# **Competency Assessment Behaviours**

During the 4th year placement in 2018, there will be two Competency Assessments.

## **First (formative) Competency Assessment:**

**Purpose**: to allow the student to identify behaviours that they need to practice and improve upon.

**Date**: must be completed by the end of week five of placement (6th October).

## **Final (summative) Competency Assessment:**

**Purpose**: to assess the student’s competency. The summative assessment is graded as pass/fail, but please note that this pass/fail grade only relates to the Competency Assessment, and is independent of the grade the student receives for academic work. In order to pass the summative assessment performed by the Preceptor, students must achieve a minimum level 3 rating in all of the behaviours\* listed below.

**Date**: must be completed by the end of week twelve of placement (24th November).

\*All of the behaviours in domains 1, 2 and 6 of the PSI’s Core Competency Framework will not be assessed – there are 51 behaviours in total which have been chosen, as it is envisaged that they can be demonstrated in all practice settings and that they are appropriate for a 4th year placement.

# **Domain 1: Professional Practice**

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| Competency: Practises “patient-centred” care |
|  | **Behaviours** | **Notes** |
| 1.1.1 | Demonstrates a “patient-centred” approach to practice |  |
| 1.1.2 | Ensures patient safety and quality are at the centre of the pharmacy practice |  |

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| Competency: Practises professionally |
|  | **Behaviours** | **Notes** |
| 1.2.2 | Demonstrates awareness of the position of trust in which the profession is held and practises in a manner that upholds that trust |  |
| 1.2.3 | Treats others with sensitivity, empathy, respect, and dignity |  |
| 1.2.4 | Takes responsibility for their own actions and for patient care |  |
| 1.2.7 | Recognises their scope of practice and the extent of their current competency and expertise, and works accordingly |  |
| 1.2.8 | Maintains a consistently high standard of work |  |

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| Competency: Practises legally |
|  | **Behaviours** | **Notes** |
| 1.3.2 | Understands and applies the requirements of both Irish and European pharmacy and medicines law |  |
| 1.3.3 | Demonstrates an awareness of other legislation relevant to their practice setting, including, as appropriate, data protection law, health and safety law, employment law, consumer law, equality law, and intellectual property rights.  |  |
| 1.3.4 | Demonstrates an understanding of the requirements of the regulatory framework to authorise a medicinal product, including the quality, safety, and efficacy requirements |  |

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| Competency: Practises ethically |
|  | **Behaviours** | **Notes** |
| 1.4.1 | Understands their obligations under the principles of the statutory Code of Conduct for Pharmacists and acts accordingly |  |
| 1.4.2 | Makes and justifies decisions in a manner that reflects the statutory Code of Conduct for Pharmacists, and pharmacy and medicine law |  |
| 1.4.3 | Recognises ethical dilemmas in practice scenarios and reasons through dilemmas in a structured manner |  |

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| Competency: Engages in appropriate continuing professional development (CPD) |
|  | **Behaviours** | **Notes** |
| 1.5.1 | Understands and accepts the importance of life-long learning for pharmacists |  |
| 1.5.2 | Demonstrates the ability to critically reflect on their own practice and skills, to identify learning and development needs |  |
| 1.5.3 | Takes personal responsibility for engaging in CPD and achieving learning and professional development goals |  |
| 1.5.4 | Identifies and undertakes appropriate learning activities and programmes that meet identified leaning needs |  |
| 1.5.5 | Keeps knowledge and skills up to date |  |

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| Additional Notes |
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**Domain 2: Personal Skills**

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| Competency: Leadership skills |
|  | **Behaviours** | **Notes** |
| 2.1.1 | Inspires confidence and applies assertiveness skills as appropriate |  |
| 2.1.2 | Leads by example by acting to ensure patient safety and quality within the pharmacy environment |  |
| 2.1.3 | Builds credibility and portrays the profession in a positive light by being professional and well informed |  |

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| Competency: Decision-making skills |
|  | **Behaviours** | **Notes** |
| 2.2.2 | Makes decisions and solves problems in a timely manner |  |
| 2.2.3 | Gathers information from a number of reliable sources and people to enable them to make well-founded decisions |  |
| 2.2.4 | Communicates decisions comprehensively including the rationale behind decisions |  |
| 2.2.5 | Ensures that relevant professional, ethical, and patient safety factors are fully considered in decisions into which they have an input |  |
| 2.2.6 | Distinguishes between important and the unimportant issues |  |
| 2.2.7 | Demonstrates an attention to detail and accuracy in decision-making |  |
| 2.2.8 | Recognises when it is appropriate to seek advice from experienced colleagues, refer decisions to a higher level of authority, or to include other colleagues in the decision |  |

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| Competency: Team-working skills |
|  | **Behaviours** | **Notes** |
| 2.3.1 | Recognises the value and structure of the pharmacy team and of a multiprofessional team |  |
| 2.3.5 | Demonstrates a broad understanding of the services delivered by other healthcare professionals and disciplines |  |

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| Competency: Communication skills |
|  | **Behaviours** | **Notes** |
| 2.4.1 | Uses effective verbal, non-verbal, listening and written communication skills to communicate clearly, precisely and appropriately |  |
| 2.4.3 | Uses appropriate language and checks understanding |  |
| 2.4.4 | Demonstrates respect, cultural awareness, sensitivity and empathy when communicating |  |
| 2.4.5 | Demonstrates influencing and negotiation skills to resolve conflicts and problems |  |
| Additional Notes |
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**Domain 6: Organisation and Management Skills**

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| Competency: Self-management skills |
|  | **Behaviours** | **Notes** |
| 6.1.1 | Demonstrates organisation and efficiency in carrying out their work |  |
| 6.1.2 | Ensures their work time and processes are appropriately planned and managed |  |
| 6.1.3 | Demonstrates the ability to prioritise work appropriately |  |
| 6.1.4 | Takes responsibility as appropriate in the workplace |  |
| 6.1.5 | Demonstrates awareness of the responsibility of their position |  |
| 6.1.6 | Ensures punctuality and reliability |  |
| 6.1.7 | Reflects on and demonstrates learning from critical incidents |  |

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| Competency: Workplace management skills |
|  | **Behaviours** | **Notes** |
| 6.2.1 | Demonstrates an understanding of the principles of organisation and management |  |
| 6.2.2 | Works effectively with the documented procedures and policies within the workplace |  |
| 6.2.3 | Understands their role in the organisational structure and works effectively within the management structure of the organisation |  |
| 6.2.5 | Addresses and manages day to day management issues as required in their position of responsibility |  |

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| Competency: Human resources management skills |
|  | **Behaviours** | **Notes** |
| 6.3.3 | Engages with systems and procedures for performance management |  |
| 6.3.4 | Supports and contributes to staff training and continuing professional development |  |

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| Competency: Quality assurance |
| 6.5.1 | Recognises quality as a core principle of medicines management and healthcare provision |  |
| 6.5.2 | Understands the role of policies and procedures in the organisational structure and in the provision of healthcare |  |
| 6.5.3 | Contributes to the development, implementation, maintenance and training of staff on standard operating procedures, as appropriate to their level of responsibility |  |
| 6.5.4 | Contributes to regular audit activities and reports and acts upon findings |  |

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| Additional Notes |
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