

**PROGRAMME  
HANDBOOK v1**



**KAURI**  
TE KURA KAURI O AOTEAROA

*NZQA approved Programme Owner*



**AGI**  
Education That Builds Careers

*NZQA accredited programme  
provider*

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# **Certificate in Pharmacy (Introduction) Level 3 v3**

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## **Kia Ora and Welcome**

This Programme Handbook is intended to provide you with the information you need to study this programme.

Kauri Academy is the NZQA approved owner of this programme. AGI Education has been accredited to deliver this programme in accordance with Kauri Academy's programme rules and regulations. This handbook outlines those rules and regulations. For General Rules and Regulations, please refer to AGI Education's Student Handbook.

If you are enrolled into an online mode of this programme, please also refer to the Programme Handbook Addendum Online.

You will be required to attend an Induction/Orientation session. Our Student Services Coordinator for your campus and Academic team will run this session and cover all of the Programme Academic Regulations. These are contained in this handbook.

If you have any questions, please do not hesitate to ask our Student Services team – you can speak directly to them OR email them on [studentinfo@aka.ac.nz](mailto:studentinfo@aka.ac.nz). In fact, any of our staff can assist you or direct you in the right direction, so do not be afraid to ask one of our wonderful team members.

Please keep this handbook accessible for reference at any time.

Kauri Academy and AGI Education wish you all the best in your studies.

# Programme Information

Welcome to the **Certificate in Pharmacy (Introduction) Level 3** programme.

<b>Programme:</b>	Certificate in Pharmacy (Introduction)(Level 3) v3		
<b>Embedded NZ quals</b>	New Zealand Certificate in Pharmacy (Introduction to Pharmacy Practice) (Level 3)		
<b>Level:</b>	3	<b>Credit:</b>	40
<b>Duration:</b>	<b>Teaching Weeks</b>	15	
	<b>Break Weeks</b>	3- 7 depending on intake start date	
	<b>Total Weeks</b>	18 -22 depending on intake start date	
<b>Delivery:</b>	<p>This programme features 1 trimester. Commitment required for this programme:</p> <ul style="list-style-type: none"> <li>▪ 20 hours of face to face and/or online engagement delivery per week</li> <li>▪ A minimum of 7 hours of self-directed study per week</li> <li>▪ 6 weeks of Clinical Placement.</li> </ul> <p>This programme offers three different modes of delivery:</p> <ul style="list-style-type: none"> <li>• Face to face (in person)</li> <li>• Online (distance)</li> <li>• Blended (mix of face to face and online)</li> </ul> <p>If you have enrolled in a mode that involves online delivery, please ensure you adhere to our <a href="#">Online Engagement Etiquette</a>.</p>		

## Qualification/ Graduate Profile Outcome

Graduates will be able to:

- Work ethically and professionally as required by the pharmacy code and standards
- Interact with pharmacy team members and customers/patients to ensure the provision of culturally appropriate customer service.
- Apply all legislation relevant to their workplace.
- Determine if it is safe and appropriate to provide pharmacy related products and services or advice to customers/patients and know when to refer to a pharmacist.
- Provide First Aid
- Carry out a range of support activities within the pharmacy.
- Perform accurate calculations using appropriate information technology tools for point of sale transactions and retail operations.

## Progress through the programme will be as follows:

- There are two theory modules, and one practicum module.
  - CPI 1.1 is delivered for 5 weeks plus one week break
  - CPI 1.2 has 4 weeks and two break weeks
  - CPI1.3 is a clinical module for 6 weeks
- There are 3 weeks of breaks during the programme and may be a four-week break over

Christmas depending on the intake date.

- There are 2 programme entry points per programme, as the theory modules are delivered rotationally, and can be completed in any order.
- To successfully complete this programme, you must complete all modules with a minimum of a “C” pass.

<b>Module Title</b>	<b>Credits</b>	<b>Duration</b>
<b>CPI 1.1</b> <ul style="list-style-type: none"> <li>○ Work ethically and professionally as required by the pharmacy code and standards</li> <li>○ Interact with pharmacy team members and customers/patients to ensure the provision of culturally appropriate customer service.</li> <li>○ Apply all legislation relevant to their workplace.</li> </ul>	15	5 weeks
<b>CPI 1.2</b> <ul style="list-style-type: none"> <li>○ Determine if it is safe and appropriate to provide pharmacy related products and services or advice to customers/patients and know when to refer to a pharmacist.</li> <li>○ Provide First Aid</li> </ul>	14	4 weeks
<b>CPI 1.3</b> <ul style="list-style-type: none"> <li>○ Carry out a range of support activities within the pharmacy.</li> <li>○ Perform accurate calculations using appropriate information technology tools for point-of-sale transactions and retail operations.</li> </ul>	11	6 weeks
<b>TOTAL</b>	<b>40</b>	<b>15 weeks + 3 break weeks</b>

Entry into CPI1.3 Clinical Module is subject to:

- Modules CPI1.1 and CPI1.2 1 are successfully completed.
- Passing a readiness assessment for clinical – this includes ensuring suitable competency in written and verbal communication skills, and academic performance in previous modules. It is important to understand that you will be working in a live pharmacy, with real clients. For Health and Safety purposes we need to ensure you are ready to work in a live pharmacy. If you do not pass this readiness assessment, you will not be able to complete your practicum placement in pharmacies and gain the qualification.

Assessments will be monitored through this period by your facilitator, and on completion of all modules, you will be awarded a programme completion certificate.

Upon graduation, you will be awarded the New Zealand Certificate in Pharmacy (Introduction to Pharmacy Practice) (Level 3).

## Assessment Methodology

Module	Assessment	Weighting %	Pass Rate / Grading applied
CPI 1.1	CPI 1.1 A - MCQSAT/Demo	40%	50% / Kauri Grading System
	CPI 1.1 B - Poster Presentation	60%	50% / Kauri Grading System
CPI1.2	CPI 1.2 A - Written Report	85%	50% / Kauri Grading System
	CPI 1.2 B – MCQ/Demo	15%	50% / Kauri Grading System
CPI1.3	CPI 1.3 A – Portfolio/Clinical Workbook	100%	50% / Kauri Grading System

### Online Engagement Etiquette

- Please ensure that your video camera is turned on during all online sessions. There are no exemptions. If you do not have your camera on, you will be marked as absent.
- Please mute your microphone unless you are contributing. This reduces the disruption to the sound.
- Please ensure that you are dressed appropriately out of respect to your facilitator and fellow classmates.
- Please login to your online class at least 5mins before it commences.
- Your participation is important. There will be multiple interactive activities that will require your engagements. Please ensure you contribute to these activities to ensure you get the most out of these interactions for your learning.

### Clinical Placement Information

- AGI Education has multiple Memorandum of Understanding agreements with Clinical Placement Providers. All Clinical Placements are arranged and allocated by the AGI Education Clinical Placement Coordinators.
- Students are not permitted to arrange their own Clinical Placement, unless approved in advance by the Academic Team Leader.
- Your clinical placement is part of your programme requirements and must be attended according to the schedule. Failure to do this may result in failing the clinical modules.
- It is regarded as a "volunteer placement", with no remuneration (you will not be paid).
- AGI Education cannot guarantee that the placement will be near where you are currently living.

### Recognition of Student's Employment towards Clinical Placement Learning

- Effective February 2018, students may apply for a recognition of their current employment to be applied toward their clinical practicum placement learning.
- This can be applied only if the students' current role in their paid employment is highly relevant to their programme, matching the set of skills and knowledge detailed in the clinical placement workbooks.
- If a student is employed in their field of study, the student can apply to complete the clinical placement at the same site.
- The clinical facilitator will determine the suitability of the nature of employment. Should it be determined as suitable for clinical placement, the student will be allowed to complete unpaid clinical workplace hours at the same site. These hours will be in addition to the hours payable for the student's employment there, E.g. A student is employed for 20 paid hours/week; this cannot be counted towards the required 24 hours/week of clinical

placement.

#### Guidelines and Procedure:

1. Student submits an application form along with the employment contract and position description.
2. The clinical facilitator assesses the relevance of the student's paid employment position and determines if any of the clinical learning outcomes/learning requirements can be met through the responsibilities attached to the position the student currently occupies.
3. The clinical placement coordinator will formalize the agreement with the pharmacy (MOU and Workplace agreement)
4. The supervising pharmacist signs off each applicable learning requirement indicated in the practicum workbooks.

Before you go out to a work-based learning situation, please ensure you have completed the following checklist:

- Your Workplace training agreement has been signed by all parties and returned to your facilitator.
- AGI Education has a copy of your police check.
- You have completed the contact information for the facility in the front of your handbook.
- If you are going to be absent or late, you must phone BOTH AGI Education and the facility before your shift starts.
- You know the learning outcomes which you will be assessed on in the workplace.
- You have transportation to and from the pharmacy for your shifts.
- You have suitable clothing for your work-based training.
- You have read and understood the AGI Health and Safety policy as it relates to work-based training.

#### Code of conduct in clinical

- o Speak only English at all times, and no regional languages.
- o Wear appropriate, clean and tidy clothing according to the pharmacies' dress code.
- o Be respectful of all staff and clients at all times
- o Obey all reasonable directions and instructions
- o Follow the pharmacy's policies and procedures at all times
- o Observe personal and work boundaries when interacting with clients and staff
- o If unsure, always ask.
- o Notify your work colleagues if you need to leave the work setting at any time, as well as AGI Education following the Reporting Absences/Notification Policy.
- o Maintain confidentiality at all times.
- o If there are any concerns during clinical, please notify your Clinical Facilitator.
- o If you are requested to attend any meetings with the management at the pharmacy, your facilitator must accompany you, and you must maintain professionalism at all times.

# Academic Guidelines, Rules and Regulations

## Assessment Outcomes

Glossary of assessment terms:

**Assessment-** A submitted written digital assessment through Plagscan, or a written closed book exam, or an oral exam, or a presentation/demonstration.

**Re-assessment-** The second opportunity for assessment when the first oral exam or presentation/demonstration assessment is not passed.

**Re-sit-** The second opportunity for assessment when the first written closed book exam is not passed.

**Re-submit-** The second opportunity for assessment when the first digital submission through Plagscan either fails Plagscan or is not passed.

**Assignment-** A written assessment.

**Re-enrol-** When a student has failed a module and enrolls in the same module the second time.

## Assignments – Late Submission

- Assignments submitted after the published / scheduled due date will incur a 10% penalty on the total marks gained on that assessment, for each working day period or part thereof, it is late.
- The maximum penalty for late assignments/digital assessments is 20% i.e. TWO (2) working days.
- After TWO (2) working days the Programme Leader will have sole discretion as to whether the assignment/projects is accepted.

Please Note:

- You must provide a valid reason within FIVE (5) working days for late submission, based upon circumstances beyond your control e.g. severe illness, mental trauma or any other exceptional circumstance beyond a student's control. (Refer to Impaired Performance – Aegrotat Considerations).
- No consideration will be given to late assignments, after the last teaching day of the module.

## Grading System

The following grading system is used when marking assessments. There are some exceptions where a higher than 50% pass mark is used and this will result in a pass or fail. This is noted in the *Assessment Methodology* section.

Grade	Normal mark range	Indicative characterisation
A+	90-100	Outstanding performance
A	85-89	Excellent Performance
A-	80-84	Excellent performance in most respects
B+	75-79	Very good performance



B	70-74	Good performance
B-	65-69	Good performance, but some weaknesses
C+	60-64	Satisfactory to good performance
C	55-59	Satisfactory performance
C-	50-54	Adequate evidence of learning
D	40-49	Poor performance overall, some evidence of learning. Fail
E	0-39	Well below the required standard. Fail

### Recount / Reconsideration of marks

If on review of your marked assessment (during the Assessment Feedback), you believe that your marks have been incorrectly awarded or you should be awarded higher marks, you have the right to apply to have your marks recounted or reconsidered.

Please note that a recount/reconsideration will supersede the previous marks. This may result in a lower grade being achieved.

This must be applied for **within 3 working days from the date the Assessment Feedback** was provided by your facilitator.

#### How to apply:

1. You must fill in all the details as required on the *Recount/ Reconsideration of Marks Application Form* and submit to your facilitator.
2. The facilitator will inform you of the outcome of your application/results within 3 working days after receiving the application.

If you are still unhappy with the results, you can then make an appeal against the outcome by completing the Appeals Application Form. This needs to be done **within 5 working days after receiving the outcome** of the Recount/Reconsideration of Marks Application.

### Re-sit / Reassessment / Resubmission

o You will be given an opportunity to resit tests/quizzes/exams, be reassessed for oral presentations or resubmit digital assessments (assignments) if you fail the assessment.

#### How to apply:

1. You must fill in all the details as required on the *Resit/Resubmission/Reassessment Application Form*, and submit to your facilitator, **within (3) working days after the results have been released to you.**
2. You and your facilitator will agree on the date and time for the re-sit or resubmission/re-presentation to take place and complete relevant sections of the application form.
3. If you are given the opportunity to re-sit, resubmit or re-present you will be eligible to

receive a maximum of a 'C' grade (or minimum pass) only for that particular assessment.

### **Assessment Feedback**

You can expect to receive written feedback on the interim outcome of your assessments within 5 working days from the due date / exam date of the assessment.

Your assessment outcome remains interim until your assessment has been through the internal and external post-assessment moderation processes. You will be notified of your final assessment outcome once this process has been completed.

The facilitator will provide you with up-to-date information on your assessment progress in the module.

Feel free to discuss any issues you have relating to your assessments with your facilitator.

### **Assessment Appeals**

For an Assessment Appeal (based on the outcome of plagiarism/cheating/copying OR Recount/Reconsideration process) you must complete the *Assessment Appeals Application Form* **within 5 working days after** you have been informed of your assessment results (or Recount/Reconsideration outcome) in the Assessment Feedback process.

#### How to apply:

1. You must fill in all the details as required on the *Assessment Appeals Form* and submit to the Academic Director.
2. The Academic Director will inform you of the outcome of your application within 5 working days after receiving the application.

### **Re-enrolment**

If you fail an assessment for the second time, you will fail the entire module and will have to re-enrol into the same module on its next offering. This will affect the student's current programme of study. A re-enrolment fee will be at the student's expense depending on the number of credits failed, and will likely involve extending your Student Visa, if you are an international student.

### **Academic Support**

AGI Education operates Academic Support classes for students who want assistance with their studies. This also includes, study skills, assignment writing, and exam preparation. You are very much welcome to attend.

In some instances, a facilitator may make your attendance at Academic Support compulsory. This normally will occur due to low attendance in class, or for students who are falling behind in their module. In this instance, attendance at the Academic Support will become a component of your attendance requirements. Ask your facilitator for further information of Academic Support.

### **Academic Dishonesty**

AGI Education expects that all submissions of work for assessment will be your original work. Copying, plagiarising or cheating is considered to be dishonest.

If you copy another person's work from books, newspapers, information from the internet, or other students' assessments etc., and choose to represent it as your own work without acknowledging the original author, you are guilty of plagiarism and this constitutes cheating.

The following constitutes instances of cheating and plagiarism:

- failing to acknowledge original authors 'work
- copying from another student during an examination
- talking to another student during an examination
- leaving the room during an assessment without permission of the invigilator
- using equipment such as calculators or dictionaries or phones, in an examination without permission of the invigilator
- taking written material into an examination without permission of the invigilator
- collaborating, sharing, or otherwise allowing work to be copied, in full or in part

If you are found to have cheated in the preparation or submission of a piece of work presented for assessment you will be issued with a disciplinary warning, and you may also be subject to any, some or all of the following:

- receiving no marks for the assessment concerned
- failing a module
- being expelled from the module or programme
- being refused admission into another AGI Education module or programme.

#### Appeal against decision

- You will be given an opportunity to appeal the decision and this will be heard by the AGI Education Academic Board.
- You must lodge the *AGI Education Assessment Appeals Application Form*, which is available from your facilitator, within FIVE (5) working days after you have been informed of your result.
- You must provide comments or evidence to support your application.
- The AGI Education Academic Board will provide a final decision within FIVE (5) working days of receipt of the appeal. The Academic Board's decision is final.

#### **Impaired Performance**

- You may, upon application, be granted a reset, extension, or aegrotat by the Academic Director if exceptional circumstances beyond your control have prevented you from attempting or completing an assessment or have seriously impaired your performance during an assessment.
- In applying for impaired performance, you must complete and submit a valid 'Impaired Performance Consideration' Form as soon as possible and certainly no later than FIVE (5) working days after the assessment.
- Grounds for impaired performance shall include but are not limited to:
  - A serious physical or psychological illness or injury.
  - Personal bereavement.
  - Critical personal circumstance involving health or wellbeing of relative or close friend.
  - Some other exceptional circumstance beyond your control
- Upon receipt of a completed application form, the Academic Director will investigate the application to determine if grounds for impaired performance exist by taking into consideration documentary evidence provided by you.
- You must produce all requested documentary evidence in support of your application to

- the Academic Director for your application to be considered.
- If grounds for impaired performance exist, the Academic Director may offer a resit or an extension of time without penalty. Where this is not appropriate, an aegrotat will be considered at the end of the module.
- If, in the opinion of the Academic Director, exceptional circumstances do not apply, you may possibly be given the opportunity to be re-assessed or granted an extension.
- In all cases you will be notified of the outcome of your request within FIVE (5) working days of receiving a completed application.

### Aegrotat

- An aegrotat grade or pass may be awarded only where you have been able to complete a substantial part of the module and a substantial part of the assessment for that module at a satisfactory level.
- When the above condition is met, an aegrotat grade shall be calculated by either of the following approved methods as appropriate:

### *Method*

1. Taking the weighted average grade of the student's work at module completion (excluding the assessment applied for)
2. calculating the class grade average<sup>‡</sup> for the assessment applied for against the class grade average<sup>‡</sup> for all assessments at module completion as a scale factor;
3. applying the scale factor calculated in (2) above to the students average grade

<sup>‡</sup>For this method 'class grade average' is defined as the average of three students above and three students below the applicant.

### **Unsatisfactory Academic Progress**

1. AGI Education requires all academic students to attend and participate fully in scheduled classes, as well as complete self-directed learning tasks assigned by facilitators each week. AGI Education also requires students to have satisfactory academic progress.
  - a. If you fail to attend at least 80% of a non-clinical module you will be:
    - i. automatically failed in that module
    - ii. issued with a disciplinary warning due to not meeting AGI Education's Academic Requirements and;
    - iii. you will be placed on Academic Probation
  - b. If you fail to complete the total prescribed clinical placement hours within a clinical module, you will be:
    - i. automatically failed in that module
    - ii. issued with a disciplinary warning due to not meeting AGI Education's Academic Requirements and;
    - iii. you will be placed on Academic Probation
  - c. If you fail to participate in class or complete set self-directed learning tasks, you will be:
    - i. issued with a disciplinary warning due to not meeting AGI Education's Academic Requirements and;
    - ii. you will be placed on Academic Probation.
  - d. If you fail a module, you will be:

- i. issued with a disciplinary warning due to not meeting AGI Education's Academic Requirements and;
  - ii. you will be placed on Academic Probation.
- e. If you have had more than 3 resits/reassessments/resubmissions in total at any time from the commencement of your programme, you will be:
  - i. issued with a disciplinary warning due to not meeting AGI Education's Academic Requirements and;
  - ii. you will be placed on Academic Probation.

#### Academic Probation

1. You will be required to report to the Campus Director / Academic Team Leader / Programme Leader to discuss your progress and establish a monitoring / support system for the following module.
2. Your continued enrolment will be conditional on you successfully passing your next module. Failure to meet this condition will result in your enrolment being terminated due to your inability to meet AGI Education's Academic Requirements. Immigration New Zealand will be notified of your termination.
3. If you meet the Probation conditions, the Academic Team Leader will remove you from Academic Probation.
4. Remember, we are here to help, so please let your facilitator know if you are struggling. We have several options available to assist you. Do not leave it too late!

#### **Release of final overall module results**

- o Prior to publication, all final module results are ratified by the AGI Education Academic Board, which includes the Academic Director or Academic Team Leader, Programme Leaders and a member of the Senior Management Team.
- o The final ratified results for modules are released to students by the Student Services team via email.