

Professional Diploma in Retail Pharmacy Management (new)

Topic	Date	Theory (hours)	Practical (hours)	Total number of training hours
Time management	1-3-2014	2	0	150
Standard Operating procedures/quality systems in the pharmacy	1-3-2014	6	3 – H.W	
Risk management	8-3-2014	1	0	
Strategic planning	8-3-2014	2	0	
Volunteer work/CSR	8-3-2014	1	8- CSR initiatives	
Pharmacy security issues/loss prevention	8-3-2014	2	0	
Pharmacy work flow	8-3-2014	1	8- pharmacy	
Communication with patients	15-3-2014	2	4- pharmacy	
Provision of patient's education/ patient counseling	15-3-2014	4	16- pharmacy	
Literature evaluation	15-3-2014	2	2 - H.W	
Patient consultation on OTC and devices	22-3-2014	8	16 - pharmacy	
Communication over the phone/DIC system	29-3-2014	2	20- DIC	
Inventory control	29-3-2014	4	4- warehouse	
Supplier's distribution	29-3-2014	2	4- purchasing department	
Marketing	29-3-2014	2	8- pharmacy+ homework	
Financial planning/accounting	5-4-2014	4	8- H.W	
Human resources/ labor law	5-4-2014	3	0	
Entrepreneurship	5-4-2014	1	0	
Total number of training hours		49	101	