

Accreditation Standards for Community Pharmacy Resident Training Programs

ADVANCED
PHARMACY
AUSTRALIA



Table of Contents

Table of Contents.....	2
Background.....	3
Purpose.....	4
Glossary of terms.....	5
Document 1: Central Site Accreditation Standards.....	8
Document 2: Program Approval.....	10
Resident Training Program Standards.....	10
Document 3: Pharmacy Site Accreditation.....	12
Document 4: Re-Accreditation.....	14

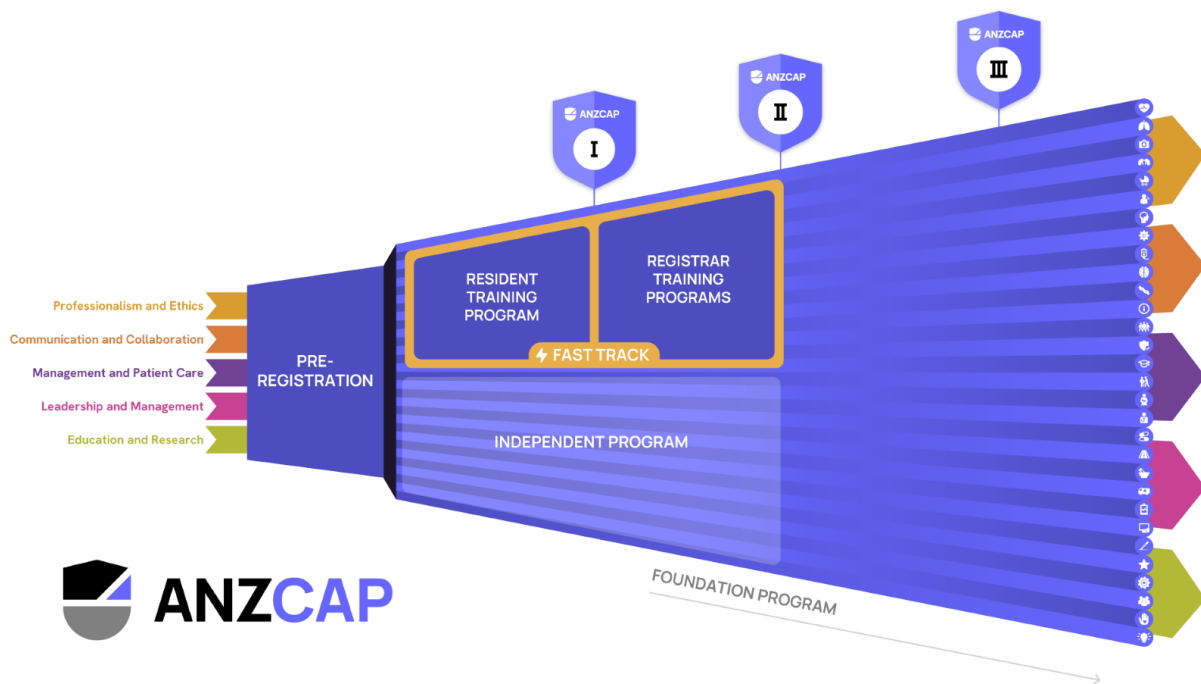
Background

A formalised practitioner development process defines the pathway from undergraduate through to registration and progression through ANZCAP recognition (see: Figure 1).

The existence of such a pathway signifies a mature profession. It is broad in its range of competency domains, covering aspects of professional practice and clinical proficiency, but also encompassing a commitment to leadership and management, and research and education skills development.

AdPha's Resident Training Program establishes a structured, formalised, supported and accredited national program for newly registered pharmacists or pharmacists new to community pharmacy, focusing on the development of a solid foundation of general pharmacy practice. The Program is two years full time equivalent in duration.

Figure 1. Programs within a pharmacist's professional development pathway



Purpose

The purpose of this Standard is to establish criteria for a Resident Training Program in the community pharmacy setting to ensure the commitment is consistent with AdPha's expectations for training pharmacists to achieve professional competence in the delivery of patient-centred care and professional pharmacy services.

The Standard covers 5 domains:

- + Safe and socially accountable practice
- + Governance and quality
- + Program
- + Resident experience
- + Outcomes and assessment

The Standard is comprised of the following documents:

1. **Program Approval:** establishes the program-specific requirements for an AdPha-accredited Resident Training Program Central Site to deliver a Resident Training Program.
2. **Central Site Accreditation:** establishes the criteria a community pharmacy Franchisor must meet to become an AdPha-accredited Resident Training Program Central Site for a Banner Group.
3. **Pharmacy Site Accreditation:** establishes the criteria an individual community pharmacy (Franchisee), that is part of a Banner Group, must meet to become an AdPha-accredited Residency Training Program Pharmacy Site.

Glossary of terms

Australian & New Zealand College of Advanced Pharmacy (ANZCAP) – recognises the specialty skills and experience of pharmacy practitioners across Australia and New Zealand as Residents, Registrars and Consultants. Recognition is based on the competencies within the National Competency Standards Framework for Pharmacists in Australia, 2016.

Australian Pharmacy Council (APC) – is the national accreditation authority for pharmacy education and training who sets the accreditation standards for Continuing Professional Development (CPD) activities.

Banner Group – refers to the combination of a Franchisor and all the associated Franchisees collectively operating as a single brand of community pharmacies.

Competency – as per the National Competency Standards Framework for Pharmacists in Australia, 2016.

Curriculum – the structured training plan for a Resident candidate encompassing the knowledge, skills, experience and behaviours required to perform as an ANZCAP Pharmacist Resident. The curriculum is practice focussed and covers the range of enabling competencies across expert practice, communication, leadership and management, research and education domains.

Core Skills and Services – These are the skills and services deemed to be the foundations of practice in community pharmacy and expected of all community pharmacists. These would be what the general population would expect when they entered a community pharmacy in Australia.

Elective Skills and Services – These are skills and services related to other areas of practice or unique experiences that may or may not be relevant to all community pharmacies. The purpose of these is to provide Candidates with a broader set of skills and knowledge.

Franchisee – The proprietor(s) of a community pharmacy that are engaged in a franchise agreement with a Franchisor, as part of a Banner Group.

Franchisor – The entity that owns and manages the Banner Group brand name and related assets. A Franchisor typically maintains a central office that supports and oversees various operational aspects of the Banner Group, which may include, but not limited to marketing, supply and logistics arrangements, staff education, operating systems and procedures, and various other functions. The entity operates under a formal franchise agreement with Franchisees (community pharmacies).

Portfolio – a formal documentation of the Candidate's training, achievements and experience in pharmacy. The Candidate reflects on their evidence and achievements and demonstrates the impact of their actions against ANZCAP Recognition using the Advanced Practice Framework (aligning their evidence with a performance level for each advanced practice competency). This is completed electronically using the ANZCAP platform.

Preceptor – a senior pharmacist generally employed at the Resident Training Program Pharmacy Site who accepts responsibility for the day-to-day supervision/coaching, training, and assessment of a Resident Candidate.

Program Manual – is Banner Groups specific and details the Resident Training Program, expectations of the Resident Candidate, details of assessment processes and an overview of the Curriculum.

Quality Care Pharmacy Program (QCPP) – The Quality Care Pharmacy Program (QCPP) is a quality assurance program for community pharmacy and provides support and guidance on professional health services and pharmacy business operations.

Resident Candidate (Candidate) – a pharmacist, generally newly registered or new to community pharmacy practice, who is undertaking the structured Resident Training Program.

Resident Training Program (Program) – a two-year structured training program delivered by the community pharmacy Banner Group for pharmacists designed to develop their practice from general level towards ANZCAP Pharmacist Resident recognition.

Resident Training Program Lead (Program Lead) – a senior pharmacist (generally employed by the Franchisor) with demonstrable experience in community pharmacy and education who is responsible for the organisation, delivery and review of the Resident Training Program within the banner group.

Resident Training Program Central Site (Central Site)– the Franchisor that accepts overall responsibility for the Curriculum, structure, and outcomes of the Program delivered within their Banner Group in conjunction with each Pharmacy Site (Franchisee).

- **Central Site Accreditation** – (outlined in AdPha Accreditation Standards for Community Pharmacy Residency Programs, 2024) whereby Franchisor must demonstrate that the physical, operational and cultural attributes of the Banner Group are aligned with AdPha's standards in regard to staff development and education to become an AdPha-accredited Resident Training Program Central Site. Central Site Accreditation is valid for an initial 2 years at which point the Central Site undergoes re-accreditation which upon successful completion is valid for 4 years.
- **Program Approval** – (outlined in AdPha Accreditation Standards for Community Pharmacy Residency Programs, 2024) which determines whether the individual Program is suitable based on program-specific attributes and requirements. Program Approval is valid for an initial 2 years at which point the Central Site undergoes the re-accreditation process which upon successful completion the Program is approved for 4 years.

Resident Training Program Pharmacy Site (Pharmacy Site) – the Franchisee (community pharmacy) at which the Candidate undertakes their training Program. The site must have current Accreditation for Training Programs with AdPha and Resident Training Program Approval. Pharmacy Site Accreditation is valid for an initial 2 years at which point the Central Site undergoes re-accreditation which upon successful completion is valid for 4 years.

- **Pharmacy Site Accreditation** - (outlined in AdPha Accreditation Standards for Community Pharmacy Residency Programs, 2024) whereby a community pharmacy must demonstrate that the physical, operational and cultural attributes of the pharmacy are aligned with AdPha's standards to become an AdPha-accredited Resident Training Program Pharmacy Site and linked to the relevant Franchisor which is the Resident Training Program Central Site.

Resident Training Program Support Group (Support Group) - is a group of staff who provide consultation, guidance and oversight of the Program. The group should include the Program Lead and relevant senior pharmacy staff, Preceptors and, where possible, former Resident Candidates. These do not need to all be from the same pharmacy but part of the Banner Group of pharmacies including the Franchisor. Multidisciplinary membership, including doctors, nurses and allied health professionals is also encouraged to foster clinical education and research, consultation and collaboration.

Re-accreditation - after the first 2 years, both the Central Site and the Pharmacy Site will need to go through a re-accreditation process including program re-approval in order to continue delivering the AdPha Community Pharmacy Resident Training Program. After this, re-accreditation occurs every 4 years.

Rotational Pharmacy Site - a site, other than the Pharmacy Site, at which part of the Program is undertaken. The Rotation Pharmacy Site is required to have a defined Preceptor but is not required to meet the overall standards required under Pharmacy Site Accreditation if it is being used to address gaps in the Pharmacy Site Accreditation of the primary Pharmacy Site. The Rotational Pharmacy Site must be connected to the same Central Site (ie same Franchisor) as the Pharmacy Site. Candidates may spend no more than 50% of their training program at a Rotation Pharmacy Site. (eg another community pharmacy within the Banner Group that has the relevant Central Site Accreditation)

Workplan - the rostered plan for the Candidate at the Pharmacy Site. This should be developed in conjunction with Central Site and align with the Curriculum.

Document 1: Central Site Accreditation Standards

This stage of accreditation is whereby a community pharmacy Franchisor must demonstrate that the physical and cultural attributes of the Banner Group are aligned with AdPha's standards with respect to staff development and education to become an AdPha-accredited Resident Training Program Central Site.

DOMAIN 1: SAFE AND SOCIALLY ACCOUNTABLE PRACTICE

- 1.1** Resident Training Program Leads and Preceptors must be registered to practice pharmacy in Australia through AHPRA and must maintain general registration throughout the period of their Resident Training Program.
- 1.2** The Franchisor should support the Resident Training Program Pharmacy Site in delivery of a variety of professional services to the community.

DOMAIN 2: GOVERNANCE AND QUALITY

- 2.1** The Central Site should have a defined Resident Training Program Support Group responsible for program governance and direction in the delivery of the accredited Resident Training Program at each of the Pharmacy Sites in conjunction with the Preceptors.
- 2.2** Franchisor in-house educational programs are monitored for their effectiveness and actively managed by key staff. This in-house education should ideally be CPD-accredited through APC.
- 2.3** The Central Site should demonstrate a broad commitment to the betterment of the pharmacy profession and public health overall through active involvement in external advisory groups, professional committees, community health promotions, and/or staff membership of professional bodies (e.g. AdPha).

DOMAIN 3: PROGRAM

- 3.1** The Central Site must demonstrate ongoing commitment to professional development opportunities and experiential teaching and learning (e.g. through student placements, intern intakes, links with universities) through regular educational activities and events that are ideally CPD accredited.
- 3.2** There is a commitment to the development of other skills outside of clinical expertise e.g. in leadership and management.

- 3.3** Staff at the Pharmacy Site have opportunities to provide formal education and training to other members of the pharmacy team at the Pharmacy Site and/or the greater Banner Group (e.g. pharmacists, pharmacy assistants, allied health staff).
- 3.4** Resident candidates at the Pharmacy Site have access to the Resident Training Program Leadership Group and other senior pharmacists supporting the delivery of the Program.

DOMAIN 4: RESIDENT CANDIDATE EXPERIENCE

- 4.1** The Central Site assists the Pharmacy Site(s) in the recruitment of eligible registered pharmacists to the Resident Training Program based on application and local recruitment policies. AdPha provides tools, resources and support for Candidates, Preceptors and Pharmacy Sites but is not responsible for appointment of Candidates or management of human resource issues between Candidates and Pharmacy Sites.
- 4.2** The Central Site provides orientation and training to new Candidates within the Program (in conjunction with the Pharmacy Site).
- 4.3** The Candidate will be provided with suitable resources to support their learning and development. This should be arranged in conjunction with the Pharmacy Site.
- 4.4** The Central Site (in conjunction with the Pharmacy Site) has processes in place for identification of Candidates in need of support or additional assistance. This may include dealing with communication issues, learning difficulties, and health and social issues.

DOMAIN 5: OUTCOMES AND ASSESSMENT

- 5.1** Competency-based self and peer evaluation and feedback is integral to performance evaluation within the community pharmacy. This should occur at the Pharmacy Site and/or facilitated via the Central Site.
- 5.2** The Central Site provides opportunities for Residents to partake in peer-learning activities (such as case-based discussions, journal clubs, case presentations). These activities can be face-to-face or virtual, provided Candidates are able to actively participate.
- 5.3** The Central Site provides mechanisms to support the upskilling of Preceptors.

Document 2: Program Approval

This stage of accreditation determines whether the Franchisor's Resident Training Program is suitable based on program-specific attributes and requirements.

Resident Training Program Standards

DOMAIN 1: SAFE AND SOCIALLY ACCOUNTABLE PRACTICE

- 1.1** The Resident Training Program must be centrally managed by a Central Site (Franchisor) and locally delivered (in conjunction with the Central Site) at a Pharmacy Site (Franchisee/community pharmacy).
- 1.2** The Candidate must be primarily located at a Pharmacy Site which takes primary responsibility for the day-to-day management of the Candidate and their development. Other Rotational Pharmacy Sites may be used, provided Candidates do not spend more than 50% of the residency at these sites. Pharmacy Sites must provide community pharmacy services, including the delivery of a range of professional services to a diverse demographic of patients.
- 1.3** Rotational Pharmacy Sites do not need to fulfil all criteria in these standards, except the identification of a Preceptor at those sites. A Rotational Pharmacy Site must be connected to the same Central Site as the primary Pharmacy Site.
- 1.4** The Candidate is recognised as a team member with a current job description outlining core responsibilities, defined workload and service expectations, with specific learning and development requirements, including those with respect to the Resident Training Program.

DOMAIN 2: GOVERNANCE AND QUALITY

- 2.1** The Residency Program should have a defined Program Lead (ideally based in the Central Site) who demonstrates core skills in supervision, teaching and mentoring of entry-level staff, as well as a high level of pharmacy expertise.
- 2.2** Program Governance is the responsibility of the Program Lead and should be guided by the Resident Training Program Support Group who should meet on a regular basis to ensure effective delivery of the Resident Training Program.
- 2.3** The Program Lead retains effective leadership of the program across all Pharmacy Sites.
- 2.4** The Program Lead in conjunction with the Preceptors is directly responsible for the delivery of the Resident Training Program within the Banner Group including the welfare, progression and equitable experience of the Candidates.
- 2.5** Each Pharmacy Site and Rotational Pharmacy Site must have a defined Preceptor for Candidates.

- 2.6** Preceptors must demonstrate professional practice and leadership in community pharmacy, and have skills in supervision, teaching and mentoring of foundation level staff.

DOMAIN 3: PROGRAM

- 3.1** The target participants for the Resident Training Program are early career pharmacists or those new to community pharmacy practice.
- 3.2** The program is two years full-time in duration. Pro-rata residencies may be undertaken as locally negotiated.

DOMAIN 4: RESIDENT EXPERIENCE

- 4.1** Upon appointment as a Resident Candidate, the Candidate must be given an orientation to the Resident Training Program. The orientation must include a Program Manual specific to your Banner Group that details your Resident Training Program, expectations of the Resident Candidate, details of assessment processes and an overview of the Curriculum.
- 4.2** Each Candidate should have a Workplan that has been developed in conjunction with the Preceptor and in line with the Curriculum in the Program Manual. This should include learning objectives/goals to support learning and development of the Resident Candidate.
- 4.3** The Resident Training Program includes requirements to engage in specific online learning and development programs and attendance at specified learning and development courses and events, some of which are delivered by AdPha. The Candidate will be provided opportunities to participate in all requirements expected for the program.

DOMAIN 5: OUTCOMES AND ASSESSMENT

- 5.1** Candidates have regular interactions with their Preceptor at the Pharmacy Site to support their learning and development including regular allocated time to carry out workplace-based assessments. Candidates should also have interactions with the Program Lead at regular intervals whether that be 1 on 1 or as part of Program training activities and events.

Document 3: Pharmacy Site Accreditation

This stage of accreditation is whereby an individual community pharmacy (Franchisee) within a Banner Group must demonstrate that the physical and cultural attributes of the pharmacy are aligned with AdPha’s standards with respect to staff development and education to become an AdPha-accredited Resident Training Program Pharmacy Site.

DOMAIN 1: SAFE AND SOCIALLY ACCOUNTABLE PRACTICE

- 1.1** Candidates and Preceptors must be registered to practice pharmacy in Australia through AHPRA and must maintain general registration throughout the period of their residency.
- 1.2** The community pharmacy should deliver a variety of pharmacy services aligned with those listed in Table 1 of the AdPha Community Pharmacy Resident Training Program Framework.
- 1.3** The community pharmacy acting as a Pharmacy Site must be accredited through the Quality Care Pharmacy Program (QCPP) and maintain this while acting as a Pharmacy Site for a Resident.

DOMAIN 2: GOVERNANCE AND QUALITY

- 2.1** The Pharmacy Site should work in conjunction with the Central Site’s Resident Training Program Support Group and Program Lead to provide input into the delivery of Resident Training Programs including structure and improvement activities.
- 2.2** Pharmacy Sites should encourage and provide opportunities for Candidates to attend Banner Group in-house education programs and events.
- 2.3** The Pharmacy Site should demonstrate a broad commitment to the betterment of the pharmacy profession and public health overall through active involvement in external advisory groups, professional committees, community health promotions, and staff membership of professional bodies (e.g. AdPha).

DOMAIN 3: PROGRAM

- 3.4** Professional Development of pharmacist should occur routinely at the Pharmacy Site supported by the Preceptor and the Pharmacy Site should demonstrate ongoing commitment to professional development opportunities and experiential teaching and learning (e.g. through student placements, intern intakes).
- 3.5** Pharmacy staff are actively involved in interdisciplinary collaboration with other health professionals.
- 3.6** Pharmacy Sites should have a commitment to continuous quality improvement and staff should have opportunities to engage in active programs of audit and quality

improvement initiatives (e.g. medication-use evaluations (MUEs) development or review of Standard Operating Procedures, self-assessment audits for QCPP).

- 3.7** There is a commitment to development of other skills outside of clinical expertise e.g. in leadership and management (team leader roles).
- 3.8** Staff at the Pharmacy Site have opportunities to provide formal education and training to other members of the pharmacy team or the banner group (e.g. pharmacists, pharmacy assistants, allied health staff).
- 3.9** Candidates at the Pharmacy Site have access to the Resident Training Program Leadership Group and other senior pharmacists supporting the delivery of the Program.

DOMAIN 4: RESIDENT EXPERIENCE

- 4.1** The Pharmacy Site undergoes recruitment of eligible registered pharmacists to the Residency Training Program based on applications and local recruitment policies. AdPha provides tools, resources and support for Candidates, Preceptors and Residency Sites but is not responsible for appointment of Candidates or management of human resource issues between Residents and Pharmacy Sites.
- 4.2** The Pharmacy Site provides orientation and training to new Candidates within the Program (in conjunction with the Central Site as required).
- 4.3** The Candidate will be provided a suitable area to work, and access to appropriate and relevant technology and resources (e.g. databases, clinical references, workstation).
- 4.4** The Pharmacy Site has processes in place for identification of staff in need of support or additional assistance. This may include dealing with communication issues, learning difficulties, and health and social issues.

DOMAIN 5: OUTCOMES AND ASSESSMENT

- 5.1** Competency-based self and peer evaluation and feedback is integral to performance evaluation within the community pharmacy. This should be facilitated by the Preceptor at the Pharmacy Site.
- 5.2** Staff performance appraisals are conducted on at least an annual basis at the Pharmacy Site by the Preceptor.
- 5.3** The Preceptor ensures the Pharmacy Site provides opportunities for Candidates to partake in peer-learning activities (such as case-based discussions, journal clubs, case presentations) either at the Pharmacy Site, within the Banner Group or at AdPha events. These activities can be face-to-face or virtual, provided Candidates are able to actively participate.

Document 4: Re-Accreditation

Re-accreditation occurs after the initial 2 years of program commencement. After that, it takes place every 4 years. The aim of the re-accreditation process is to ensure that the Resident Training Program is being delivered according to the current version of the *AdPha Accreditation Standards for Community Pharmacy Resident Training Programs*. The re-accreditation process is similar to the initial accreditation process, however also includes:

- Providing evidence of program governance by the Resident Training Program Support Group,
- Providing evidence of the active education program provided by the Banner Group to Candidates, and
- Accreditation interviews with:
 - the Program Lead, and
 - a random selection from pharmacy sites, of at least
 - 2 x Resident Candidates,
 - 2 x Preceptors, and
 - 2 x Pharmacy Owners/Managers.
 - The exact number of interviews will vary depending on the number of pharmacies within the Banner Group