



UNIVERSITY  
of  
TECHNOLOGY,  
MAURITIUS

## **School of Health Sciences**

# Diploma in Pharmacy Technician Studies

## Professional Placement Guidelines

Version 1.0

October 2017

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**School of Health Sciences**

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# Professional Placement Guidelines

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## 1. OVERVIEW OF PROFESSIONAL PLACEMENT

The Professional Placement is a compulsory module which all full-time students are expected to successfully complete in order to be awarded a Diploma in Pharmacy Technician Studies.

This module carries 3 credits per year which is equivalent to 180 hours of placement per year.

The primary objective of the Professional Placement is to provide students with hands-on training and pre-professional work experience in order to develop their knowledge, skills, attitudes and attributes essential for the practice of their profession and to enhance their future employability. Furthermore, through this Professional Placement, students will be given the opportunity to apply theoretical knowledge to solve real world problems in the field of pharmacy.

Upon completion of the Professional Placement, the student is expected to have acquired the ability to:

1. Apply their academic and technical knowledge to workplace situations
2. Solve various problematic issues and make informed decisions
3. Work as part of a team to enhance personal knowledge and communication skills
4. Demonstrate work readiness and professionalism (e.g. punctuality, meeting deadlines, abiding by regulations, following instructions, respect for organizational structure and hierarchy)

## **2. LEARNING OBJECTIVES OF THE PROFESSIONAL PLACEMENT FOR DIPLOMA IN PHARMACY TECHNICIAN STUDIES**

The Diploma in Pharmacy Technician Studies programme has been designed to focus on dispensing techniques, customer care, health ethics, pharmaceutical sciences, legislation and inventory management, amongst others.

By interacting with experts who are active in the field of pharmacy, medicine and health sciences, the content taught in this course ensures that students will learn about current trends and practices in the field of pharmacy.

The Professional Placement module will enable students to gain the necessary skills by focusing on the following goal categories:

- Personal/Interpersonal Knowledge and Skills
- Foundational Professional Knowledge and Skills
- Processing and Handling of Medications and Medication Orders
- Sterile and Non-Sterile Compounding
- Procurement, Billing, Reimbursement and Inventory Management
- Patient- and Medication-Safety
- Technology and Informatics
- Regulatory Issues
- Quality Assurance

These goals are based on those devised by the American Society of Health-System Pharmacists for the training of Pharmacy Technicians and are intended to be responsive to changes in the pharmacy profession and the evolving role of a Pharmacy Technician.

The learning objectives for each goal category are as follows:

### **Personal/Interpersonal Knowledge and Skills**

- Demonstrate ethical conduct in all job-related activities
- Present an image appropriate for the profession of pharmacy in appearance and behavior
- Communicate clearly when speaking and in writing
- Demonstrate a respectful attitude when interacting with diverse patient populations
- Apply self-management skills, including time management, stress management, and adaptation to change
- Apply interpersonal skills, including negotiation skills, conflict resolution, and teamwork
- Apply critical thinking skills, creativity, and innovation to solve problems

### **Foundational Professional Knowledge and Skills**

- Demonstrate understanding of healthcare occupations and the health care delivery system
- Demonstrate understanding of wellness promotion and disease prevention concepts, such as use of health screenings; health practices and environmental factors that impact health and adverse effects of alcohol, tobacco, and legal and illegal drugs
- Demonstrate commitment to excellence in the pharmacy profession and to continuing education and training
- Demonstrate knowledge and skills in areas of science relevant to the pharmacy technician's role, including anatomy/physiology and pharmacology
- Perform mathematical calculations essential to the duties of pharmacy technicians in a variety of contemporary settings
- Demonstrate understanding of the pharmacy technician's role in the medication-use process
- Demonstrate understanding of major trends, issues, goals, and initiatives taking place in the pharmacy profession
- Demonstrate understanding of non-traditional roles of pharmacy technicians.
- Identify and describe emerging therapies
- Demonstrate understanding of the preparation and process for sterile and non-sterile compounding

## **Processing and Handling of Medications and Medication Orders**

- Assist pharmacists in collecting, organizing, and recording demographic and clinical information for direct patient care and medication-use review
- Receive and screen prescriptions/medication orders for completeness, accuracy, and authenticity
- Assist pharmacists in the identification of patients who desire/require counseling to optimize the use of medications, equipment, and devices
- Prepare non-patient-specific medications for distribution (e.g. batch, stock medications)
- Distribute medications using systematic procedures
- Practice effective infection control procedures, including preventing transmission of blood borne and airborne diseases
- Assist pharmacists in preparing, storing, and distributing medication products requiring special handling and documentation (e.g. controlled substances, immunizations, chemotherapy, investigational drugs, drugs with mandated Risk Evaluation and Mitigation Strategies (REMS))
- Assist pharmacists in the monitoring of medication therapy
- Prepare patient-specific medications for distribution
- Maintain pharmacy facilities and equipment, including automated dispensing equipment
- Use safety data sheets (SDS) to identify, handle, and safely dispose of hazardous materials

## **Sterile and Non-Sterile Compounding**

- Prepare medications requiring compounding of sterile products
- Prepare medications requiring compounding of non-sterile products
- Prepare medications requiring compounding of chemotherapy/hazardous products

## **Procurement, Billing, Reimbursement and Inventory Management**

- Initiate, verify, and assist in the adjudication of billing for pharmacy services and goods, and collect payment for these services
- Apply accepted procedures in purchasing pharmaceuticals, devices, and supplies

- Apply accepted procedures in inventory control of medications, equipment, and devices
- Explain pharmacy reimbursement plans for covering pharmacy services

### **Patient- and Medication-Safety**

- Apply patient- and medication-safety practices in all aspects of the pharmacy technician's roles
- Verify measurements, preparation, and/or packaging of medications produced by other healthcare professionals (e.g., tech-check-tech)
- Explain pharmacists' roles when they are responding to emergency situations and how pharmacy technicians can assist pharmacists by being certified as a Basic Life Support Healthcare Provider
- Demonstrate skills required for effective emergency preparedness
- Assist pharmacists in medication reconciliation
- Assist pharmacists in medication therapy management

### **Technology and Informatics**

- Use current technology in the healthcare environment to ensure the safety and accuracy of medication dispensing

### **Regulatory Issues**

- Compare and contrast the roles of pharmacists and pharmacy technicians in ensuring pharmacy department compliance with professional standards and relevant legal, regulatory, formulary, contractual, and safety requirements
- Maintain confidentiality of patient information

### **Quality Assurance**

- Apply quality assurance practices to pharmaceuticals, durable and non-durable medical equipment, devices, and supplies
- Explain procedures and communication channels to use in the event of a product recall or shortage, a medication error, or identification of another problem

### 3. ETHICAL CONDUCT DURING THE PROFESSIONAL PLACEMENT

Students must adhere to the following rules and regulations during the placement:

#### 3.1 Discipline and Regulations

1. It is the responsibility of the student to be self-disciplined and demonstrate good behavior at all times while undergoing the placement
2. Each student must perform his/her placement with full dedication and professionalism
3. All students must respect his/her Placement Supervisor and workplace colleagues
4. All rules and regulations set by the Employer must be abided by
5. Students should avoid causing damage to property belonging to the company
6. Appropriate clothing, foot ware and personal protective equipment (e.g. laboratory coat) should be worn

Failure to abide fully to the above regulations will result in disciplinary actions being taken against the student, as per UTM regulations.

Once confirmation has been made between the School of Health Sciences of the University of Technology, Mauritius and the pharmaceutical organization, the student will not be allowed to change their placement, unless in exceptional circumstances and with the approval of the Head of School of Health Sciences.

#### 3.2 Attendance/Absence

Students are expected to be punctual and be made available throughout the working hours agreed between the student, Placement Supervisor and the Programme Coordinator.

Each student is to undertake **180 hours of placement during both Year 1 and in Year 2 of the programme.** Only upon successful completion of 180 hours will the student be allowed to clear that programme level. The duly filled Log Book will be proof of attendance of the student.

The student should immediately notify his/her Placement Supervisor and Programme Coordinator of any absence due to ill health. If a student is unable to attend for more than 3 days, for any reason, they must notify in writing the Head of School of Health Sciences and

Placement Supervisor through his/her Programme Coordinator and provide any relevant documentation.

**It is the responsibility of the student to make up for missed working hours and to complete the relevant placement requirements.**

Any difficulties encountered by the student during any point in time should be communicated to the Placement Supervisor and Programme Coordinator at the earliest.

### **3.3 Confidentiality of the Organization's Information**

Students are expected to maintain a strict level of confidentiality when dealing with any information pertaining to the organization. Students are strictly prohibited from copying, printing or taking pictures of any document, medicinal or non-medicinal product or apparatus used by the organization without prior consent from the Employer/Placement Supervisor.

## **4. ASSESSMENT OF PROFESSIONAL PLACEMENT AND REQUIREMENTS**

### **4.1 Time Frame**

To successfully complete the Professional Placement module, students are required to undertake 180 hours of placement in a registered private pharmacy in both Year 1 and in Year 2 of the programme (i.e. a total of 360 hours).

It is mandatory for students to fill in the *Professional Placement Log Book* as evidence of attendance.

### **4.2 Supervision**

During the Professional Placement, the student will be monitored by a Placement Supervisor from the participating organization. The Placement Supervisor should be a practicing pharmacist, preferably with at least three (3) years' of experience.

The Placement Supervisor shall provide the student with guidance, on-going feedback on their performance and assist the student in the compilation of their portfolio.

### 4.3 Assessment of Professional Placement

Professional Placement will be assessed through the following components:

Component	Weightage	To be Assessed by
Portfolio	30%	Placement Assessor
Performance Feedback Questionnaire	30%	Placement Supervisor
Professional Skill assessment (simulations)	40%	Examiner

#### 4.3.1 Portfolio

Each student will need to submit a portfolio of 4000 – 5000 words upon completion of every 180 hours of placement.

The portfolio should contain and present evidence of the Professional Placement. It should also demonstrate that the student has acquired knowledge, skills and achieved the learning objectives as specified in Section 2.

The following points will be taken into consideration during the marking process:

Introduction	Understanding of the given work, job description and objectives of the work placement
Brief overview of the organization	Vision and Mission of the organisation, Hierarchical structure of the organisation, Roles and responsibilities of his/her department within the organisation
Application of Knowledge and Achievement of Learning Objectives	Experience gained, Describing the nature of the job assigned, Application of academic knowledge in the working environment, Solving different work related problems, Ability to integrate and perform in the working environment and demonstrate the skills or knowledge to deal with daily work issues, Evidence of attainment of learning objectives
Conclusion and Reflection	Reference to application of knowledge with emphasis on initial objectives of work placement, Provide clear and relevant reflection, Job/Work Skills acquired and how placement has improved work readiness

Presentation and Originality	Layout which conforms to the required specifications of structure and presentation as per Placement Guidelines, Neatness and orderly presentation of chapters and paragraphs, Correct use of language, diagrams, tables, references, appendices and originality of work
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### 4.3.2 Performance Feedback Questionnaire

At the end of every 180 hours of placement, the Placement Supervisor is to make a summative assessment of the student's overall performance and competencies on the *Performance Feedback Questionnaire*.

### 4.3.3 Professional Skills Assessment

Professional skills will be evaluated through a formal written examination consisting of simulation exercises set by an examiner who should be a practicing pharmacist, preferably with at least three (3) years' of experience.

This assessment will take place towards the end of every 180 hours of placement.

## 4.4 Documents to be submitted

The following is a list of documents that are to be mandatory signed and submitted by the student to the School of Health Sciences through the student's Programme Coordinator upon completion of every 180hours of placement:

- *Professional Placement Information Sheet* (see Annex A): to be duly completed by the student and countersigned by the Placement Supervisor. This should be sent to the Programme Coordinator before the Professional Placement starts.
- *Professional Placement Log Book* (see Annex B): to be duly completed by the student and countersigned by the Placement Supervisor on a weekly basis. Copies of the same should be sent to the Programme Coordinator for monitoring purposes. Original copies of the duly-filled Log Book are to be included in the appendix of the Portfolio.

- *Performance Feedback Questionnaire* (see Annex C): used to evaluate the student's performance and competencies during the placement. This document should be filled in by the Placement Supervisor upon completion of every 180 hours placement. It should be submitted to the student's Programme Coordinator within one week following completion of the placement.
- *Portfolio Mark Sheet* (see Annex D): to be used for assessing the content of the portfolio. Markings are to be kept confidential and will be approved by the Board of Examiners.
- *Certificate of Originality* (see Annex E): must be signed by the student and submitted together with the portfolio at the end of the placement.

## 5. PORTFOLIO GUIDELINES

The portfolio should be of 4000 – 5000 words in length (approximately 20-30 A4 pages), exclusive of tables, diagrams, computer print-outs and other supporting material which is deemed relevant to the work submitted.

Two spiral-bound copies of the portfolio should be submitted to the Examination Unit of the School of Health Sciences. It shall become the property of the University upon submission.

### 5.1 Page Layout

A4 paper (210 x 297 mm – 8.25" x 11.7") of good quality and sufficient opacity should be used. The following formatting is mandatory:

- Only one side of the paper is to be used
- Left (binding edge) and bottom margin 40mm. Other margins 20mm.
- 1.5 line spacing should be used in typescript, except for indented quotations or footnotes where single spacing may be used
- The type size is 12 point with font Times New Roman for main text. Text alignment should be justified
- Diagrams, Graphs and Photographs should all be referred to as "Figure" and numbered consecutively throughout the text with a concise figure caption given after each figure

- Tables should be clearly annotated with a title which should be located above the table generated
- Proof-reading of the document is needed before submission and a good command of English throughout the report is expected

## 5.2 Portfolio Structure

The overall portfolio structure should be as follows:

- Title page
- Table of Contents
- Chapters
- References
- Appendix (Log Book records + any other relevant material)

(a) The title page shall contain the following information:

- University of Technology, Mauritius
- School
- Name of Programme and Cohort
- Full Title of Project
- Student's Name and ID
- Date of submission

(b) *Certificate of Originality* containing a signed declaration regarding plagiarism. Plagiarism is the act of copying materials without acknowledging the source of information and passing it as one's own writing. It is a breach of university regulations which will render students liable to penalisation.

(c) Table of contents showing the page number of sections and sub-sections, and a list of figures / tables

(d) Chapters (students must use the following format)

- Chapter 1: *Introduction*
- Chapter 2: *Brief Overview of the Organization*
- Chapter 3: *Experience Gained, Activities Covered, Application of Theoretical Knowledge in practice*

- Chapter 4: *Conclusion* (reflection on experience gained with particular mention of how the placement is likely to have improved the work readiness/employability of the student)

(e) *References*: When referring to another person's ideas or direct words in the text of the report, the student must acknowledge that person's contribution in two places: in the body of the portfolio at the point where the idea or words (in-text referencing) is used and at the end of the portfolio under the heading 'References' (end-text referencing). Students should make sure that the reference section consists of ALL and ONLY the sources that have been referred to in the portfolio. The 'Harvard Style' is to be used.

(f) *Appendix*: (Log Book records + any other relevant material)

### 5.3 Submission and Deadline

Two (2) spiral bound copies of the portfolio should be submitted to the Examination Unit of the School of Health Sciences. The deadline for the submission of the portfolio (and any other relevant documents) will be communicated to the student by his/her Programme Coordinator.

Submission after the due date will result in a penalty of **5% of total marks earned per day overdue**, down to the minimum pass level (40%). Late submission of the portfolio without penalty is allowed only in extenuating circumstances and upon the recommendation of the Placement Supervisor.

Request for extension to submit the portfolio after the deadline must be made in writing with justifications and may be granted only under extenuating circumstances and upon recommendation of the Placement Supervisor. Extensions will be limited to a maximum of ten (10) days after which penalty for late submission will apply.



**SCHOOL OF HEALTH SCIENCES**

**PROFESSIONAL PLACEMENT INFORMATION SHEET**

<b>Student Name</b>		
<b>Student ID</b>		<b>Cohort</b>
<b>Portfolio Title</b>		
<b>Programme Coordinator</b>		
<b>Contact Details of Student</b>	<b>Mobile</b>  <b>Home</b>	<b>Email address</b>
<b>Name of Organization</b>		
<b>Address of Organization</b>		
<b>Placement Supervisor</b>		
<b>Contact Details of Placement Supervisor</b>	<b>Mobile</b>  <b>Home</b>  <b>Office</b>	<b>Email address</b>

..... **Date** .....

**Signature of Student.**

..... **Date** .....

**Signature of Placement Supervisor**

..... **Date** .....

**Signature of Programme Coordinator**



**SCHOOL OF HEALTH SCIENCES  
PROFESSIONAL PLACEMENT LOG BOOK**

<b>Student Name</b>		
<b>Student ID</b>		<b>Cohort:</b>
<b>Portfolio Title</b>		
<b>Name of Organization</b>		
<b>Placement Supervisor</b>		

**WEEK** ..... (from.....to.....)

<b>Date and Time</b>	<b>Task(s) Performed</b>	<b>Skill(s) Acquired</b>

**Number of Hours completed** .....

**Remarks by Placement Supervisor** .....

.....

..... **Date** .....

**Signature of Student**

..... **Date** .....

**Signature of Placement Supervisor**



**SCHOOL OF HEALTH SCIENCES**  
**PERFORMANCE FEEDBACK QUESTIONNAIRE**

<b>Student Name</b>		
<b>Student ID</b>		<b>Cohort:</b>
<b>Placement Period</b>	<b>From:</b>	<b>To:</b>
<b>Name of Organization</b>		
<b>Placement Supervisor</b>		

***Evaluation of Student's Performance:***

<b>Question</b>		<b>Mark (award up to a maximum of 5 marks)</b>
1	Demonstrated an ethical conduct in all job-related activities	
2	Demonstrated self-management skills (e.g. punctuality, stress management, adaption to change in the work environment)	
3	Showed the capability to work within a team	
4	Demonstrated a respectful attitude when interacting with patients/customers and staff	
5	Was able to communicate clearly when speaking and in writing	
6	Demonstrated an awareness and understanding of various health promotion practices and emerging therapies	
7	Exhibited knowledge and skills in areas of science relevant to the role of a Pharmacy Technician (e.g. anatomy, pharmacology, disease prevention therapies, mathematical calculations)	
8	Was able to screen prescriptions and medication orders for completeness, accuracy and authenticity	
9	Assisted in the preparation of medications requiring sterile and/or non-sterile products	
10	Assisted in the preparation and dispensing of medications according to accepted procedures	

11	Demonstrated an understanding of the process for the preparation and dispensing of medications requiring special handling and documentation (e.g. controlled substances, vaccinations, chemotherapy drugs, investigational drugs)	
12	Showed awareness of how to use a Safety Data Sheet (SDS) to handle, store and safely dispose of hazardous materials	
13	Assisted in the billing and collection of payment for pharmacy services and goods	
14	Participated in the procedures for the purchasing of pharmaceuticals, devices and supplies	
15	Applied accepted procedures in the inventory control of pharmaceutical products, devices, equipment and supplies	
16	Provided assistance to pharmacy personnel in the counselling of patients/customers (e.g. of the optimum use of medications, equipment, devices and therapies)	
17	Exhibited an understanding of the quality assurance practices applied to pharmaceuticals, durable and non-durable medical equipment, devices and supplies	
18	Has the ability to explain procedures and identify the communication channels used in the event of a product recall, shortage, medication error or any other problem	
19	Demonstrated a commitment to excellence in the pharmacy profession and to continuing education and training in this field	
20	Understands the role of a Pharmacy Technician and explain how they can assist Pharmacists by being certified a Basic Life Support Healthcare Provider	
<b>TOTAL MARKS (out of 100)</b>		

**Further Comments or Recommendations:**

..... **Date** .....

**Signature of Placement Supervisor**



SCHOOL OF HEALTH SCIENCES  
PORTFOLIO MARK SHEET

<b>Student Name</b>		
<b>Student ID</b>		<b>Cohort</b>
<b>Portfolio Title</b>		
<b>Placement Organization</b>		
<b>Placement Supervisor</b>		
<b>Placement Assessor</b>		
<b>CRITERIA</b>	<b>REMARKS</b>	
<b>Introduction:</b> Understanding of the given work, job description and objectives of the work placement <b>[10 %]</b>		
<b>Brief Overview of the organisation:</b> Vision and Mission of the organisation, Hierarchical structure of the organisation, Roles and responsibilities of his/her department within the organisation <b>[25 %]</b>		
<b>Application of Knowledge and Achievement of Learning Objectives:</b> Experience gained, Describing the nature of the job assigned, Application of academic knowledge in the working environment, Solving different work related problems, ability to integrate and perform in the working environment and demonstrate the skills or		

knowledge as evidence of attainment of learning objectives <b>[35 %]</b>	
<b>Conclusion and Reflection:</b> Reference to application of knowledge with emphasis on initial objectives of work placement, provide clear and relevant reflection. Job/Work Skills acquired and how placement has improved work readiness <b>[15 %]</b>	
<b>Presentation and Originality:</b> Layout which conforms to the required specifications of structure and presentation as per Portfolio Guidelines, neatness and orderly presentation of chapters and paragraphs, Correct use of language, diagrams, tables, references, appendices and originality of work <b>[15 %]</b>	
<b>TOTAL MARKS</b>	
<input type="text"/>	

..... **Date** .....

**Signature of Placement Supervisor**

..... **Date** .....

**Signature of Placement Assessor**



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**CERTIFICATE OF ORIGINALITY**

I hereby declare that the intellectual content of this portfolio is the product of my own work and that, to the best of my knowledge and belief, it contains no material previously published or written by another person nor material which has been accepted for the award of any other degree or diploma of the University or any other institute, except where due acknowledgement and references are made in the text.

**Student Name** .....

**Student ID number** .....

**Cohort** .....

**Title of Portfolio** .....

.....

**Signature** .....

**Date** .....