

Qualification Title: New Zealand Certificate in Pharmacy (Introduction to Pharmacy Practice) (Level 3)

Qualification number: 1886

Date of review: 28 August 2017

Final decision on consistency of the qualification: National Consistency is Confirmed

Threshold:

The threshold to determine sufficiency with the graduate profile was determined as evidence of graduates who are able to:

- Work in a non-dispensing support role within a pharmacy.
- Support the provision of safe, patient-centred healthcare under the supervision of a pharmacist.
- Safely determine if it is appropriate to provide pharmacy related products and services or advice to customers/patients, and know when to refer to a pharmacist.

Tertiary Education Organisations with sufficient evidence

Tertiary Education Organisation	Final rating
Intueri Education New Zealand Limited (Academy NZ)	Sufficient

Introduction

This qualification, of 40 credits, is designed to provide the pharmacy sector with people who have the knowledge, skills, attitudes and behaviours required to work in a non-dispensary support role within a pharmacy. Employment pathways may include the progression to retail management within a community pharmacy or to a Pharmacy Technician role in either community or hospital pharmacy on completion of appropriate training.

Only one provider contributed to this review. The provider delivers a single, NZQA approved, programme of study which includes NZ Certificate in Pharmacy qualifications at levels, 3, 4 and 5. As there is no early exit point, all graduates reported had completed the whole programme and therefore all 3 qualifications. Graduate and employer surveys and feedback applied to all three qualifications although there were explicit survey questions to determine consistency at each level.

The same 76 graduates were reported at each level in 2016.

Evidence

The education organisation provided a range of evidence to demonstrate that their graduates met the graduate profile outcomes.

The criteria used to judge the evaluation question were:

- The nature, quality and integrity of the evidence presented by the education organisation
- How well the organisation has analysed, interpreted and validated the evidence, and used the understanding gained to achieve actual or improved consistency
- The extent to which the education organisation can reasonably justify and validate claims and statements relating to the consistency of graduate outcomes, including in relation to other providers of programmes leading to the qualification

Evidence provided included

- Confirmation that the education organisation had a coherent programme of study which included all three qualifications and ensured that programme components led to the graduate profile. The provider's programme included work experience midway through the programme and an internship at the end.
- Internal and external post and pre-assessment moderation reports. The education organisation confirmed that they collaborated with other private training establishments and the Pharmaceutical Society in assessment and moderation.
- Graduate and employer surveys which confirmed that graduates had gained, and were using, the skills and knowledge outlined in the graduate profile. At the end of the education organisations programme 30 students went directly into employment in pharmacies, with 58 employed in pharmacies within 3 months of the end of the programme. By the time of the review 8 months after graduation, 65 of the 76 graduates (85%) were in employment in a pharmacy; 3 were in further study, although not Pharmacy related; with the remaining 8 graduates either a fulltime parent or seeking employment.

How well does the evidence provided by the education organisation demonstrate that its graduates match the graduate outcomes at the appropriate threshold?

The evidence presented before, and at the review meeting was sufficient to demonstrate that the graduates match the graduate outcomes. The evidence discussed above was strongly aligned with the graduate profile and clearly demonstrated that graduates meet the threshold.

Although the same set of graduates and employers were surveyed to establish consistency at Levels, 3, 4 and 5, they were asked to complete 3 separate survey components relating to each level of qualification within their programme. For instance to determine consistency with the graduate profile at Level 3, the employer and graduate surveys asked for, and received, confirmation that graduates were able to:

- Work ethically and professionally as required by the pharmacy codes and standards
- Communicate and interact with pharmacy team members and customers/patients to ensure the provision of appropriate customer service
- Apply and work within all legislation relevant to their workplace
- Safely determine if it is appropriate to provide pharmacy related products and services or advice to customers/patients, and know when to refer to a pharmacist
- Carry out a range of support activities within the pharmacy
- Apply basic first aid
- Make accurate calculations and use appropriate information technology tools.

Final consistency review report

In general, the quality of evidence presented was sound with a good mix of informal or anecdotal feedback and empirical evidence. The alignment of evidence with the graduate profile strengthened the consistency case.