



UNSW Course Outline

PHRM2031 Pharmacy Practice - 2024

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General Course Information

Course Code : PHRM2031

Year : 2024

Term : Term 3

Teaching Period : T3

Is a multi-term course? : No

Faculty : Faculty of Medicine and Health

Academic Unit : School of Health Sciences

Delivery Mode : In Person

Delivery Format : Standard

Delivery Location : Kensington

Campus : Sydney

Study Level : Undergraduate

Units of Credit : 6

Useful Links

[Handbook Class Timetable](#)

Course Details & Outcomes

Course Description

Pharmacy Practice explores the role community pharmacists play in the provision of primary care and helps you develop the core skills required for practice. It covers aspects of social and administrative pharmacy, as well as therapeutics related to over-the-counter medicines. In this

course, you will learn how to take a clinical history, identify common ailments and make treatment recommendations based on the clinical information presented. You will study the concepts of chronic disease prevention and screening, and identify the challenges associated with the long-term management of chronic disease. You will further develop the motivational interviewing skills gained in first year to counsel patients about modifying lifestyle factors associated with chronic disease and you will attend clinical placements to apply the skills you have acquired.

Course Aims

Pharmacy Practice aims to provide you with a grounding in the foundations of community pharmacy practice including identifying common minor ailments, making treatment recommendations and basic concepts of screening for and the prevention of chronic disease.

Relationship to Other Courses

Assistance with progression checking:

If you are unsure how this course fits within your program, you can seek guidance on optimising your program structure from staff at the [Nucleus Student Hub](#).

Progression plans for UNSW Medicine and Health programs can be found on the [UNSW Medicine & Health website](#).

Course Learning Outcomes

Course Learning Outcomes	Australian Pharmacy Council Accreditation Standards (APC)
CLO1 : Demonstrate effective communication (including trust, respect, understanding and empathy) with patients, carers, family members and other health care professionals in common situations related to over-the-counter (OTC) medicines	<ul style="list-style-type: none">• PHRM1 : Professionalism in practice• PHRM2 : Communication and collaboration
CLO2 : Analyse the role of the pharmacist in managing minor ailments	<ul style="list-style-type: none">• PHRM3 : Professional expertise• PHRM4 : Leadership and management• PHRM5 : Research, inquiry and education
CLO3 : Demonstrate proficiency in recommending over-the-counter products for minor ailments	<ul style="list-style-type: none">• PHRM1 : Professionalism in practice• PHRM2 : Communication and collaboration• PHRM3 : Professional expertise
CLO4 : Demonstrate proficiency in triaging patient conditions to accurately identify the need for self-management, in pharmacy treatment or referral to other health practitioners or health services	<ul style="list-style-type: none">• PHRM1 : Professionalism in practice• PHRM2 : Communication and collaboration• PHRM3 : Professional expertise• PHRM4 : Leadership and management• PHRM5 : Research, inquiry and education
CLO5 : Identify appropriate referral pathways for patients to other primary care practitioners	<ul style="list-style-type: none">• PHRM1 : Professionalism in practice• PHRM2 : Communication and collaboration• PHRM3 : Professional expertise• PHRM4 : Leadership and management• PHRM5 : Research, inquiry and education
CLO6 : Evaluate suitable resources about complementary medicines to inform communication with patients regarding safe use	<ul style="list-style-type: none">• PHRM1 : Professionalism in practice• PHRM2 : Communication and collaboration• PHRM3 : Professional expertise• PHRM5 : Research, inquiry and education

Course Learning Outcomes	Assessment Item
CLO1 : Demonstrate effective communication (including trust, respect, understanding and empathy) with patients, carers, family members and other health care professionals in common situations related to over-the-counter (OTC) medicines	<ul style="list-style-type: none"> • Quizzes • Complementary therapies poster presentation and reflective writing • Oral Exam • Final Exam
CLO2 : Analyse the role of the pharmacist in managing minor ailments	<ul style="list-style-type: none"> • Quizzes • Complementary therapies poster presentation and reflective writing • Oral Exam • Final Exam
CLO3 : Demonstrate proficiency in recommending over-the-counter products for minor ailments	<ul style="list-style-type: none"> • Quizzes • Oral Exam • Final Exam
CLO4 : Demonstrate proficiency in triaging patient conditions to accurately identify the need for self-management, in pharmacy treatment or referral to other health practitioners or health services	<ul style="list-style-type: none"> • Oral Exam • Final Exam
CLO5 : Identify appropriate referral pathways for patients to other primary care practitioners	<ul style="list-style-type: none"> • Oral Exam • Final Exam
CLO6 : Evaluate suitable resources about complementary medicines to inform communication with patients regarding safe use	<ul style="list-style-type: none"> • Complementary therapies poster presentation and reflective writing • Quizzes • Oral Exam • Final Exam

Learning and Teaching Technologies

Moodle - Learning Management System

Learning and Teaching in this course

All course materials and course announcements are provided on the course learning management system, Moodle.

By accessing and using the ICT resources provided by UNSW, you are agreeing to abide by the ['Acceptable Use of UNSW ICT Resources'](#) policy particularly on respect for intellectual property and copyright, legal and ethical use of ICT resources and security and privacy.

Assessments

Assessment Structure

Assessment Item	Weight	Relevant Dates	Australian Pharmacy Council Accreditation Standards (APC)
Quizzes Assessment Format: Individual	10%	Start Date: Not Applicable Due Date: Throughout	<ul style="list-style-type: none">• PHRM1 : Professionalism in practice• PHRM2 : Communication and collaboration• PHRM3 : Professional expertise• PHRM4 : Leadership and management• PHRM5 : Research, inquiry and education
Complementary therapies poster presentation and reflective writing Assessment Format: Individual	20%	Due Date: Week 5: 07 October - 13 October	<ul style="list-style-type: none">• PHRM1 : Professionalism in practice• PHRM2 : Communication and collaboration• PHRM3 : Professional expertise• PHRM4 : Leadership and management• PHRM5 : Research, inquiry and education
Oral Exam Assessment Format: Individual	25%	Start Date: Not Applicable Due Date: During examination period	<ul style="list-style-type: none">• PHRM1 : Professionalism in practice• PHRM2 : Communication and collaboration• PHRM3 : Professional expertise• PHRM4 : Leadership and management• PHRM5 : Research, inquiry and education
Final Exam Assessment Format: Individual	45%	Start Date: Not Applicable Due Date: During examination period	<ul style="list-style-type: none">• PHRM1 : Professionalism in practice• PHRM2 : Communication and collaboration• PHRM3 : Professional expertise• PHRM4 : Leadership and management• PHRM5 : Research, inquiry and education

Assessment Details

Quizzes

Assessment Overview

You will complete 4 short quizzes (2.5% each) throughout the course. Each quiz is designed to help you evaluate your understanding of the course content. From the time the quiz is released, you will be permitted to complete the quiz within 72 hours. You may research the answers while completing the quiz.

Automated feedback will be provided within 24 business hours of the quiz concluding.

Course Learning Outcomes

- CLO1 : Demonstrate effective communication (including trust, respect, understanding and empathy) with patients, carers, family members and other health care professionals in common situations related to over-the-counter (OTC) medicines
- CLO2 : Analyse the role of the pharmacist in managing minor ailments
- CLO3 : Demonstrate proficiency in recommending over-the-counter products for minor ailments
- CLO6 : Evaluate suitable resources about complementary medicines to inform communication with patients regarding safe use

Detailed Assessment Description

Detailed information about this assessment will be provided on the course moodle page

Assessment Length

60 minutes each quiz

Submission notes

See Submission of Assessment Tasks in the Other Useful Information tab of your course outline and refer to course moodle page for additional submission information

Assignment submission Turnitin type

Not Applicable

Generative AI Permission Level

No Assistance

This assessment is designed for you to complete without the use of any generative AI. You are not permitted to use any generative AI tools, software or service to search for or generate information or answers.

For more information on Generative AI and permitted use please see [here](#).

Complementary therapies poster presentation and reflective writing

Assessment Overview

In this assessment, you will work in assigned groups (5-6 students) to explore the evidence supporting certain complementary therapies. Each group will be required to design and deliver a poster presentation (15%) using the guidelines provided on the course site.

Individually, you will submit a written reflection (5%) of how the project has impacted your perspective of complementary therapies, what you have learnt from the poster presentation session, and how you will keep updated about evidence based complementary therapies as you move throughout your career.

General group poster written feedback and individual written reflection feedback will be provided within 10 business days.

This assessment is due mid-term

Course Learning Outcomes

- CLO1 : Demonstrate effective communication (including trust, respect, understanding and empathy) with patients, carers, family members and other health care professionals in common situations related to over-the-counter (OTC) medicines
- CLO2 : Analyse the role of the pharmacist in managing minor ailments
- CLO6 : Evaluate suitable resources about complementary medicines to inform communication with patients regarding safe use

Detailed Assessment Description

Detailed information about this assessment will be provided on the course moodle page

Assessment Length

10 minute presentation and 500 word reflection

Submission notes

See Submission of Assessment Tasks in the Other Useful Information tab of your course outline and refer to course moodle page for additional submission information

Assignment submission Turnitin type

This assignment is submitted through Turnitin and students can see Turnitin similarity reports.

Generative AI Permission Level

Simple Editing Assistance

In completing this assessment, you are permitted to use standard editing and referencing functions in the software you use to complete your assessment. These functions are described below. You must not use any functions that generate or paraphrase passages of text or other media, whether based on your own work or not.

If your Convenor has concerns that your submission contains passages of AI-generated text or media, you may be asked to account for your work. If you are unable to satisfactorily demonstrate your understanding of your submission you may be referred to UNSW Conduct & Integrity Office for investigation for academic misconduct and possible penalties.

For more information on Generative AI and permitted use please see [here](#).

Oral Exam

Assessment Overview

Acting as the pharmacist, you will be required to roleplay with an examiner (acting as the patient), during which you will take a history and prioritise findings, appropriately manage any issues raised by the patient, provide verbal counselling to the patient, and integrate written medicine information in the counselling process.

You will be provided with the topic areas 15 minutes prior to the exam starting, during which time you will have access to your resources, and you be allowed to make any notes on the examination paper.

General feedback on the assessment will be provided within 10 business days of the completion of the exam.

This assessment will occur late in the term.

Course Learning Outcomes

- CLO1 : Demonstrate effective communication (including trust, respect, understanding and empathy) with patients, carers, family members and other health care professionals in common situations related to over-the-counter (OTC) medicines
- CLO2 : Analyse the role of the pharmacist in managing minor ailments
- CLO3 : Demonstrate proficiency in recommending over-the-counter products for minor ailments
- CLO4 : Demonstrate proficiency in triaging patient conditions to accurately identify the need for self-management, in pharmacy treatment or referral to other health practitioners or health services

- CLO5 : Identify appropriate referral pathways for patients to other primary care practitioners
- CLO6 : Evaluate suitable resources about complementary medicines to inform communication with patients regarding safe use

Detailed Assessment Description

Detailed information about this assessment will be provided on the course moodle page

Assessment Length

10 minutes

Submission notes

See Submission of Assessment Tasks in the Other Useful Information tab of your course outline and refer to course moodle page for additional submission information

Assignment submission Turnitin type

Not Applicable

Generative AI Permission Level

No Assistance

This assessment is designed for you to complete without the use of any generative AI. You are not permitted to use any generative AI tools, software or service to search for or generate information or answers.

For more information on Generative AI and permitted use please see [here](#).

Final Exam

Assessment Overview

The final assessment will be a multiple-choice question and short answer question written examination paper. All course content will be examined with pre-requisite courses considered as assumed knowledge.

General feedback on the assessment will be provided within 10 business days of the completion of the exam.

Course Learning Outcomes

- CLO1 : Demonstrate effective communication (including trust, respect, understanding and empathy) with patients, carers, family members and other health care professionals in common situations related to over-the-counter (OTC) medicines
- CLO2 : Analyse the role of the pharmacist in managing minor ailments
- CLO3 : Demonstrate proficiency in recommending over-the-counter products for minor

ailments

- CLO4 : Demonstrate proficiency in triaging patient conditions to accurately identify the need for self-management, in pharmacy treatment or referral to other health practitioners or health services
- CLO5 : Identify appropriate referral pathways for patients to other primary care practitioners
- CLO6 : Evaluate suitable resources about complementary medicines to inform communication with patients regarding safe use

Detailed Assessment Description

Detailed information about this assessment will be provided on the course moodle page

Assessment Length

2 hours

Submission notes

See Submission of Assessment Tasks in the Other Useful Information tab of your course outline and refer to course moodle page for additional submission information

Assignment submission Turnitin type

Not Applicable

Generative AI Permission Level

No Assistance

This assessment is designed for you to complete without the use of any generative AI. You are not permitted to use any generative AI tools, software or service to search for or generate information or answers.

For more information on Generative AI and permitted use please see [here](#).

General Assessment Information

Detailed instructions regarding assessments for this course are provided on the course moodle page (or Open Learning).

For student information on results, grades, and guides to assessment see: <https://student.unsw.edu.au/assessment>

Grading Basis

Standard

Requirements to pass course

In order to pass this course students must:

- Achieve a composite grade of at least 50 out of 100
- Meet any additional requirements specified in the assessment details section and on Moodle.

Course Schedule

Teaching Week/Module	Activity Type	Content
Week 1 : 9 September - 15 September	Module	Introduction to PHRM 2031 Pharmacy Practice and introduction to the governance of medication and the profession.
	Workshop	Introduction to PHRM 2031 Pharmacy Practice and introduction to the governance of medication and the profession.
Week 2 : 16 September - 22 September	Module	Communication skills for pharmacy practice and management of pain and fever
	Workshop	Communication skills for pharmacy practice and management of pain and fever
	Assessment	Quiz 1
Week 3 : 23 September - 29 September	Module	Management of cough and the common cold. Management of eye, ear, nose and throat conditions.
	Workshop	Management of cough and the common cold. Management of eye, ear, nose and throat conditions.
Week 4 : 30 September - 6 October	Module	Management of oral health and gastrointestinal conditions. Introduction to travel health
	Workshop	Management of oral health and gastrointestinal conditions. Introduction to travel health
	Assessment	Quiz 2
	Other	Placement 1
Week 5 : 7 October - 13 October	Module	Management of skin conditions and infections
	Assessment	Presentations of Group Project during workshop
Week 6 : 14 October - 20 October	Other	Placement 2
Week 7 : 21 October - 27 October	Module	Introduction to the management of asthma, allergy and anaphylaxis
	Workshop	Introduction to the management of asthma, allergy and anaphylaxis
	Assessment	Quiz 3
Week 8 : 28 October - 3 November	Module	Management of smoking cessation, insomnia, and headache.
	Workshop	Management of smoking cessation, insomnia, and headache.
	Other	Placement 3
Week 9 : 4 November - 10 November	Module	Introduction to health screening
	Workshop	Introduction to health screening
	Assessment	Quiz 4
Week 10 : 11 November - 17 November	Module	Introduction to care of special populations
	Workshop	Introduction to care of special populations

Attendance Requirements

Students are expected to attend all scheduled teaching activities, including clinical, laboratory and tutorial classes. Some courses have specific attendance requirements, and an Unsatisfactory Fail (UF) may be recorded as the final grade for the course if students fail to meet the requirements, as specified in the course and assessment information provided on the course Moodle page.

As stipulated in the course information on Moodle, course attendance expectations are

determined by the requirements of the accrediting body for each health discipline.

Where a student is unable to attend, they are advised to inform the course convenor, according to the instructions outlined on your course Moodle page.

General Schedule Information

The times and locations of classes can be found on [myUNSW](#) under Class Timetable.

The expected engagement for all UNSW 6UOC courses is 150 hours per term. This includes lectures, tutorials, readings, and completion of assessments and exam preparation (if relevant).

Course Resources

Prescribed Resources

Prescribed resources for this course are provided on the course Moodle page

Recommended Resources

Recommended resources for this course are provided on the course Moodle page.

Additional Costs

Transportation to and from placement site.

Course Evaluation and Development

Student feedback is taken seriously, and continual improvements are made to the course based, in part, on such feedback.

We use student feedback from myExperience surveys to develop and make improvements to the course each year. We do this by identifying areas of the course that require development from both the rating responses and written comments. Please spare a few minutes to complete the myExperience surveys for this course posted at the top of the Moodle page at the end of term.

Staff Details

Position	Name	Email	Location	Phone	Availability	Equitable Learning Services Contact	Primary Contact
Convenor	Michelle Bon nette				By appointment, request via email	No	Yes
Lecturer	Ramesh Walp ola					No	No

Other Useful Information

Academic Information

As a student of UNSW Medicine & Health you are expected to familiarise yourself with the contents of this course outline and the UNSW Student Code and policies and procedures related to your studies.

Student Code of Conduct

Throughout your time studying at UNSW Medicine & Health, you share a responsibility with us for maintaining a safe, harmonious and tolerant University environment. This includes within the courses you undertake during your degree and your interactions with the UNSW community, both on campus and online.

The [UNSW Student Code of Conduct](#) website provides a framework for the standard of conduct expected of UNSW students with respect to both academic integrity and your responsibility as a UNSW citizen.

Where the University believes a student may have breached the code, the University may take disciplinary action in accordance with the [Student Misconduct Procedure](#).

The [Student Conduct and Integrity Office](#) provides further resources to assist you to understand your conduct obligations as a student at UNSW.

Academic Honesty and Plagiarism

Academic integrity

UNSW has an ongoing commitment to fostering a culture of learning informed by academic integrity. All UNSW staff and students have a responsibility to adhere to the principle of academic integrity, and ethical scholarship of learning is fundamental to your success at UNSW Medicine & Health.

Plagiarism, contract cheating, and inappropriate use of generative AI undermine academic integrity and are not tolerated at UNSW. For more information see the [Academic Integrity and Plagiarism toolkit](#).

In addition to the information you are required to review in your [ELISE training](#), UNSW Medicine & Health strongly recommends that you complete the [Working with Academic Integrity](#) module before submitting your first assessment task.

Referencing

Referencing is a way of acknowledging the sources of information that you use to research your assignments. Preferred referencing styles vary among UNSW Medicine & Health disciplines, so check your course Learning Management System (e.g. Moodle or Open Learning) page for information on preferred referencing styles.

For further information on referencing support and styles, see the Current Student [Referencing page](#).

Academic misconduct and plagiarism

At UNSW, academic misconduct is managed in accordance with the [Student Misconduct Procedure](#). Allegations of plagiarism are generally handled according to the [UNSW Plagiarism Management Procedure](#). Plagiarism is defined in the [UNSW Plagiarism Policy](#) and is not tolerated at UNSW.

Use of Generative AI and other tools in your assessment

UNSW has provided guiding statements for the [use of Generative AI in assessments](#). This will differ, depending on the individual assessment task, your course requirements, and the course stage within your program.

Your course convenor will outline if and how you can use Generative AI in each of your assessment tasks. Inappropriate use of generative AI is considered academic misconduct.

Options for the use of generative AI include: (1) no assistance (for invigilated assessments); (2) simple editing assistance; (3) drafting assistance; and (4) full assistance with attribution; and (5) Generative AI software-based assessments. See your individual assessment descriptions for the level of permitted use of generative AI for each task and see your course Moodle (or Open Learning) page for the full instructions on permitted use of generative AI in your assessment tasks for this course.

Instructions may include a requirement to submit the original generative AI responses, or drafts of your original work, or provide on request.

Submission of Assessment Tasks

Short extensions and special consideration

Short extension

UNSW has a short extension procedure for submission of assessment tasks. Not all tasks are eligible, and eligible tasks have a predetermined extension length. UNSW Medicine and Health have set School-level extension lengths for eligible assessment tasks. See your course assessment descriptions for more information.

Students must check the availability of a short extension in the individual assessment task information for their courses.

Short extensions do not require supporting documentation. They must be submitted through [Special Consideration](#) before the assessment task deadline. No late applications will be accepted.

Late penalties apply to submission of assessment tasks without approved extension.

Special consideration

In cases where illness, misadventure or other circumstances beyond your control will prevent you from submitting your assessment by the due date and you require an extension, you need to formally apply for [Special Consideration](#) through myUNSW.

UNSW has a **Fit to Sit/Submit rule**, which means that by sitting or submitting an assessment on the scheduled assessment date, you are declaring that you are fit to do so and cannot later apply for Special Consideration. Examinations include centrally timetabled examinations and scheduled, timed examinations and tests managed by your School.

Important information relating to Short Extension and Special Consideration is available [here](#), including eligibility for Special Consideration, circumstances where students with Equitable Learning Plans can apply for Short Extensions and Special Consideration, and the appeals process.

Examinations

Information about the conduct of examinations in your course is provided on your course Moodle

page.

Timed online assessment tasks

If you experience a technical or connection problem during a timed online assessment, such as a timed quiz, you can apply for Special Consideration. To be eligible to apply you need to contact the Course Convenor and advise them of the issue immediately. You will need to submit an application for Special Consideration immediately, and upload screenshots, error messages or other evidence of the technical issue as supporting documentation. Additional information can be found on: <https://student.unsw.edu.au/special-consideration>

Other assessment tasks

Late submission of assessment tasks

UNSW has standard late submission penalties as outlined in the [UNSW Assessment Implementation Procedure](#), with no permitted variation. All late assignments (unless extension or exemption previously agreed) will be penalised by 5% of the maximum mark per calendar day (including Saturday, Sunday and public holidays).

Late submissions penalties are capped at five calendar days (120 hours). This means that a student is not permitted to submit an assessment more than 5 calendar days (120 hours) after the due date for that assessment (unless extension or exemption previously agreed).

Failure to complete an assessment task

You are expected to complete all assessment tasks for your courses. In some courses, there will be a minimum pass mark required on a specific assessment task (a “hurdle task”) due to the need to assure clinical competency.

Where a hurdle task is applicable, additional information is provided in the assessment information on your course Moodle page.

Feedback on assessments

Feedback on your performance in assessment tasks will be provided to you in a timely manner. For assessment tasks completed within the teaching period of a course, other than a final assessment, feedback will be provided within 10 working days of submission, under normal circumstances.

Feedback on continuous assessment tasks (e.g. laboratory and studio-based, workplace-based, weekly quizzes) will be provided prior to the midpoint of the course.

Any variation from the above information that is specific to an assessment task will be clearly indicated in the course and assessment information provided to you on your course Moodle (or Open Learning) page.

Faculty-specific Information

Additional support for students

The university offers a wide range of support services that are available for students. Here are some links for you to explore.

- The Current Students Gateway:<https://student.unsw.edu.au>
- Academic Skills and Support:<https://student.unsw.edu.au/academic-skills>
- Student support:<https://www.student.unsw.edu.au/support>
- Student Wellbeing, Health and Safety:<https://student.unsw.edu.au/wellbeing>

Mind Smart Guides are a series of mental health self-help resources designed to give you the psychological flexibility, resilience and self-management skills you need to thrive at university and at work.

- Mind Smart Guides: <https://student.unsw.edu.au/mindsmart>
- Equitable Learning Services:<https://student.unsw.edu.au/els>
- Guide to studying online: <https://www.student.unsw.edu.au/online-study>

Most courses in UNSW Medicine & Health use Moodle as your Learning Management System. Guidance for using UNSW Moodle can be found on the Current Student page. Difficulties with Moodle should be logged with the IT Service Centre.

- Moodle Support: <https://student.unsw.edu.au/moodle-support>

The IT Service Desk is your central point of contact for assistance and support with remote and on-campus study.

- UNSW IT Service Centre:<https://www.myit.unsw.edu.au/services/students>

Course evaluation and development

At UNSW Medicine & Health, students take an active role in designing their courses and their overall student experience. We regularly seek feedback from students, and continuous improvements are made based on your input. Towards the end of the term, you will be asked to participate in the [myExperience survey](#), which serves as a source of evaluative feedback from students. Your input to this quality enhancement process is valuable in helping us meet your learning needs and deliver an effective and enriching learning experience. Student responses are carefully considered, and the action taken to enhance educational quality is documented in the myFeedback Matters section of your Moodle (or Open Learning) course page.

School Contact Information

School guidelines on contacting staff:

Course questions

All questions related to course content should be posted on Moodle or as directed by your Course Convenor.

In cases where email communication with course convenors is necessary, we kindly request the following:

- Use your official email address for any correspondence with teaching staff.
- We expect a high standard of communication. All communication should avoid using short-hand or texting language.
- Include your full name, student ID, and your course code and name in all communication.

Our course convenors are expected to respond to emails during standard working hours of Monday to Friday, 9am-5pm.

Administrative questions

If you have an administrative question about your program of study at the School please submit your enquiry online at [UNSW Ask Us](#).

Complaints and appeals

Student complaints and appeals: <https://student.unsw.edu.au/complaints>

If you have any grievances about your studies, we invite you to address these initially to the Course Convenor. If the response does not meet your expectations, you may then contact the School Grievance Officer, Dr Chris Maloney (c.maloney@unsw.edu.au)