

## Verifier role description and explanatory notes

This document is in two parts

Part 1: an indicative role description, and

Part 2: some more explanatory notes about the verifier role

### Part 1: Verifier role description

Pharmacists must select a verifier who meets the following criteria. A pharmacist who has been invited to be a verifier must read this role description prior to accepting the invitation.

By accepting an invitation to be a verifier, a pharmacist undertakes to meet the requirements of this role description.

#### A verifier:

- **Is a registered pharmacist**  
Registered with the Pharmacy Council<sup>1</sup> in the Pharmacist scope of practice  
May be on the practising or non-practising register
- **Is an experienced pharmacist**  
A pharmacist with at least [*probably two years*] of New Zealand pharmacist experience following Pharmacist registration.
- **Works in a similar type of pharmacy practice to the pharmacist**  
To be a verifier for patient-facing pharmacists, a verifier should be very familiar with the role and responsibilities of the pharmacist, and ideally work in the same type of practice themselves.  
To be a verifier for non-patient-facing pharmacists, a verifier would ideally have experience of the responsibilities of the pharmacist's role and an understanding of how the pharmacist competence standards relate to the role. If a pharmacist with this experience, or similar experience, cannot be found it is important that the verifier ensures they understand the role to discuss how the pharmacist's professional development aligns with the aspects of their role that fall within the Pharmacist scope.

#### Term of verifier role

The verifier role begins after a pharmacist accepts an invitation from a pharmacist to be their verifier.

The verifier role ends when the pharmacist or the verifier advises the other person they wish to end the pharmacist-verifier relationship. The change is recorded in the pharmacist's portfolio.

#### Verifier – pharmacist relationship

A pharmacist may be a verifier for more than one pharmacist at the same time.

The role of verifier is likely to be most effective if a verifier is not a personal partner or close friend of the pharmacist but we don't prohibit those possibilities

The choice of verifier is entirely the pharmacist's. Where a pharmacist has a manager who is a pharmacist, the pharmacist may invite their manager to be their verifier, but is not obliged to. A verifier who is a pharmacist's manager will have opportunities to ensure competence and safe practice activities are aligned for recertification and workplace requirements.

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<sup>1</sup> New Zealand Pharmacy Council

Pharmacist-verifier relationships should be trustful and supportive and may naturally develop a coaching or mentoring aspect over time.

### Responsibilities and accountabilities

A verifier understands that their role helps protect public safety by supporting a pharmacist to remain competent for their role and pharmacy setting.

A verifier commits to:

- Constructive, timely, supportive interactions with their pharmacist
- Respectful, fair and thoughtful consideration of portfolio entries
- Timely completion of confirmation statements in their pharmacist's portfolio

Verifiers are not held responsible for a pharmacist's competence. If, for example, a pharmacist enters into a Pharmacy Council process because Council has become concerned about their competence, the Pharmacy Council will not make contact with the pharmacist's verifier, or hold the verifier responsible, in regard to that competence matter.

### Verifier actions

#### Portfolio access and review

A verifier will access and read the entries in their pharmacist's portfolio of recertification evidence for the current April-March year. Only the current year's records will be accessible to the verifier.

#### Conversations

A verifier will hold at least two conversations with their pharmacist to discuss the contents of the evidence portfolio. Conversations will be spread through the year. They help to ensure that professional development activities relate to the Pharmacist scope of practice and are relevant to the pharmacist's own role and setting.

#### Confirmation statements

Once a pharmacist has completed and documented their recertification requirements for the year, a verifier completes confirmation statements within the pharmacist's portfolio.

Confirmation statements can be completed between *[to be confirmed]* 1 December and 31 March.

#### Confirmation statements

- I have read Mary's online record of recertification evidence and we have had at least two<sup>2</sup> conversations over the year about its contents. ✓
- To the best of my knowledge, Mary has taken appropriate professional development actions to remain competent for her role and pharmacy practice setting. ✓

verifiers who are also their pharmacist's workplace manager may complete an **optional additional statement** if they wish to:

- Mary demonstrates competence in her role, or is substantially competent and we have agreed a plan for achieving full competence. ✓

Council will not take any action if this statement is not ticked.

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<sup>2</sup> Pro-rated if have verified for part-year only. For example, if verifier for 4 months, minimum of one conversation

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## Part 2: Some more information about the verifier role

### The Verifier – more detail

The Recertification Framework holds a practising pharmacist responsible for maintaining their own competence at a level appropriate to their role and practice setting. It also involves someone other than the pharmacist to help provide assurance that professional development activity is appropriate for maintaining competence for role. We're giving this person a title: verifier.

We think the verifier's role has the potential to become much more than quality control of professional development activity and that many pharmacist- verifier relationships might develop a support and mentoring aspect over time.

Guidance for undertaking the role will be provided by Council.

### Must a pharmacist have a verifier?

Yes, a practising pharmacist must have a verifier. The verifier plays a vital role in strengthening Council's assurance of pharmacists' competence.

The pharmacist will name the verifier in their portfolio. If they have more than one verifier, sequentially through the year, the date range for each is recorded.

We understand there will be times when a pharmacist changes from one verifier to another and we have allowed for the possibility of a short transition time between verifiers.

### How does a pharmacist get a verifier?

A pharmacist will simply ask someone who meets the criteria and, if they want to, that person will agree.

A pharmacist's verifier should be confirmed in April, the start of the recertification year.

### What must a verifier do during the April – March year?

Once an experienced pharmacist agrees to be a verifier, they are given read-only access to the pharmacist's online evidence portfolio for the current year.

A verifier is expected to periodically read entries in their pharmacist's portfolio and catch up with their pharmacist (at least 2 conversations) through the year to discuss activities described in the portfolio and their relevance to competence for the pharmacist's own role.

During April, a verifier will ensure the pharmacist has completed a professional development plan for the year ahead and that the plan:

- references the competence standards for pharmacist practice,
- identifies competencies for the pharmacist's role that need strengthening,
- outlines a plan to address the pharmacist's competency goals.

From *[date to be determined, perhaps 1 December]* – 31 March

A verifier confirms statements within their pharmacist's record to say:

- They have read their pharmacist's online record
- They have held at least two conversations with the pharmacist about activities recorded in the portfolio

- To the best of their knowledge, the pharmacist has taken appropriate actions to remain competent for their role and practice setting.

Confirmation statements can only be completed after the pharmacist has completed documentation of the required recertification activities.

If a verifier is also their pharmacist's manager, we give the verifier an **option** to make an additional statement that in their view the pharmacist is competent for their role – or is substantially competent and has a plan for achievement of competence.

We stress that completion of the additional statement is **optional** and is only possible where a verifier is a pharmacist manager with oversight of a pharmacist employee's competence for their role.

An opinion provided to Council that a pharmacist is competent is de-identified and aggregated with other such opinions, and used by Council for its own public assurance purposes. The statement is confidential to the verifier, the Council and the pharmacist, and is not intended for use in employment appraisal or performance management purposes.

Council makes no judgement about individuals if this optional statement is not completed. Rather, assurance of the competence of pharmacists *as a profession* is strengthened when competence of a proportion of practising pharmacists is explicitly confirmed.

### **What if a verifier does not fulfil their responsibilities?**

The recertification framework relies on a verifier to do their part in supporting a pharmacist to maintain competence. verifier responsibilities<sup>3</sup> are straightforward and should not be onerous. Council hopes discussions are supportive and satisfying for both the pharmacist and verifier.

Having accepted an invitation to be a verifier, a pharmacist is expected to demonstrate professionalism in meeting the responsibilities of the role, in line with relevant domains of the competence standards<sup>4</sup>. Failure to do so impacts on a pharmacist's compliance with Council recertification requirements and, for the verifier, may be considered a professionalism issue.

### **How does a pharmacist change their verifier, or a verifier discontinue their role?**

A pharmacist must always have a verifier and has one verifier at a time. They may change from one verifier to another during a year and a verifier may choose to discontinue their verifier role at any time.

Council anticipates such changes will mostly result from changed circumstances such as retirement or a new job, but we acknowledge there may sometimes be other reasons for discontinuing the pharmacist-verifier relationship.

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<sup>3</sup> Verifier role description

<sup>4</sup> For example, parts of M2 and O4