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ELEMENT

WHAT YOU NEED TO DO	PROCEDURES/TEMPLATES	NOTES
<p>Develop an induction program, taking into account the:</p> <ul style="list-style-type: none"> a. information and procedures required to be included in the induction program based on staff positions; b. time frame over which procedures will be taught; and c. methods you will use to ensure staff members are capable of applying procedures. 	<p>P13A Inducting Staff T13A Induction Checklist</p>	<p>There are a number of methods to ensure a staff member is capable of applying procedures. These could include completion of an individual workbook, role playing, mentoring or group training or a combination of these.</p>
<p>Provide each new staff member with their Induction Checklist and explain the requirements of the induction process, including what has to be completed and by when.</p>	<p>P13A Inducting Staff T13A Induction Checklist</p>	<p>Detailed personal information will not be assessed.</p>
<p>Determine how you will assess an individual staff member's ability to apply the procedures applicable to them.</p>	<p>P13A Inducting Staff P13B Workplace Surveillance T13A Induction Checklist</p>	<p>The declaration (contained in the Induction Checklist) must be signed by both the new staff member and the proprietor. The assessor must confirm the effectiveness of the induction process which will involve either questioning or observing staff to ensure they can apply procedures.</p>

RESOURCES

QCPP www.qcpp.com

The Pharmacy Guild of Australia

www.guild.org.au

The Pharmacy Guild of Australia's State Branches can provide workplace relations support to Guild Members.

Fair Work Ombudsman www.fairwork.gov.au

14 MANAGING STAFF

The pharmacy shall have systems to manage staff by:

ELEMENT

ACTION REQUIRED TO MEET THE STANDARD	EVIDENCE REQUIRED AT ASSESSMENT
<p>1 maintaining a staff roster system which provides for the safe and professional provision of prescriptions and other pharmacy goods and services</p>	<p>Proof that there is a staff roster system. Explanation of how the roster system provides for the safe and professional provision of prescriptions and other pharmacy goods and services.</p>
<p>2 maintaining a communication system to inform staff of issues affecting them and/or their work environment</p>	<p>Explanation of the communication system. Proof the system is used to communicate with all staff.</p>
<p>3 maintaining and following a performance review system to monitor, inform and manage staff performance</p>	<p>The procedure for conducting a performance review. Proof the procedure is followed.</p>
<p>4 ensuring a formal workplace grievance process exists and is used</p>	<p>The procedure for workplace grievance. Proof the procedure is followed.</p>
<p>5 maintaining a Personnel File for each staff member</p>	<p>Maintain a Personnel File for each staff member.</p>
<p>6 maintaining a system that ensures the confidentiality and privacy of staff records and all relevant personnel information</p>	<p>Proof that there is a system that ensures confidentiality and privacy of staff records and all relevant personnel information.</p>

MANDATORY ACTIONS

Actions shown in BLACK are mandatory for accreditation. Actions shown in GREY are non-mandatory.

SCOPE OF ELEMENT

If you do not employ any staff this Element is not applicable.

This Element relates to clause 4.14 of AS 85000:2011 Quality Care Pharmacy Standard – quality management system for pharmacies in Australia.