

SPEL Programme for pharmacy support personnel in Namibia

Dear learner

Health Science Academy welcomes you to this very interesting course for pharmacy support personnel pharmacies.

This program aims to develop the skill sets required to be successful as support personnel in the pharmacy. It includes different areas of expertise such as medical, commercial and interpersonal competencies.

This programme will set a national standard of competence for support personnel, which will meet the business needs for excellent customer care and outstanding selling skills. It also covers the relevant commercial skills and product knowledge to improve the turnover of the pharmacy.

The ultimate goal is to make customers feel welcome, solve their problems and provide in the majority of their needs.

Course design

- All the modules are divided into Knowledge Sectors
 - Commercial
 - Personal
 - Medical
- At present, you can choose from the Commercial and Medical Knowledge sectors.
- Every Knowledge Sector on basic level will consist of six modules that can be completed over 12 months.
- Modules will be available via an electronic portal as distance learning.
- For each module, complete a questionnaire on the electronic portal.
- Questionnaires will consist of 10 questions per module.
- The pass rate is 50% or 75% to pass with distinction.

Certification

- A certificate of completion will be issued for every module or every Knowledge Sector that is successfully completed.

*For further information on how to apply, please refer to the document –
How to enrol*



Presented in collaboration with
Pharmaceutical Society of
Namibia (PSN)

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