

SPEL Programme for Link pharmacies

Dear learner

Health Science Academy welcomes you to this very interesting course for pharmacy support personnel in Link 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 Link pharmacies, 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 the customer feel welcome, solve his problems and provide in the majority of his needs.

Course design

- The programme is divided in basic and advanced levels. Learners must complete basic modules before enrolling for advanced modules.
- All the modules are divided into Knowledge Sectors
 - Commercial
 - Personal
 - Medical
 - Legal
- Every Knowledge Sector on basic level will consist of six modules that can be completed over 12 months.
- The advanced levels of the Knowledge Sector include elective modules that can be chosen based on your specific area of interest or skill.
- Modules will be available via an electronic portal or printed from manuals sent by e-mail to you.
- For each module, you must complete a questionnaire either on the electronic portal or as a hard copy. Send the hard copy back to Health Science Academy by e-mail or fax to be assessed.
- 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*

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