

Guidelines for supervising pharmacists

- a) Manage and implement the intern training programme in accordance with institutional guidelines.
- b) Clearly outline and explain the competencies and assessment criteria to be achieved by the trainee pharmacist at the commencement of training.
- c) Ensure the trainee works 8-hour shifts per day **(8.30 am to 5.30 pm OR 8.00 am to 5.00 pm)** for six (6) days per week
- d) During the assigned training shift, trainees shall not be deployed in cashier positions. This practice has been reported in some organizations based on trainee feedback and must be strictly avoided.
- e) Saturdays are designated for attending online lectures and relevant self-assessment activities and are considered a day off from workplace training duties
- f) Monitor and verify that the trainee maintains a **minimum attendance of 80%** of the required training period.
- g) The supervising pharmacist must be available at all times during the trainee's shift to oversee their performance
- h) Maintain proper attendance records.
- i) Provide structured guidance, supervision, and appropriate delegation of tasks.
- j) Ensure availability of adequate time, equipment, materials, programmes, and access to relevant information systems and literature.
- k) Maintain a professional, supportive, and respectful training environment.
- l) Arrange structured on-the-job training and learning opportunities.
- m) Supervisors are responsible for assessments of internship training and submit the report to the CMCC in a timely manner
- n) Fill the relevant attendance form provided by CMCC along with a certified copy of the manual attendance register or fingerprint record as evidence of attendance certified by the Owner Pharmacist or head of the Chain Pharmacy outlet for the stipulated training period.

ASSESSMENT OF THE INTERN PHARMACIST

Trainee Pharmacists will be assessed systematically and continuously throughout the training period.

- o) Intern Pharmacists should be evaluated on a regular basis in a systematic format and should involve positive reinforcement on appropriate performance and constructive criticism on non-performance towards improvement.

- p) Intern Pharmacists should receive accurate feedback on their performance as reflected in daily and less regular assessments.
- q) Where appropriate, evidence that the intern Pharmacist has achieved the required standard must be acknowledged by the supervisor.

REPORTING THE ASSESSMENT OF PERFORMANCE OF THE INTERN PHARMACISTS

Assessment will take place in a systematic manner and during the following occasions

- a) on a day-to-day basis by the supervisor as an intern is executing daily duties and activities
- b) At the end of the 4-month programme the professional development of the intern Pharmacist assessed shall be sent to the Registrar

ASSESSMENT METHODS

The evidence of the competence of a person is demonstrated by possession of a relevant set of attributes such as knowledge, skills and attitudes.

The following methods will be used by supervisors to assess the competence of the intern:

- a) Observation
- b) Questioning
- c) Test in practical or technical skills
- d) Case study
- e) Evidence from prior achievement
- f) Logbooks
- g) Simulations
- h) Creativity
- i) Any other applicable methods

DURING THE ASSESSMENT PROCESS DURING EVALUATION OF INTERN PHARMACIST, SUPERVISOR SHOULD MAKE SURE THE PROCESS IS

- (a) flexible in providing for the special needs of both the intern and the environment
- (b) valid in terms of the required learning outcomes
- (c) transparent in that the process used and outcomes are clear to both the supervisor and the intern.

FEEDBACK

The following points are provided to assist in the feedback process following an assessment

- a) provide honest, fair and realistic feedback and make suggestions
- b) identify areas for improvement
- c) feedback should be timely, individualized allow for regular time to discuss the progress/training
- d) ask for the opinion of the intern /trainee on his /her performance