> <p>1.3.3. Respect and protect the individual's rights to privacy and confidentiality.</p>	<p>2.2 documenting, communicating and recording relevant information, findings, decisions, recommendations and other information accurately and concisely, taking due account of privacy and confidentiality</p>
	<p>4.7.5 Consider available evidence and support the patient to make informed choices about medicine use</p> <p>3.5 e. ensuring that patients, carers and other persons are provided with sufficient information and advice to enable them to consider options and give informed consent where appropriate</p> <p>4.3 Apply evidence and strengths based best practice approaches in Aboriginal and Torres Strait Islander primary health care</p>	<p>3.5 e. ensuring that patients, carers and other persons are provided with sufficient information and advice to enable them to consider options and give informed consent where appropriate</p>
	<p>4.7.6 Obtain patient consent (it can be implicit on occasion)</p> <p>3.5 f. ensuring that informed consent is obtained, respected and appropriately recorded when appropriate</p> <p>1.3.4. Assist individuals to understand and grant informed consent.</p> <p>Healthcare rights and informed consent</p>	<p>3.5 f. ensuring that informed consent is obtained, respected and appropriately recorded when appropriate</p>
	<p>4.7.7 Recognise professional limitations of self and others in the team</p> <p>1.5 d. recognising and responding appropriately to situations which fall outside their current scope of practice or competence</p> <p>1.4.1. Adopt a scope of practice consistent with competence</p>	<p>1.5 d. recognising and formulating strategies to respond appropriately to situations which fall outside their</p>

		expected scope of practice or competence
	<p>4.7.8 Demonstrate professional responsibility for all decisions made and actions taken</p> <p>1.5 b. considering alternative strategies and adopting an appropriate course of action in response to ethical issues and dilemmas</p> <p>2.3 Assume responsibility and accept accountability for professional decisions</p> <p>1.1 Uphold professionalism in practice</p> <p>1.1.2. Uphold the professional role of a pharmacist.</p> <p>1.1.4. Accept professional responsibility and accountability.</p> <p>1.5.3. Demonstrate accountability and responsibility</p> <p>5.3 Contribute to wellness and resilience in the practice setting to mitigate impacts on patient care.</p>	<p>1.5 b. considering alternative strategies and choosing an appropriate course of action in response to ethical issues and dilemmas</p>
	<p>5.3 recognising and responding to the inherent complexity, ambiguity and uncertainty of contemporary and future professional practice</p>	<p>5.3 demonstrating awareness of the inherent complexity, ambiguity and uncertainty of contemporary and future professional practice</p>
	<p>4.7.9 Demonstrate awareness of socially accountable practice (including cultural and social needs; cultural safety, respect, and responsiveness; diversity, equity and inclusiveness).</p> <p>1.2 promoting, maintaining and advocating for cultural safety, respect and responsiveness, particularly in relation to Aboriginal and Torres Strait Islander peoples</p> <p>2.4 Advocate on behalf of the patient/client and their family when appropriate</p> <p>1.1.1. Promote a culture of professionalism.</p> <p>1.1.3. Apply understanding and knowledge of medicines management and use in society.</p>	<p>1.2 promoting and advocating for cultural safety, respect and responsiveness, particularly in relation to Aboriginal and Torres Strait Islander peoples</p>
<p>4.8. Quality assurance and research in the workplace</p> <p>Domain 5 Research, inquiry and education</p> <p>Domin 5 - Education and research</p>	<p>4.8.1 Apply research findings and understand risk-benefit analyses (e.g. pre-clinical, clinical trials, experimental clinical pharmacological research, and risk management)</p> <p>5.2 Participate in research</p> <p>5.2.1. Establish research partnerships.</p> <p>5.2.4. Design and deliver research projects to address gaps in the evidence-base and identify areas for innovation and advances in practice.</p>	

<p>Scholar</p> <p>Domain 4: Scholar and Lifelong Learner</p> <p>Domain 5: Quality and Risk Manager</p> <p>Measurement and quality improvement</p>	<p>4.8.2 Audit quality of service (meet local and national standards and specifications)</p> <p>Feedback and complaints management</p>	
	<p>4.8.3 Develop and implement standing Operating Procedures (SOP's)</p>	
	<p>4.8.4 Ensure appropriate quality control tests are performed and managed appropriately</p>	
	<p>4.8.5 Ensure medicines are not counterfeit and adhere to quality standards</p>	
	<p>4.8.6 Identify and evaluate evidence-base to improve the use of medicines and services</p> <p>5.4 contributing to the evidence base through engaging in research and inquiry, including</p> <ul style="list-style-type: none"> a. formulating questions relating to gaps and uncertainties in practice b. identifying and critically appraising relevant source materials c. undertaking relevant investigations, where appropriate d. drawing conclusions by synthesizing the results of research and inquiry activities e. reporting and disseminating the outcomes appropriately f. implementing practice change in response to the outcomes <p>4.7.6. Work across service delivery boundaries.</p> <p>5.2.3. Undertake critical evaluation activities.</p> <p>5.3.3. Apply research evidence into practice.</p>	<p>5.4 demonstrating knowledge and skills in research and inquiry, including</p> <ul style="list-style-type: none"> a. formulating questions b. identifying and critically appraising relevant source materials c. undertaking relevant investigations, where appropriate d. drawing conclusions by synthesizing the results of research and inquiry activities e. reporting and disseminating the outcomes appropriately f. identifying ways in which the outcomes can be applied to practice
<p>4.8.7 Identify, investigate, conduct, supervise and support research at the workplace (enquiry-driven practice)</p> <p>4.9 contributing to assurance of quality and continuous quality improvement processes through collaboration, critical thinking, curiosity and creativity</p> <p>5.3 Implement quality assurance processes throughout the patient/client journey</p>	<p>4.9 promoting quality assurance and continuous quality improvement strategies through utilising skills in collaboration, critical thinking, curiosity and creativity</p>	

	<p>1.6 Contribute to continuous improvement in quality and safety</p> <p>5.3 Research, synthesise and integrate evidence into practice</p> <p>5.2.2. Identify gaps in the evidence-base.</p> <p>5.5.7 Contribute to the improvement of pharmacy practice, by sharing best practices and supporting research initiatives.</p>	
	<p>4.8.8 Implement, conduct and maintain a reporting system of pharmacovigilance (e.g. report Adverse Drug Reactions)</p> <p>Adverse drug reactions</p>	
	<p>4.8.9 Initiate and implement audit research activities</p> <p>5.2 educating others and evaluating the effectiveness of the education</p> <p>5.5 Promote a culture of patient safety and continuous quality improvement. (5.5.3 Report and share information on uncommon or serious adverse drug reactions and apply learnings to practice.)</p>	<p>5.2 demonstrating awareness of effective processes for facilitating learning, including aims, learning outcomes, learning activities, assessment and feedback</p>