

Competency Standards for Singapore Pharmacists Functional Area - Promote Optimal Use of Drugs

Competency Unit 1: Participate in drug therapy selection

No.	Element	Performance Criteria	Evidence
1.1.1	Obtain patient history	Access patient's medication history and/or current medication treatment record.	Ability to access, read and interpret patient's medication history and/or current medication treatment record.
1.1.2		Obtain relevant clinical and medication related information from patient and/or caregiver and/or healthcare professional.	a) Ability to interview patient and/or caregiver, taking into account: racial, language, cultural differences, physical or cognitive impairment.
			b) Ability to develop an accurate medication history (current and historical medication profile, medical history, social history, laboratory results, adverse drug reactions, known allergies) from patient/caregiver/healthcare professionals/patient's documents.
		c) Ability to describe additional information that is required and its relevance to the selection of an appropriate therapy.	
1.2.1	Review drug treatment	Understand the pathophysiology of the patient's medical condition and how it may influence the selection of drug.	Ability to explain the clinical aspects of the medical condition and the signs and symptoms (including laboratory readings) commonly associated with them.
1.2.2		Understand the pharmacological and/or therapeutic basis for the drug choice.	Ability to explain the drug choice in terms of pharmacological actions and therapeutic uses of the drug and the medical condition of the patient.
1.2.3		Consider the appropriateness of the drug choice for patient's medical condition.	Ability to decide whether or not, drug treatment is required and if so to decide on an appropriate drug, dose, dosage form, method of administration, frequency, duration of dosing for patient, taking into account: (i) medical condition/disease state; (ii) patient factors e.g. age, weight, sex, mobility, pregnancy, racial, cultural, religious groups, allergies, risk factors; (iii) drug factors e.g. pharmacokinetics, bioavailability, efficacy, safety/toxicity, drug/food interactions, cost.
1.2.4		Identify clinically significant potential or actual drug related problems in current drug treatment.	Ability to use professional judgement to identify potential or actual drug related problems in current drug treatment that are likely to be significant e.g. interactions, contraindications, incompatibilities, allergies, adverse drug reactions.

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No.	Element	Performance Criteria	Evidence
1.2.5	Review drug treatment	Ability to identify situations whereby a change in drug therapy consistent with guidelines would be beneficial to patient.	Ability to describe patient and lifestyle factors and features of drug that are likely to adversely affect patient's drug adherence e.g. language, literacy and numeracy skills, dexterity, vision, racial, religious, cultural background, dosing regimen, side-effect profile, cost.
1.2.6		Apply evidence based treatment guidelines to evaluate drug treatment.	Demonstrate knowledge of consensus or best practice treatment guidelines or institution protocols for specific medical conditions.
1.2.7		Understand the significance of common laboratory tests and investigations.	a) Ability to describe the use and limitations of commonly ordered laboratory tests and investigations that influence drug treatment.
	b) Ability to interpret results of commonly ordered laboratory tests and investigations e.g. renal function, liver function, serum electrolytes, complete blood count and correlate results of clinical significance (if any) with patient's drug treatment.		
1.3.1	Recommend treatment changes	Demonstrate a logical approach for preventing, resolving or minimising the impact of identified drug related problem(s) and issue(s) likely to affect adherence.	a) Ability to identify drug-related problem and/or adherence issue whereby intervention is necessary.
			b) Ability to offer a solution to address the drug-related problem and/or adherence issue.
1.3.2		Assess and select the most appropriate option.	a) Ability to offer and justify appropriate alternative treatment options, including complementary medicines and non-medical intervention based on efficacy, safety and cost.
	b) Ability to calculate the dose of drug for patient where dosage adjustment is necessary e.g. weight, renal function, liver function, age.		
1.3.3	Recommend the appropriate option to prescribers / healthcare professionals.	Ability to clearly communicate and justify in written form and/or verbally, with sound evidence base, the rationale behind recommended changes to patient's drug treatment.	
1.4.1	Assist and promote self management by patients	Initiate action, in consultation with prescribers / pharmacists / healthcare professionals / caregivers / patients to address issues affecting drug adherence and/or improving health outcomes.	a) Ability to recognise when a dose administration aid e.g. pill box, pill cutter, administration device e.g. inhaler spacer, modified dosage form, other interventions e.g. picture label, medication profile book may improve therapy and compliance.
			b) Ability to identify and effectively communicate with patient changes to drug

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No.	Element	Performance Criteria	Evidence
			treatment.

Competency Unit 2: Monitor and assess patient's drug therapy

No.	Element	Performance Criteria	Evidence
2.1.1	Follow-up identified patients	Confirm that drug is administered as intended.	Ability to effectively communicate with patient and/or caregiver to assess and confirm if patient and/or caregiver is able to correctly administer the drug correctly.
2.1.2		Confirm that drug is well tolerated by patient.	a) Ability to describe adverse drug reactions that are predictable and commonly encountered or to be able to access adverse drug reaction information promptly.
			b) Ability to describe and/or recognise signs of drug toxicity or be able to access the information promptly.
2.1.3		Investigate if undesirable clinical effects may be related to drug treatment.	Ability to correlate time based history of drug use and onset of undesirable clinical effect(s).
2.1.4	Document and report adverse drug reaction or allergy.	Ability to use adverse drug reaction reporting mechanisms.	
2.2.1	Initiate intervention/s	Assist patient's understanding of the drug treatment.	Ability to effectively communicate with patient and/or caregiver in written form or verbally concise, accurate and relevant information e.g. reinforcement of drug indication, dosing regimen, administration technique, storage requirement, adverse effects.
2.2.2		Promote self management by patient.	Ability to recognise when a dose administration aids, devices or other interventions can improve suboptimal drug use as well as necessary actions for managing adverse drug reactions, drug toxicity and disease conditions.
2.2.3		Recommend, ensure therapeutic drug monitoring (TDM) is conducted according to therapeutic guidelines and interpret information if indicated.	a) Ability to explain purpose (relationship between plasma concentration and therapeutic and toxic effects) and factors that influence TDM (timing, time to steady state, loading dose).
	b) Ability to identify narrow therapeutic index drugs of which TDM is necessary.		
	c) Ability to know when TDM is indicated for patient.		

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No.	Element	Performance Criteria	Evidence
2.2.3	Initiate intervention/s	Recommend, ensure therapeutic drug monitoring (TDM) is conducted according to therapeutic guidelines and interpret information if indicated.	d) Ability to describe or access to information on the timing (in relation to achievement of steady state and time since last dose) and frequency for TDM.
			e) Ability to interpret the validity of test result for informing dosage adjustment and to use valid results (and consider relevant factors) to calculate and recommend changes to doses and/or dosing frequency and to advise on timing for retesting if required.
			f) Ability to recognise limitations of own ability and/or knowledge and to seek advice from appropriate persons or refer to appropriate information sources when necessary.
2.2.4		Refer patient to doctor/healthcare professional when expertise is needed.	Ability to recognise when patient's well being or health outcome would benefit from consultation with doctor or healthcare professional.
2.3.1	Manage patient records	Document and maintain patient records consistent with professional standards and conventions.	Compliance with professional conventions and standards in relation to documentation and maintenance of medication profiles and interventions.

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Competency Unit 1: Assess prescriptions

No.	Element	Performance Criteria	Evidence
1.1.1	Validate prescriptions	Check the authenticity of prescriptions and identity of prescribers.	a) Ability to recognise signs of prescription fraud.
			b) Ability to recognise/identify/describe drugs/drug products that are known to be subject to abuse or misuse.
1.1.2		Confirm and verify that the prescriptions comply with all legal requirements and professional practice guidelines.	a) Ability to explain the key legal requirements of a valid prescription as specified by the Medicines Act and Poisons Act.
			b) Ability to describe or demonstrate a verification / confirmation process for prescriptions received verbally (e.g. by telephone) or electronically.
1.1.3		Act to ensure fraudulent or illegal prescriptions are not dispensed.	a) Ability to describe and/or demonstrate actions to be taken in the event that fraud is suspected (e.g. Tampered, forged prescriptions).
			b) Ability to identify courses of action available if an illegal prescription is presented (e.g. expired prescriptions, foreign prescriptions).
1.2.1	Clarify medication orders	Read prescriptions to ensure they are accurate, complete and clearly communicate the prescriber's intended treatment.	Ability to identify deficiencies in information provided on the prescription.
1.2.2		Clarify required drug, dosage form, dose, frequency and/or duration of treatment with prescribers where these are in doubt.	a) Ability to clearly document on the prescription essential information about the prescribed medicine / dosing regimen that has been obtained from the prescriber, according to professional practice guidelines.
			b) Ability to maintain professional rapport with the patient / carer and prescriber when making enquiries relevant to assessment of the prescription.
1.2.3	Identify required drugs and ingredients by the International Non-proprietary Name (INN), generic or common name or brand name.	Ability to identify drugs by a variety of names (trade, generic / common name, INN), or to readily access this information in reference sources.	
1.2.4	Clarify medication orders	Obtain enough information required to dispense medicines from the prescriber or patient / carer.	a) Ability to identify and justify the need for additional information (e.g. age or weight of patient) to be obtained from patient / carer or prescriber.

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No.	Element	Performance Criteria	Evidence
1.2.5		Document interventions on prescriptions in accordance with the legal requirements and professional practice guidelines.	b) Ability to document interventions on prescriptions in accordance with the legal requirements and professional practice guidelines.
1.3.1	Confirm availability of medicines	Establish any special circumstances or supply arrangement impacting on the availability of the prescribed medicine.	Ability to describe the legal or other requirements applicable for supply of medicines (e.g. controlled drugs, pharmacy-only, emergency supply, formulary etc).
1.3.2		Identify suitable products held in stock or available from the supplier.	Ability to use authoritative reference sources to clarify required product and its availability.
1.3.3		Liaise with prescribers to identify suitable alternative products where supply difficulties are apparent	Ability to identify and recommend a therapeutic alternative where a prescribed product cannot be obtained.
1.3.4		Accept responsibility for advising patients/carer of any issue likely to cause a delay to medicines being dispensed.	a) Ability to maintain professional rapport with the patient/carer and prescriber when making enquiries relevant to assessment of the prescription.
	b) Ability to determine where and when the medicine can be obtained if not available.		
1.4.1	Assist and promote self management by patients	Recommend the appropriate option to prescribers/healthcare professionals	Ability to clearly communicate and justify in written form and/or verbally, with sound evidence base, the rationale behind recommended changes to patient's drug treatment

Competency Unit 2: Evaluate Prescribed Medicines

No.	Element	Performance Criteria	Evidence
2.1.1	Consider prescribed medicines	Understand the therapeutic use(s) or pharmacological rationale for use of prescribed medicines.	a) Ability to describe the therapeutic uses and/or pharmacology of drugs, or to readily access this information.
			b) Ability to explain why the particular drug(s) are likely to have been prescribed for a specific patient.

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No.	Element	Performance Criteria	Evidence
2.1.2		Consider patient, drug and dosage form factors likely to impact on the efficacy or safety of treatment.	Ability to describe the types of patient factors (e.g. medical conditions / disease states, age, weight, allergies, pregnancy and lactation), drug factors (e.g. bioavailability, pharmacokinetics, efficacy, toxicity) and formulation factors (e.g. use of preservatives, stability, sterility) that are likely to impact on efficacy and safety of treatment.
2.2.1	Examine prescribed medicines in the context of medication history and current treatment.	Use a systematic approach to access and review the patient medication history and current treatment regimen.	Ability to access available patient medication histories, including those that are stored electronically, to assess changes to therapy, patterns of usage and adherence, previous allergies and adverse effects, drug interactions and relative or absolute contraindications.
2.2.2		Obtain additional essential medication related information from patients and/or the prescriber, and/or their caregivers.	a) Ability to identify additional information needed to confirm the safety and/or appropriateness of providing the prescribed medicine(s).
			b) Ability to maintain professional rapport with patient/carer and/or prescriber when seeking additional medication related information.
2.2.3		Use readily available information sources as needed to obtain all necessary information.	a) Ability to recognise limitations of own knowledge and use recommended or required reference sources to seek additional information when necessary.
			b) Ability to identify relevant information sources for different types of information.
2.2.4		Consider the appropriateness of the dose, dosage form, dosing regimen, route of administration and duration of treatment of the prescribed medicine.	Ability to decide on the appropriateness of the prescribed drug, dosage form and dosing regimen for a specific patient, taking into account relevant patient and drug factors.
2.2.5		Identify clinically significant potential or actual drug related problems created by the provision of the prescribed medicine.	Ability to use professional judgment to identify potential or actual medication related problems associated with the provision of the prescribed medicine that are likely to be clinically significant.
2.2.6	Identify factors likely to adversely affect adherence to treatment with the prescribed medicine or dosing regimen.	Ability to describe patient or lifestyle factors or features of the prescribed medicine that are likely to adversely impact on adherence to prescribed medicine or dosing regimen (e.g. language, literacy and numeracy skills, manual dexterity, vision, racial, religious and cultural background, dosing regimen, side-effect profile and cost).	

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No.	Element	Performance Criteria	Evidence
2.3.1	Promote optimal medication treatment	Demonstrate a logical approach to deciding a course of action for resolving identified drug related problems and issues likely to affect adherence.	a) Ability to recognise prescriptions where some form of intervention on behalf of the patient is warranted.
			b) Ability to describe the plan for addressing any significant adherence issues and medication related problems identified for individual patients.
2.3.2		Recommend alternate treatment options to prescribers for resolving or minimising drug related problems and/or issues affecting adherence.	a) Ability to identify appropriate alternative treatment options to overcome drug related problems.
			b) Ability to describe the rationale behind recommended changes to treatment.
2.3.3	Initiate actions, in consultation with prescribers and/or patients, to address issues impacting on adherence.	Ability to recognise when a dose administration aid or administration device (e.g. an inhaler spacer) may assist therapy.	
2.3.4	Record prescription interventions.	Ability to use a systematic recording system for prescription interventions.	

Competency Unit 3: Supply Prescribed Medicines

No.	Element	Performance Criteria	Evidence
3.1.1	Apply a systematic dispensing procedure	Use professional judgement to prioritise the order in which prescriptions medicines are dispensed.	Ability to decide a priority order for prescribed medicines, taking account of factors such as the urgency of clinical need, professional activities involved (e.g. compounding and recording), patient safety and legal requirements.
3.1.2		Maintain a logical, safe and disciplined dispensing procedure.	a) Ability to operate computerised dispensing and software packages used to record dispensed medicines and patient medication profiles.
			b) Ability to describe the dispensing process according to workplace's standard operating procedures.
			c) Ability to demonstrate a dispensing process where there is evidence of sequential checks for accuracy being made throughout the process.
		d) Ability to select product, dosage form and required quantity accurately.	

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No.	Element	Performance Criteria	Evidence
3.1.3	Apply a systematic dispensing procedure	Consider factors likely to compromise product efficacy and stability when repackaging medicines out of their original containers / packaging.	Ability to describe factors (e.g. light / moisture sensitivity) relevant to specific products that affect the selection of the appropriate container for product repackaging.
3.1.4		Apply legible, comprehensible and complete labels to dispensed medicines.	a) Ability to describe the requirements for a medication label (e.g. font size, print quality, language, legal requirements) to meet the needs of patients (including patients with special needs e.g. poor vision).
			b) Ability to select a site for the label that does not cover important information provided by the manufacturer such as expiry date, batch number, storage requirements or dosing information.
3.1.5		Incorporate relevant cautionary and advisory directions into the labelling of dispensed medicines consistent with legal requirements and professional conventions.	Ability to use ancillary labels or cautionary and advisory statements as specified in legislation or as considered appropriate.
3.1.6		Ensure dispensed medicines and their labelling directly correlates to prescribed medicines and dosing regimen.	Ability to use the prescription as the primary source for checking that both the label and dispensed medicine exactly correlate to the prescribed medicine(s).
3.1.7		Accept responsibility for ensuring dispensed medicines are issued to the correct patient.	Ability to demonstrate the use of a check of patient details (e.g. name and address) with those on the prescription at the time prescription medicines, are supplied.
3.1.8		Takes prompt action to minimise the impact of dispensing errors on patients.	a) Ability to identify potential risks of medication errors (e.g. look-alike, sound-alike) and take steps to prevent or minimise such errors.
			b) Ability to describe the steps necessary to minimise the impact of dispensing errors on patients.
3.2.1	Maintain records	Maintain prescription records for dispensed medicines according to legal requirements and professional practice guidelines.	Ability to describe the recording requirements for prescription medicines.
3.2.2		Participate in medication error recording, including near misses.	Ability to describe appropriate documentation and follow-up actions.

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No.	Element	Performance Criteria	Evidence
3.3.1	Assist patient understanding and adherence	Identify patient specific information needs and circumstances likely to adversely impact on adherence.	Ability to communicate with patients/carers to confirm their knowledge and understanding of their disease / condition and medications and clarify the level, type and form of information required.
3.3.2		Clarify changes to medication treatment and changes in the appearance of a medicine or its packaging.	Ability to identify circumstances where a change in appearance of medicine or its packaging (e.g. as a result of brand substitution or changes in corporate packaging) needs to be discussed with patients / carers.
3.3.3		Explain the indications for use, expected benefits and any particular precautions to be observed when using the medicine.	a) Ability to describe the therapeutic indications, pharmacological actions and precautions for dispensed medicines, or to readily access that information.
			b) Ability to use appropriate interpersonal and communication skills to provide medicines information (e.g. establishes rapport, uses appropriate language, tailors contents to patient's needs, reacts to verbal and non-verbal cues, addresses concerns in discussion of precautions and adverse effects).
			c) Ability to use written patient information resources (e.g. patient information leaflet) appropriately, as a tool to identify relevant information and tailor information for specific patients or circumstances.
3.3.4		Reinforce the storage and dosing requirements with specific reference to administration technique (if applicable), dose, frequency, timing in relation to food, and duration of treatment.	Ability to describe and/or demonstrate administration technique for commonly used medicines, including inhalers, eye ointments, and eye, ear and nose drops.
3.3.5		Inform the patient of the most likely adverse effects and actions to take should they occur.	Ability to identify and describe the most relevant adverse effects and to discuss these with patients / carers without causing alarm.
3.3.6		Check that patients understand why the medicines have been prescribed, what benefits to expect and how they are to be used / administered.	Ability to check that medicines information provided has been understood (e.g. uses questions to confirm understanding, interprets cues that information has not been understood).
3.3.7	Address issues likely to adversely impact on adherence	a) Ability to describe patient factors likely to adversely impact on adherence.	

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No.	Element	Performance Criteria	Evidence
	Assist patient understanding and adherence	with the patient and/or their carer or other members of the healthcare team as appropriate.	b) Ability to identify circumstances where an aid/appliance would be beneficial. c) Ability to demonstrate the use of aids/appliances (e.g. inhaler spacer, tablet cutter, single dose packaging).

Competency Standards for Singapore Pharmacists Functional Area – Compound Pharmaceutical Products

Competency Unit 1: Consider requirements for preparing a product

No.	Element	Performance Criteria	Evidence
1.1.1	Clarify availability of required equipment	Recognise the work environment required for preparing particular types of products.	a) Ability to identify products that may be prepared at an open manufacturing work station from those which require aseptic dispensing in a clean room environment (e.g. eye drops, instillations).
			b) Ability to identify cytotoxic preparations that must be prepared in a chemotherapy isolator or preparation unit.
1.1.2		Identify the required equipment for preparation of products.	Ability to select equipment appropriate for the preparation method for a specific product and to optimise accuracy (e.g. choice of balance, weights, minimum weighable quantity, optimum sized measures).
1.1.3	Confirm required equipment is suitable for use.	Ability to confirm the required equipment is clean and has been properly maintained (e.g. calibration and certification).	
1.2.1	Review the formulation	Select a standard formulation to correspond to a specified product where one exists.	Ability to access formulations used in workplace or to access reference sources for required formulations.
1.2.2		Develop an appropriate formulation where no standard formulation exists.	a) Ability to develop a formulation to meet the individual patient's need by reference to information sources or by consultation with appropriate persons.
			b) Ability to identify experts (e.g. pharmacists within hospitals) and information sources from which non-standard formulations/advice can be obtained.
1.2.3		Understand the formulation instructions, including preparation methods.	a) Ability to interpret common terminology & abbreviations e.g. ingredients, instructions, dose forms, quantities.
			b) Ability to identify trade, generic and common names of ingredients.
1.2.4	Understand the handling techniques required for potentially harmful ingredients.	Ability to describe and/or demonstrate safe handling techniques for ingredients that are potentially harmful.	
1.2.5	Differentiate active ingredients from excipients.	Ability to differentiate active ingredients from excipients and to explain the purpose of each ingredient present in the formulation (e.g. therapeutic agent, vehicle, flavouring, suspending agent, preservative).	

Competency Standards for Singapore Pharmacists Functional Area – Compound Pharmaceutical Products

Competency Unit 2: Compound pharmaceutical products

No.	Element	Performance Criteria	Evidence
2.1.1	Consider relevant legislative and policy requirements	Comply with local workplace practices and professional practice standards for product preparations.	Ability to describe the workplace's Standard Operating Procedures (SOPs).
2.2.1	Prepare and maintain product documentation	Understand the value of using a work sheet.	Ability to describe the reasons for completing a product work sheet (e.g. tracking batches of ingredients in the event of a recall, checking of quantities and ingredients in the event of patient complaint or misadventure).
2.2.2		Calculate the quantities, dilution and percentages required for each ingredient in the product.	a) Ability to undertake calculations of required quantities, dilutions or percentages accurately. b) Ability to calculate the quantity of ingredients required to prepare a specified amount of a product from formulae that are expressed in different ways.
2.2.3		Prepare final product labels in accordance with work sheet details, legal requirements and professional standard practices.	Ability to prepare unambiguous labels consistent with the details on the work sheet, legal requirements and professional standard practices.
2.3.1	Assemble ingredients and materials	Select ingredients and equipment accurately.	Ability to select ingredients (form and strength) and equipment (bottles, syringes) that match the description on the work sheet and any other equipment needed for product preparation (e.g. measures and balances).
2.3.2		Understand the importance of preparation technique and selection of final storage containers as factors that may compromise product efficacy.	Ability to describe the effects of moisture, oxygen, light, heat and microbiological contamination on product stability, efficacy and shelf life.
2.4.1	Apply compounding principles and techniques for preparation of non-sterile products	Measure quantities required according to the work sheet.	Ability to accurately weigh and measure ingredients.
2.4.2		Adopt a systematic process for combining ingredients that is consistent with sound pharmaceutical compounding practice.	a) Ability to demonstrate preparation techniques (e.g. grinding, mixing, and blending) and use of equipment (e.g. balances and calibrated measures).

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No.	Element	Performance Criteria	Evidence
			b) Ability to demonstrate a systematic technique for making a variety of pharmaceutical products (e.g. creams, emulsion, mixtures).
2.4.3	Apply compounding principles and techniques for preparation of non-sterile products	Use techniques that avoid contamination of the product.	Ability to demonstrate technique and personal hygiene measures that limit the opportunity for contamination of the product.
2.4.4		Examine final product for contamination and homogeneity.	Undertake a visual final check for product, e.g. checking for particulate contamination, uniform mixing.
2.5.1	Optimise packaging, labelling and storage	Apply labelling to the product to optimise its stability and correct storage and use.	Ability to describe labelling requirements (e.g. 'Refrigerate' and 'Discard after days') for specific products that will promote its correct storage and usage.
2.5.2		Choose packaging for prepared products that do not affect product stability.	Ability to choose appropriate containers for the intended use of the product (e.g. dropper bottles for eye and ear drops) and for addressing products known to impact on product stability / shelf life (e.g. amber bottles).

Competency Standards for Singapore Pharmacists Functional Area – Drug Information and Education

Competency Unit 1: Retrieve information

No.	Element	Performance Criteria	Evidence
1.1.1	Clarify required information	Determine the form and level of complexity of information required.	a) Ability to ask questions, listen and restate requirements to ensure clarity and agreement on information needs.
			b) Ability to describe the information required in a concise manner.
1.2.1	Identify sources of information	Identify the most useful of the readily available information resources for providing the required information.	Ability to list and describe the usefulness and limitations of recommended references e.g. BNF, MIMs, Martindale, AHFS etc).
1.2.2		Know what other information sources can provide relevant information.	Ability to access appropriate reference sources (hard copy and electronic).
1.2.3		Consult other sources of information when workplace resources are inadequate.	Ability to recognise limitations of own ability and knowledge and to seek advice from other sources of drug and health information e.g. other Drug Information Centres, pharmaceutical manufacturers / suppliers or other pharmacists to meet information needs.
1.3.1	Access relevant information	Use information sources to find drug and health information relevant to condition / diseases and drugs that are regularly encountered.	Ability to demonstrate the use of available information sources to locate relevant information.
1.3.2		Select relevant material from information retrieved.	Ability to extract relevant information and to justify the selection.
1.3.3		Accept responsibility for retrieving information in a timely manner.	Ability to access required information in a timeframe consistent with the need.

Competency Unit 2: Evaluate and synthesise information

No.	Element	Performance Criteria	Evidence
2.1.1	Assess information	Differentiate between information sources regarding their suitability and reliability.	Ability to recognise and explain the differences between promotional materials produced by product sponsors compared to independent editorial-based resources e.g. Martindale, BNF.
2.1.2		Use basic analytical skills to impartially evaluate and interpret information to assess its accuracy and validity.	Demonstrate understanding of basic drug information search techniques.

Competency Standards for Singapore Pharmacists Functional Area – Drug Information and Education

No.	Element	Performance Criteria	Evidence
2.1.3	Assess information	Use judgement to reconcile conflicting information.	Demonstrate the ability to determine a course of action / recommendation when faced with conflicting information.
2.1.4		Identify areas where selected information does not adequately address information needs.	Ability to recognise limitations of own ability and knowledge and to seek advice from other sources to meet information needs.
2.2.1	Integrate information	Relate information to the specific situation, information or request.	Ability to explain medical and pharmacological information according to specific situation, patient request or information needed.
2.2.2		Formulate an objective and factual summary of findings.	Ability to combine information from multiple information sources to create a clear and logical summary.
2.2.3		Demonstrate a logical approach to problem solving and/or identification of suitable options.	Ability to formulate logical options and choices through balancing the evidence and considering the circumstances.
2.2.4		Differentiate opinion, advice or recommendations from findings identified from information sources.	Ability to separate opinions, advice and recommendations from information findings and to explain or justify them in terms of those findings.

Competency Unit 3: Communicate and disseminate information

No.	Element	Performance Criteria	Evidence
3.1.1	Provide information to assist patient care	Explain the content of information provided.	Ability to clearly explain drug information to health professionals and patient-caregivers using additional aids e.g. PILs as appropriate to assist explanations.
3.1.2		Relate the information to specific patient factors or presenting circumstances.	Ability to explain specific dosing protocols, storage conditions, warnings and precautions that would enhance the safety or efficacy of drug use in a particular patient or circumstance.
3.1.3		Communicate the information (response) at an appropriate depth according to requestor's comprehension level.	Ability to explain drug information to health professionals and patient / caregivers according to requestor's comprehension level.
3.2.1	Educate general public	Explain and/or describe the pharmacology and therapeutic use of drugs and promotes their safe and effective use.	a) Ability to describe in written and/or verbal form of the pharmacology and therapeutic uses of drugs and to identify issues such as precautions, warnings and specific storage conditions impacting on their safe and effective use.

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No.	Element	Performance Criteria	Evidence
			b) Ability to explain to the public in written or verbal form without using unnecessary technical jargon.

Competency Standards for Singapore Pharmacists Functional Area – Provide Primary Healthcare

Competency Unit 1: Assess primary health care needs

No.	Element	Performance Criteria	Evidence
1.1.1	Elicit relevant clinical information	Seek information on the nature of the condition or symptoms of concern when a patient presents or is referred for assistance.	Ability to clarify the nature and duration of the symptoms / conditions, actions already taken and their effectiveness in addressing the symptoms / conditions, asking appropriate questions where the information is not volunteered.
1.1.2		Obtain essential health and medication-related information from patients and / or care-givers or other health professionals.	Ability to identify health and medication related information, including current medication treatment, allergies and sensitivities and concurrent medical conditions (if any), needed to form an opinion or make a judgement about what course of action is needed to address the symptoms or condition of concern.
1.2.1	Identify management options	Assess the presenting symptoms or condition in the context of the clinical information gathered about the patients.	Ability to interpret and integrate clinical information gathered to identify possible contributing factors for the presenting condition / symptoms.
1.2.2		Identify possible pharmacological and non-pharmacological treatment strategies and options.	a) Ability to identify a range of pharmacological and non-pharmacological treatment options / strategies as well as those for which there may be a relative or absolute contraindication.
			b) Ability to discuss treatment options in terms of nature of coexisting diseases / conditions and current medication treatment, presenting symptoms, their duration and the extent to which previous efforts have been successful.
			c) Ability to identify patient factors (e.g. language, literacy and numeracy skills, manual dexterity) and drug factors (e.g. potential for abuse, complex dosing protocol) that have the potential to adversely impact on the safe and effective use of medicines.
1.2.3		Assess the potential for inappropriate use of selected or recommended products or treatments.	Ability to make and justify a decision on whether or not to provide a medicine that has potential for misuse or abuse.
1.2.4	Consider the need to involve other health professionals.	Ability to identify and / or describe circumstances where immediate or conditional referral to another health professional (e.g. medical practitioner, nurse, physiotherapist, podiatrist) would be of benefit.	

Competency Standards for Singapore Pharmacists Functional Area – Provide Primary Healthcare

No.	Element	Performance Criteria	Evidence
1.3.1	Initiate the involvement of and work cooperatively with other health professionals and organisations	Explain to patients the need to seek advice / assistance from other health professionals.	Ability to provide an explanation of the need for onward referral.
1.3.2		Liaise with other health professionals to whom patients have referred.	Ability to demonstrate use of a written and / or oral referral process that informs another health professional of the basis for the onward referral and provides them with contact information for the referring pharmacists.

Competency Unit 2: Address primary health care needs of patients

No.	Element	Performance Criteria	Evidence
2.1.1	Facilitate supply of appropriate medicines	Provide advice on the appropriateness of treatments or products self selected by the patient.	Ability to provide explanation and / or justification for why selected products may not be appropriate or are contraindicated for managing particular symptoms or conditions.
2.1.2		Select medicines suitable for use by the patient.	a) Ability to identify products that would satisfy the patient's therapeutic need, taking into account the health and medication related information available about the patients.
			b) Ability to discuss the medicines selected / recommended in terms of patient factors (e.g. medical conditions / disease states, age, weight, allergies, pregnancy and lactation) and drug factors (e.g. bio-availability, pharmacokinetics, interactions, toxicity) and dose form factors that are likely to impact on the efficacy or safety of treatment.
2.1.3		Recommend the optimal medicine, dose form and dosing regimen to meet the patient's therapeutic need.	Ability to explain the rationale and justify the choice of a recommended medicine, dose form or dosing regime.

Competency Standards for Singapore Pharmacists Functional Area – Provide Primary Healthcare

No.	Element	Performance Criteria	Evidence
2.2.1	Provide advice to support the use of selected or recommended medicines	Explain the use, effects and precautions to be observed for the selected/recommended medicine, using written patient information resources as required for further clarification.	a) Ability to describe the pharmacological actions, indications for use, dosing regimen, precautions and storage and administration requirement for selected / recommended medicines.
			b) Ability to use written information resources (e.g. cautionary and advisory labels, patient information leaflets) to clarify aspects of treatment such as administration times or technique.
2.2.2		Suggest other actions that may enhance the efficacy of the selected treatment.	Ability to identify other factors (e.g. fluid intake, dietary measures) that may assist the therapeutic actions of the drug treatment or reduce exacerbations of symptoms / conditions.
2.3.1		Select suitable health care products and devices / equipment.	a) Ability to discuss the issues relevant to selection of commonly used products and devices / equipment.
			b) Ability to make and justify a recommendation on a preferred device / equipment to meet patient needs.
2.3.2	Select and provide advice on the use / care of other health care products and devices / equipment	Assess the patient's need for information about the product or device / equipment.	Ability to ask questions, listen and watch to determine the patients' level of understanding and their need for additional information or demonstration of technique for use or care.
2.3.3		Provide advice on the correct use and /or care of products and devices / equipment.	a) Ability to describe key issues relevant to correct use of products and devices/ equipment and for the proper care of devices/ equipment, including safety and hygiene considerations.
	b) Ability to demonstrate the use of devices / equipment such as inhaler spacers, inhalers, glucometers and thermometers, etc.		
2.4.1	Provide advice on non-medicinal management options	Explain reasons for advising against the use of drug treatment.	a) Ability to identify and describe situations where drug treatment is either not appropriate or is unlikely to offer benefit.
			b) Ability to explain / justify decisions for advising against drug treatment.

Competency Standards for Singapore Pharmacists Functional Area – Provide Primary Healthcare

No.	Element	Performance Criteria	Evidence
2.4.2		Recommend non-medicinal interventions or actions to assist management of symptoms / conditions.	Ability to identify and describe non-medicinal actions or interventions that may have a positive impact on the severity, frequency or duration of the symptoms / condition (e.g. dietary and sleeping habits or exercise routines or other lifestyle factors).
2.5.1	Provide first aid	Apply emergency first aid measures consistent with professional role and expertise.	Demonstrated knowledge of and proficiency in emergency First Aid techniques (e.g. hold a current, recognised First Aid Certificate).
2.5.2		Provide treatment for minor injuries.	a) Ability to describe and / or demonstrate how to attend to minor injuries, including sprains, strains, grazes, cuts and burns. b) Ability to describe the purpose and application of universal precautions in the event of exposure to blood or other body fluids (e.g. use of gloves, washing hands, minimising exposure, cleaning of contaminated work areas, methods of destruction of contaminated waste).
2.5.3		Provide advice on the selection and use of dressings and bandages.	a) Ability to differentiate between the uses of various types of dressings and bandages. b) Ability to demonstrate the correct use of a range of dressings and bandages.

Competency Unit 3: Promote good health in the community

No.	Element	Performance Criteria	Evidence
3.1.1	Counsel and advise to promote good health and reduce disease	Discuss public health issues relevant to disease prevention or early detection of disease.	Ability to identify diseases that are priority areas for action in the community (e.g. asthma, diabetes, heart disease, arthritis and cancer).
3.2.1	Assist patient efforts to manage risk factors and monitor disease states	Understand the role of risk factors in influencing the incidence and / or severity of common diseases.	Ability to discuss with patients the role of risk factors (e.g. hypertension, smoking, obesity, dietary and alcohol intake habits, excessive sun exposure) in contributing to an increased incidence and / or severity of disease.
3.2.2		Discuss the potential benefits of risk factor reduction with patients.	Ability to offer suggestions / comments on how to manage and reduce risk factors in a manner that takes account of patient's needs, wishes and willingness to change.

**Competency Standards for Singapore Pharmacists
Functional Area – Manage Drug Distribution and Supply**

Competency Unit 1: Apply relevant knowledge in processes for drug distribution

No.	Element	Performance Criteria	Evidence
1.1.1	Acquire drugs	Understand the process of maintaining adequate stocks.	Ability to assess and determine a suitable stock maintenance level.
1.1.2		Understand the principles behind the selection of drugs.	Ability to justify the choice of product selection based on systematic evaluation criteria, e.g. suitability for intended use, quality and cost of drugs, safety profile, reliability of source and bioequivalence.
1.1.3		Understand the procedures and policies for drug procurement.	a) Ability to describe the policies and procedures for drug procurement. b) Ability to describe the legal requirements in the acquisition of drugs.
1.2.1	Store drugs appropriately	Apply knowledge to store drugs under suitable condition appropriate to the nature and stability of the product concerned e.g. moisture, temperature and light.	Ability to identify the storage conditions of drugs.
1.2.2		Understand the importance of equipment maintenance used for the storage of drugs e.g. refrigerators and freezers.	Ability to describe workplace policies and procedures for equipment maintenance.
1.2.3		Understand the importance of monitoring the conditions in which drugs are stored (e.g. temperature and humidity).	Ability to describe workplace policies and procedures and appropriate devices for monitoring storage conditions
1.2.4		Understand the required workplace procedures to follow in the event of storage equipment failure.	Ability to explain the action plans required in the event of storage equipment failure e.g. refrigerator malfunction or power outage.
1.2.5		Understand the legal requirements / regulations for the storage of specific products e.g. controlled drugs, drugs of potential abuse and hazardous materials.	Ability to explain the legal requirements / regulations for the storage of specific products.
1.2.6		Understand safety requirements of the workplace including safe handling of products within the store.	Ability to identify safety measures pertaining to handling and storage of products (e.g. cytotoxic drugs, flammable or hazardous materials).

Competency Standards for Singapore Pharmacists

Functional Area – Manage Drug Distribution and Supply

No.	Element	Performance Criteria	Evidence
1.2.7	Store drugs appropriately	Identify the risk of medication errors that may arise from inappropriate storage and handling of products.	Ability to identify and explain the risk of medication errors as a result of inappropriate storage and handling of drugs.
1.2.8		Identify security risks / issues pertaining to storage of products.	Ability to identify security procedures and policies for the storage of drugs of abuse and general security of premise from theft or pilferage.
1.3.1	Apply appropriate distribution processes and systems	Interpret and process drug orders.	a) Ability to verify and supply the right drugs to the right person at the right quantity in a timely manner.
			b) Ability to establish if there are supply restrictions for the particular drug order.
			c) Ability to verify requestor's level of authorisation to permit the supply of the drug.
1.3.2		Understand how drugs are supplied to the users.	Ability to describe the workflow / distribution process.
1.3.3		Understand the legal requirement / regulation for the supply of drugs to the user.	Ability to describe the legal requirement / regulation for the supply of drugs to the user.
1.3.4		Identify the inappropriate drug handling processes and transportation (e.g. cold chain) that may contribute to medication errors and product deterioration.	Ability to describe common inappropriate drug handling processes and the projected consequences.
1.3.5	Understand the security issues pertaining to drug distribution in order to prevent diversion.	Ability to list or describe events or situations that may lead to diversion.	
1.4.1	Dispose pharmaceutical products appropriately	Understand the legal and safety requirements regarding the disposal of drugs including controlled drugs, hazardous materials, cytotoxics, radiopharmaceuticals and biologicals.	Ability to describe the legal and safety requirements pertaining to disposal of drugs, including controlled drugs, hazardous materials, cytotoxics, radiopharmaceuticals and biologicals.
1.4.2		Understand the conditions in which drugs have to be disposed of, e.g. expired, deteriorated and obsolete.	Ability to describe the conditions in which drugs have to be disposed of, e.g. expired, deteriorated and obsolete.

Competency Standards for Singapore Pharmacists Functional Area – Manage Drug Distribution and Supply

Competency Unit 2: Manage product recall / withdrawal

No.	Element	Performance Criteria	Evidence
2.1.1	Assess information on product recall	Assess the significance of information on the product recall.	Ability to describe possible course of action.
2.1.2		Understand the different levels of product recall and methods of risk communication used by the relevant health authorities (e.g. Health Sciences Authority).	Ability to describe the levels of product recall and various methods of risk communication used by the relevant health authorities (e.g. Health Sciences Authority).
2.2.1	Plan and implement actions for product recall	Assess the impact and scale of product recall / withdrawal.	a) Ability to describe the retrieval of distribution data (patient's name, contact details, date of purchase, quantity purchased).
			b) Ability to assess the impact and scale of product recall / withdrawal.
2.2.2		Work with other healthcare providers to plan product recall strategy.	Ability to identify healthcare providers (e.g. doctors, suppliers) to plan product recall strategy.
2.2.3		Understand the procedures for handling product recall.	Ability to describe the procedures (retrieval of distribution list, return documentation) for the different levels (retailer / institution level, consumer level etc.) of product recall (mandatory or voluntary).
2.3.1	Communicate effectively with all relevant parties	Determine and organise the critical information for dissemination to all relevant parties (e.g. prescribers, patients, regulators, suppliers).	Ability to describe critical information for dissemination to all relevant parties (e.g. prescribers, patients, regulators, suppliers).
2.3.2		Apply appropriate methods of dissemination.	Ability to describe appropriate methods of dissemination.

Competency Unit 3: Identify patterns of inappropriate drug usage

No.	Element	Performance Criteria	Evidence
3.1.1	Recognise patterns of inappropriate use of drugs	Recognise drugs with high potential for abuse.	Ability to recognise drugs with high potential for abuse.

Competency Standards for Singapore Pharmacists
Functional Area – Manage Drug Distribution and Supply

No.	Element	Performance Criteria	Evidence
3.2.1	Address patterns of inappropriate drug usage	Report findings using appropriate mechanisms.	a) Ability to describe pharmacist's responsibility in ensuring proper usage of drug.
			b) Ability to describe the mechanism of reporting and resolving inappropriate drug usage.
			c) Ability to identify the people within relevant units with whom to collaborate, in order to resolve the issue of inappropriate drug usage.

Competency Standards for Singapore Pharmacists
Functional Area – Apply organisational skills in the practice of
pharmacy

Competency Unit 1: Plan and manage work time

No.	Element	Performance Criteria	Evidence
1.1.1	Plan the use of time	Accept the need for careful time management.	Ability to demonstrate careful time management at work (e.g. punctuality, productive and efficient work habits).
1.1.2		Know the tasks to be undertaken when planning time use.	Ability to describe the tasks to be undertaken, including specific elements such as potential problems.
1.1.3		Assign priorities to tasks in accordance with goals and objectives and other relevant task characteristics.	a) Ability to justify assigned priority in terms of established goals and objectives. b) Ability to identify factors and/or criteria (e.g. urgency, importance, possibility of using alternative products or personnel) that impact on the priority assigned to tasks.
1.2.1	Manage time and tasks	Allocate available time to required tasks.	Ability to justify time allocation in terms of task load and priority.
1.2.2		Seek additional support required to complete tasks in a timely manner.	Ability to identify tasks or elements of tasks that may be appropriately delegated to other available personnel.
1.2.3		Seek additional information and guidance required to complete tasks in a timely manner.	Ability to recognise situations where additional information or 'expert' advice/guidance is needed from other personnel (e.g. manager/senior pharmacist, HR manager, business manager) to complete tasks.
1.2.4		Manage problem/issues that may act as barriers to the timely completion of tasks.	a) Ability to manage interferences (e.g. telephones, interruptions) that consume time without contributing to task completion. b) Ability to use problem solving skills to identify corrective action needed to resolve specific problems/issues that may impede work progress.
1.3.1	Complete tasks on time	Accept responsibility for completing tasks in a timely manner.	Demonstrated positive attitude to managing multiple and/or conflicting demands on their time.
1.3.2		Complete tasks in a timely manner.	a) Ability to adhere to pre-arranged schedules for completion of tasks. b) Ability to manage normal work and contingencies/unplanned events or demands to meet work deadlines.

Competency Standards for Singapore Pharmacists
Functional Area – Apply organisational skills in the practice of
pharmacy

Competency Unit 2: Work in partnership with others

No.	Element	Performance Criteria	Evidence	
2.1.1	Share relevant information	Use formal lines of communication to provide feedback on agreed targets and processes.	a) Ability to describe the nature and content of formal feedback processes to which they must contribute.	
			b) Ability to demonstrate the use of a 'day book' for communicating important issues for follow-up and/or information to staff on other duty rosters.	
2.1.2		Keep others informed of relevant work issues.	Ability to describe the types of work related information that other personnel must have in order to continue to make an effective contribution to the workplace.	
			2.1.3	Explain the effects of own actions on others.
b) Ability to clearly describe the impact their actions will have on others.				
2.2.1		Participate in teamwork and partnerships of care	Understand the duties and responsibilities of others with whom they work, including those who are supervised.	Ability to describe the duties and responsibilities of others.
2.2.2			Accept the value of partnerships and teamwork.	a) Demonstrate positive attitude to working collaboratively with others, including as a member of a team.
				b) Ability to promote and engender teamwork with others in the workplace.
2.2.3			Work in partnership with others in the delivery of services to patients and other clients.	a) Ability to assist colleagues (e.g. provide advice, offer professional assistance) to undertake work activities.
	b) Ability to maintain respectful and cooperative relationships with work colleagues and other health professionals and carers involved in the care of patients, to deliver pharmacy services to specific patients.			

Competency Standards for Singapore Pharmacists
Functional Area – Practise Pharmacy in a Professional and Ethical Manner

Competency Unit 1: Practise Legally

No.	Element	Performance Criteria	Evidence
1.1.1	Comply with statute law	Observe the laws relevant to the practice of the profession at all times.	Ability to explain the legislation that apply to his/her pharmacy practice (e.g. legal implications of negligence, fulfils legal requirements regulating pharmacy practice, etc).

Competency Unit 2: Practise to accepted standards

No.	Element	Performance Criteria	Evidence
2.1.1	Behave in professional and ethical manner	Adopt the attitude that regards the health of the patient as his/her priority.	a) Ability to apply professional judgement in the supply of any substance, medicinal product or medical appliance which the pharmacist knows, or has reason to believe, is intended to be used in a manner which would be detrimental to health.
2.1.1			b) Ability to recognise and describe the limits in their professional experience or expertise and to seek consultation with a professional colleague, and with other health professionals when deemed to be in the best interest of the patient.
2.1.1			c) Ability to advise the member of the public on the appropriate medicinal product to purchase and not to encourage him to obtain more that he may require.
2.1.2	Achieve and maintain the highest standard of professional services in the area of providing pharmaceutical services, providing professional advice and counselling, pharmacy operations, systems and methods used in a pharmacy.		a) Ability to conduct oneself in a professional matter so as not to impair confidence in the pharmaceutical profession.
			b) Demonstrated ability to provide professional advice and counselling on medication at every opportunity only to refrain when deemed in the best interest of the patient.
			c) Ability to describe the provision of a reasonably comprehensive range of pharmaceutical services where premises are registered under the Medicines Act and operate as a pharmacy.
			d) Ability to describe the systems and methods in a pharmacy that minimise the risk of error or contamination in the preparation, dispensing and supply of

Competency Standards for Singapore Pharmacists
Functional Area – Practise Pharmacy in a Professional and Ethical
Manner

No.	Element	Performance Criteria	Evidence
			medicinal products.
2.1.3	Behave in professional and ethical manner	Assist his colleagues and other health professionals, when called upon for advice or help.	Demonstrated positive attitude and willingness to assist his colleagues and other health professionals at all times in providing an efficient pharmaceutical service.
2.1.4		Maintain effective professional relationships with his/her colleagues and other health professionals, and pay due regard to their opinions and achievements.	a) Ability to maintain rapport and work in partnership with other health professionals to achieve therapeutic goals.
			b) Ability to describe areas where pharmacist shall not recommend a specific medical practitioner or medical practice unless on request by a member of the public seeking such advice.
2.1.5		Refrain from publicly criticising his colleagues and members of other health professions.	Demonstrated conduct or professional behaviour towards colleagues and members of other health professionals that is consistent with codes of conduct/ethics (e.g. refrains from publicly criticising his/her colleagues and other health professionals).
2.1.6		Respect the trust and confidentiality of his/her professional relationship with the patient.	Ability to explain the steps taken to protect patient privacy and maintain confidentiality of patient information (e.g. not to divulge nature of ailment and treatment of patient to third party) except by order of a court of law.
2.1.7		Reinforce the confidence and trust placed in his/her colleagues by patients.	a) Demonstrated understanding that therapeutic efficacy of prescriptions shall not be discussed with patients or others in such a manner as to impair confidence in the prescriber.
			b) Ability to discuss the importance of dispensing a prescription exactly in accordance with prescriber's wishes and not to substitute any product for a specifically named product, even if the therapeutic effect and quality of both products are identical (except with approval of prescriber, institution, or in an emergency).

Competency Standards for Singapore Pharmacists
Functional Area – Practise Pharmacy in a Professional and Ethical Manner

No.	Element	Performance Criteria	Evidence
			c) Ability to describe the manner in which the pharmacist must inform the prescriber in the event of errors in dosage or potential drug interactions, so as not to alarm the patient.
2.2.1	Demonstrate personal and professional integrity	Adhere to the ethical principles in promotion and advertising as guided by the Code of Ethics.	Ability to describe the guidelines under the Code of Ethics (Annex 3) governing ethical principles in promotion and advertising.
2.2.2		Refrain from accepting conditions of service which do not ensure his/her professional independence.	Ability to recognise and discuss situations where conditions of service will compromise his/her professional independence.

Competency Unit 3: Pursue life-long professional learning and contribute to the development of others

No.	Element	Performance Criteria	Evidence
3.1.1	Extend professional competence	Keep abreast of the progress of pharmaceutical knowledge in order to maintain the highest standard of professional competence.	a) Demonstrated ability to maintain a positive attitude to continuous learning and professional development.
			b) Demonstrated participation in a range of activities (e.g. experiential learning, academic courses, presentations, clinical audits, workshops, etc.) that address learning and professional development needs in order to maintain the highest standard of professional competence.
3.2.2	Assist in the learning and development of others	Support the learning and development of others in the workplace.	a) Demonstrated ability to maintain a positive attitude to continuous learning and professional development of others.
			b) Ability to provide professional advice and guidance to others consistent with the limits of own expertise.

Competency Standards for Singapore Pharmacists
Functional Area – Manage work issues and interpersonal relationships in pharmacy practice
Competency Unit 1: Apply communication skills

No.	Element	Performance Criteria	Evidence
1.1.1	Adopt sound principles for the communication process	Maintain open lines of communication.	Demonstrates willingness and ability to exchange and share information with others.
1.1.2		Value the input of others.	Ability to demonstrate respect for the opinions and views of others.
1.1.3		Respect the 'uniqueness' of individuals.	Ability to demonstrate sensitivity to the needs, values, beliefs and cultural backgrounds of others.
1.1.4		Accept the complementary roles and skills of others.	Ability to describe the complementary roles and skills provided by others to assist and/or facilitate the delivery of pharmaceutical services and products.
1.1.5		Communicate respectfully and with tact.	a) Ability to express opinions and provide information in written and/or verbal form in a constructive way and in a manner that does not elicit concern, anger or other adverse response.
	b) Ability to maintain professional rapport with patient/carer and/or other health professionals when seeking or providing clinical or medication related information.		
1.2.1	Express thoughts and ideas clearly and unambiguously.	a) Ability to formulate and express ideas and opinions clearly in written and verbal form.	
		b) Ability to communicate information accurately, concisely and confidently in writing and verbally.	
		c) Ability to clarify and elaborate ideas, opinions and information to enhance understanding.	
		d) Ability to actively contribute a pharmacist's perspective and make a positive contribution to team based problem solving and decision making.	
1.2.2	Manage own input to communicate	Use a communication style appropriate to the audience and the material.	Demonstrates ability to select a vocabulary, communication style and form for both written and verbal communication that is appropriate for the situation, the audience and the material being communicated (e.g. avoids unnecessary jargon, clearly explains medical and pharmaceutical terminology where the audience would not otherwise be expected to know its meaning).
1.2.3	Communicate relevant information.	a) Ability to identify the information needs of a particular audience.	
		b) Ability to ask relevant questions, listen attentively and respond to verbal and non-verbal cues and use an interpreter if necessary to clarify communication needs.	

Competency Standards for Singapore Pharmacists
Functional Area – Manage work issues and interpersonal
relationships in pharmacy practice

No.	Element	Performance Criteria	Evidence
1.2.4	Manage own input to communicate	Verify that the information provided has been received and understood.	a) Ability to describe or demonstrate the use of a systematic process for following up that written reports have been received and understood.
			b) Ability to follow up, ask questions and/or use visual or other aids to confirm that the intended 'message' has been received and is understood.
1.3.1	Facilitate the communication process	Address identified special communication needs.	Ability to identify and/or describe circumstances where special communication needs exist, especially for patients and carers (e.g. culturally and linguistically diverse background, emotional distress, deafness, blindness, mental incapacity, communication through a third party).
1.3.2		Listen effectively.	Ability to apply active listening skills (e.g. restating a spoken statement in their own words without blaming or moralising).
1.3.3		Recognise the importance of feedback in the communication process.	a) Ability to explain how response to feedback enhances communication.
			b) Ability to elicit specific information necessary for effective communication.
			c) Ability to respond to feedback and make positive use of it in the communication process.
1.3.4	Recognise the major barriers to communication and how they can be minimised.	a) Ability to list major barriers to effective communication.	
		b) Ability to describe the ways that barriers to effective communication can be addressed.	

Competency Unit 2: Address problems

No.	Element	Performance Criteria	Evidence
2.1.1	Explore the problem / potential problem	Accept responsibility for resolving problems.	Ability to demonstrate that problems are addressed in a timely manner as they arise.
2.1.2		Recognise a problem or potential problem.	Ability to identify and describe the nature of a problem or potential problem.
2.1.3		Clarify the nature of the problem and its cause(s).	Ability to clearly describe probable causes or causative factors for the problem.
2.1.4		Identify possible approaches for resolving the problem.	Ability to document the identified problem(s), causative factor(s) and options for resolving the problem.
2.1.5		Use a collaborative approach to identify	a) Ability to identify and involve those groups or individuals with an interest in the problem.

Competency Standards for Singapore Pharmacists
Functional Area – Manage work issues and interpersonal
relationships in pharmacy practice

No.	Element	Performance Criteria	Evidence
	Explore the problem/potential problem	possible solutions.	b) Ability to encourage and accept input by others into problem-solving.
2.1.6		Use a range of approaches or activities to assist in resolving the problem.	Ability to demonstrate the use of a variety of techniques (e.g. check sheets, cause and effect diagrams, Pareto charts) to assist in resolving the problem.
2.2.1	Act to resolve the problem/potential problem	Formulate a plan for resolving the problem.	Ability to describe a preferred approach for addressing the problem and justify the choice in terms of causes and intended or expected outcomes.
2.2.2		Communicate the plan to relevant parties.	Ability to explain the plan for resolving the problem to those with an interest in the problem.
2.2.3		Implement agreed solutions with the cooperation of others.	Ability to engage the cooperation of relevant personnel to implement the plan for resolving the problem.
2.2.4		Recognise the need for regular review of the results achieved with the plan.	Ability to discuss the purpose of reviewing the results achieved (e.g. incomplete resolution, other problems created).
2.2.5		Establish monitoring procedures for assessing the success of the plan.	Ability to describe monitoring processes that will provide a measure of the degree to which the problem has been resolved.
2.2.6		Use the results of monitoring to take further action as needed.	Ability to demonstrate or describe how the results of monitoring have been used to determine what further action, if any, is required.

Competency Unit 3: Manage conflict

No.	Element	Performance Criteria	Evidence
3.1.1	Clarify the conflict situation	Recognise the signs or clues that indicate conflict exists and action is needed.	Ability to describe signs or clues (e.g. uncooperative behaviour, tension) that indicate conflict exists.
3.1.2		Address conflict in the workplace in a timely manner.	Ability to identify that conflict exists before it elicits adverse responses/effects (e.g. low morale, absenteeism, system or service failure, and aggressive behaviour) in the workplace.
3.1.3		Gather information relevant to clarifying the source(s) and nature of the conflict.	Ability to identify the key issues and key participants in the conflict.

Competency Standards for Singapore Pharmacists
Functional Area – Manage work issues and interpersonal
relationships in pharmacy practice

No.	Element	Performance Criteria	Evidence
3.1.4	Clarify the conflict situation	Describe the nature of the conflict objectively.	Ability to describe the nature and source(s) of the conflict without apportioning blame.
3.2.1	Act to resolve the conflict	Identify a range of approaches that might be used for resolving conflicts.	Ability to describe a range of possible approaches/strategies that are effective for resolving conflict in the workplace (e.g. collaborative problem-solving, mediation, arbitration, negotiation for win/win solutions, identification of agreed outcomes).
3.2.2		Apply analytical skills to identify a preferred approach.	Ability to explain and justify the preferred method for resolving the conflict.
3.2.3		Work with others to confirm a mutually agreeable approach.	Ability to discuss preferred method (and other options if necessary) with those involved to agree on an acceptable conflict resolution process.
3.2.4		Monitor the outcome of the agreed approach in cooperation with those involved.	Ability to describe the means by which the success of the approach taken will be monitored with those involved in the conflict.
3.2.5		Apply appropriate communication skills for conflict resolution.	Ability to use effective verbal and non-verbal communication skills and assertiveness skills throughout the process.

Competency Unit 4: Apply assertiveness skills

No.	Element	Performance Criteria	Evidence
4.1.1	Consider professional rights of those involved	Ensure that own professional rights and values are not compromised.	Ability to identify and deal with unreasonable requests and refusals from others.
4.1.2		Recognise the professional rights of others.	a) Ability to describe requests of others that may be regarded as unreasonable. b) Ability to ensure requests made of others are reasonable.
4.2.1	Communicate and pursue a position	Explain their position to others.	Ability to provide clear, concise and confident explanation and/or justification of a position to others.
4.2.2		Express goals and work towards them.	a) Ability to make choices about the way in which their own efforts are directed toward achieving a goal. b) Ability to change the behaviour of others toward self.