



National
Pharmacy
Council

GUIDELINES FOR PHARMACY GRADUATES INTERNSHIP

Kigali, August 2024



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FOREWORD

The National Pharmacy Council (NPC) proudly presents the Guidelines for the Internship Program. These guidelines have been thoughtfully crafted to establish a solid guidance for pharmacy graduates and institutions offering internship opportunities, setting the stage for a transformative and enriching experience.

The primary objective of the internship training is to provide pharmacy graduates with the invaluable practical exposure to essential skills, and expanded knowledge they need to excel in their future roles as registered pharmacy professionals. The NPC recognizes the significance of this transitional phase in bridging the gap between academic learning and real-world application, and these guidelines serve as a compass to ensure a comprehensive and standardized internship program.

Pharmacy graduates undertaking the internship have the opportunity to work closely with seasoned pharmacists and mentors, engaging themselves in various pharmacy practice settings. Under the proficient guidance of their seniors, interns will cultivate the expertise and independence necessary to become competent pharmacy practitioners, capable of delivering exceptional care and making a positive impact on the lives of the public.

The National Pharmacy Council encourages all stakeholders, including pharmacy graduates undertaking internship, pharmacy professionals, institutions, and regulatory bodies, to familiarize themselves with these guidelines and embrace their implementation. By adhering to these guidelines, we can ensure that pharmacy graduates receive a well-rounded and structured experience skills to thrive in their future professional endeavors.

To all pharmacy graduates, as you embark on this transformative journey, approach your internship with a spirit of curiosity, dedication, and a commitment to lifelong learning. You are called to uphold the core values that lie at the heart of the pharmacy profession – compassion, integrity, and a deep sense of responsibility towards those you serve.

These guidelines are effective August 26, 2024, and apply to all individuals who are currently in the internship pipeline

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Furthermore, we hold in high regard the National Council Board, acknowledging with deep appreciation their constructive inputs throughout the meticulous deliberation and eventual approval of these guidelines.



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ABBREVIATIONS

NPC: National Pharmacy Council

Rwanda FDA: Rwanda Food and Drugs Authority

RMS: Rwanda Medical Supply Ltd

MOH: Ministry of Health

CPD: Continuous Professional Development



GLOSSARY OF TERMS

“**Council**” means the National Pharmacy Council established by law N° 45/2012 of 14/01/2013 relating to the organization, functioning, and competence of the Council of Pharmacists;

“**Internship**” means the practical training undertaken by a Pharmacy graduate under the direct supervision of a registered pharmacist approved by the Council for the purposes of such training or an institution registered as a provider of internship training in pharmacy.

“**Pharmacy graduate**” means a person holding a bachelor’s degree in pharmacy such as a Bachelor of Pharmacy, Doctor of Pharmacy (PharmD); or Diploma in Pharmacy (DPharm) or any other qualification recognized by the Council as being equivalent to a pharmacy degree;

“**Community Pharmacy**” means a Primary healthcare facility where there is provision of pharmaceutical care by taking responsibility for the patient’s medicines related needs and being accountable for meeting these needs, which shall include but not be limited to dispensing, furnishing information and advice to any person with regard to medicines, determine patient compliance, evaluation of patient’s medicine-related needs and provisional pharmacist-initiated therapy excluding institutional hospital pharmacy;

Supply Chain Institution: In Rwanda, a supply chain institution refers to an organization or entity involved in the management and coordination of activities related to the procurement, storage, transportation, distribution and inventory management of pharmaceutical products and medical supplies within the healthcare system.

Regulatory Institution: a regulatory institution is an authority or organization responsible for developing and enforcing regulations, guidelines, and standards related to the pharmaceutical sector. This includes ensuring the quality, safety, and efficacy of pharmaceutical products, as well as overseeing licensing, registration, and inspection processes. Regulatory institution also refers to the institutions in charge of regulation of the Pharmacy Profession such as the National Pharmacy Council, and Rwanda FDA.

Industrial Pharmacy: industrial pharmacy refers to the branch of pharmacy that involves the development, production, and quality control of pharmaceutical products on an industrial scale. Graduates in Rwanda or abroad will be oriented towards industrial pharmacy when the sector is well established.



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Community Pharmacy: a community pharmacy is a retail pharmacy that provides pharmaceutical services and supplies to the general public. These pharmacies are typically located in communities and neighborhoods, offering a range of over-the-counter and prescription medications, as well as health and wellness products.

Hospital Pharmacy: a hospital pharmacy is a pharmacy department within a hospital or healthcare facility that is responsible for the procurement, storage, preparation, dispensing, and monitoring of medications used in the treatment of patients within the facility. Hospital pharmacies also provide pharmaceutical care services to ensure the safe and effective use of medications by patients.



CHAPTER 1: INTRODUCTION

1.1 Background

The National Pharmacy Council (NPC) is an independent statutory regulatory authority established by law No 45/2012 of 14/01/2013 relating to the organization, functioning, and competence of the council of pharmacists.

Pursuant to the law establishing the Council, especially in its articles 17 and 19, the Council is mandated to set up regulations on the minimum knowledge and skills required for all pharmacists in their respective categories and put in place a training system for each pharmacist to enhance his/her knowledge. Within this context, the National Pharmacy Council has introduced a one-year internship program for graduates in pharmacy to enhance their competencies.

The completion of this internship is a mandatory requirement for pharmacy graduates aiming to be registered as full pharmacy professionals in Rwanda. This internship period spans twelve months and serves as an opportunity for these graduates to apply their academic knowledge within a real-world pharmacy setting. Throughout this internship, interns are expected to adhere to the defined scope of practice for pharmacy graduates.

The internship training is to be conducted at an approved site, overseen by licensed and experienced pharmacists who operate in accordance with the standards established by the Council in collaboration with the Ministry of Health. The entire internship process includes the assessment of Pharmacy Graduates, evaluating their practical experience to determine their competence for registration and their ability to provide comprehensive pharmaceutical services

1.2 The Rationale of the internship guidelines

The development of internship guidelines stems from a need to enhance the educational experience and professional development of pharmacy graduates. Internship programs serve as a bridge between academic knowledge and real-world application, providing hands-on experience that is essential for future pharmacists. By establishing clear guidelines, this manual aims to ensure that both interns and preceptors understand their roles and responsibilities, thereby facilitating a successful and enriching internship experience.

Key objectives of the internship guidelines include:

1. **Defining Purpose and Content:** The guidelines clarify the objectives and scope of the internship program, outlining the specific skills, competencies, and knowledge that interns are expected to gain during their internship period. This helps align the expectations of both interns and preceptors, ensuring that the internship experience is structured and meaningful.
2. **Role Clarity:** The guidelines delineate the roles and responsibilities of both preceptors and interns, providing a clear understanding of what is expected from each party. This clarity fosters effective communication and collaboration between preceptors and interns, contributing to a more productive and rewarding internship experience.
3. **Assessment Criteria:** The guidelines establish clear and transparent criteria for assessing an intern's performance, including the methods and tools used for evaluation. This ensures that the assessment process is fair, consistent, and based on objective, allowing interns to receive constructive feedback on their performance and areas for improvement.

1.3 Users of the Guidelines/scope

These guidelines are designed for several key stakeholders involved in the internship process within the National Pharmacy Council. They apply to:

1. **Pharmacy Graduates:** These guidelines are particularly relevant for pharmacy graduates who are seeking an internship at the National Pharmacy Council as part of their journey towards registration as pharmacy professionals.
2. **Preceptors:** These guidelines also apply to preceptors who will be supervising interns during their internship period. Preceptors play a crucial role in guiding and mentoring interns, and these guidelines help to define their responsibilities and expectations.
3. **The National Pharmacy Council:** These guidelines are also applicable to the National Pharmacy Council, as it is involved in the administration and oversight of the internship program. The Council plays a pivotal role in ensuring the program's effectiveness and adherence to regulatory standards.
4. **Pharmacists with Provisional Registration:** Pharmacists who hold provisional registration and are required to complete a period of supervised practice to qualify for full



registration may also benefit from these guidelines. They provide valuable information and guidance for navigating the internship process effectively.

1.4 Dissemination

The dissemination of the internship guidelines will be carried out through a variety of channels to ensure that prospective pharmacy graduates are well-informed. The National Pharmacy Council will primarily publish these guidelines on its official website and other communication channels. Furthermore, the Council will collaborate with Pharmacists' Associations and Preceptors to ensure widespread compliance with these guidelines.

CHAPTER 2: THE INTERNSHIP TRAINING

2.1 Procedure for Registration as an intern

Applicants must fill out the application form (see annex) available also from the office of the National Pharmacy Council, or the website of the Council and submit it to the Council, accompanied by the following documents:

- a) A certified copy of a Diploma/Degree in Pharmacy
- b) Proof of a valid pharmacy student index number;
- c) One (1) recent passport photo;
- d) A copy of National Identity Card/Passport
- e) A good standing certificate (foreign applicants only);
- f) Equivalence certificate issued by competent authority in Rwanda (applicable to those who studied abroad/outside Rwanda)
- g) Criminal record issued by competent authority in Rwanda
- h) A certified copy of permission to reside and take up employment in Rwanda issued by the competent authority (foreign applicants only)
- i) Commitment to pay the fees required by the internship institutions (where applicable)
- j) Proof of residency in the country of training for professionals trained abroad
- k) Copy of A2 Certificate or its equivalence for advanced studies carried outside Rwanda
- l) Any other additional documents requested by NPC

Note: Internship Site Assignment Process

Once all required documents have been received and approved by the National Pharmacy Council, applicants will be assigned to the internship site. The Council will issue an internship recommendation letter and allocate qualified applicants to recognized internship sites.



2.2 Submission of Application Documents

Applicants must submit their application documents either as hard copies or soft copies to the official email of the Council, or to any other official address provided by the Council.

Document Status:

- If documents are in a language other than English, French, or Kinyarwanda they must be translated and certified by an official translator or relevant authority.
- Presentation of any fraudulent document is a criminal offense. This shall attract prosecution and a permanent disqualification from continuing the registration process.

2.3 Notification of acceptance

Upon receipt of the application, the Council will issue a formal confirmation of acceptance to the applicants within five (5) days. The timeline for allocation to the internship site is contingent upon the feedback timelines of the preceptor. Applicants will be regularly updated on the progress of their applications.

2.4 Internship Training Sites

The different types of internship training sites are as follows:

- Community Pharmacies
- Hospital Pharmacies
- NPC recognized Supply Chain Management institutions
- Regulatory Institutions
- Pharmaceutical Industries/plants
- Any other site the Council deems fit

The lists of internship sites published serve as a guide for potential internship placements. It's important to note that these lists are subject to change based on various factors, including accreditation of the training institutions and approval of the preceptors.

2.4.1 Criteria for approving internship sites

To ensure that internship sites provide a high-quality learning experience for pharmacy interns, the following criteria must be met:

1. **Registration:** Internship sites should be registered by the appropriate authority, ensuring that they meet basic regulatory standards.



2. **Accreditation:** Sites must be accredited by the appropriate regulatory body or governing authority responsible for overseeing pharmacy internships, demonstrating adherence to established standards.
3. **Qualified Preceptor:** Each site must have at least one qualified preceptor with a minimum of three (3) years of experience in pharmacy practice, capable of providing effective guidance and mentorship to interns.
4. **Access to Resources:** Sites should have access to sufficient resources, including pharmaceutical facilities, equipment, reference materials, and technology, to support the learning and training needs of pharmacy interns.
5. **Range of Learning Experiences:** Internship sites should offer a range of learning experiences across various aspects of pharmacy practice, including patient care, medication management, compounding, drug information, and pharmacy administration.
6. **Ethical and Professional Standards:** Sites must adhere to the highest ethical and professional standards, ensuring the privacy, confidentiality, and safety of patients, and providing a supportive and inclusive learning environment.
7. **Regulatory Compliance:** Sites must comply with all relevant local, regional, and international regulatory requirements pertaining to pharmacy practice, including pharmaceutical laws, regulations, and guidelines.
8. **Quality Assurance and Evaluation:** Sites should have mechanisms in place to ensure ongoing quality assurance and evaluation of the internship program, including regular assessment of interns' progress and feedback to support their professional development.
9. **Inter-professional Education and Collaboration:** Sites should encourage inter-professional education and collaboration, providing opportunities for interns to interact and learn from professionals in other healthcare disciplines.
10. **Professional Development Opportunities:** Sites should facilitate opportunities for interns to engage in professional networking activities, attend conferences, seminars, or workshops, and actively participate in continuous professional development.

2.5 Internship duration

2.5.1 Pharmacy Graduate Internship Program

The internship for pharmacy graduates is designed to provide a comprehensive and practical learning experience. Key details of the internship program include:



- **Duration:** The internship duration is twelve (12) consecutive months, inclusive of a nine (9) month active internship phase and three (3) months for rotations between sites. Any period of absence from work will require a corresponding extension of the internship duration.
- **Working Hours:** Interns are required to cover a minimum of 40 hours per week, including seminars or other internship-related training activities. The internship is conducted during the day from 7:00 am to 5:00 pm, ensuring compliance with the working hours provided by the labor law in force.

Internship Areas:

1. **Regulatory Institution (1 month):** Interns will have the opportunity to work and learn about pharmacy regulation, legislation, and ethical practice.
2. **Hospital Pharmacy (3 months):** Interns will gain experience in a variety of operational settings within a hospital, including inpatient operations and continuity of care.
3. **Community Pharmacy (3 months):** Interns will work in a community pharmacy setting, focusing on prescription review and patient counseling.
4. **Supply Chain management (2 months):** Interns will have the opportunity to work and learn about healthy commodity procurement, quality assurance and management, medical stores management, and logistics at a Supply Chain institution.

2.5.2 Internship as post-pre-registration examination measure

When a pharmacy professional fails to obtain the required score in the written pre-registration examination for three consecutive sessions and his/her average score for all the three sessions of the pre-registration examinations is less than 50%, the pharmacy professional is subject to a six months training program/professional internship before applying for the next pre-registration.

The main areas of this professional internship are:

Regulatory institution (1 month): Pharmacy intern will have the opportunity to work and learn pharmacy regulation, legislation, and ethical practice.

Hospital Pharmacy (2 months): Pharmacy intern will have the opportunity to work and learn in a variety of operational settings, which include inpatient operations and continuity of care.



Community Pharmacy (2 months): Pharmacy intern will have the opportunity to work and learn in a community pharmacy setting, which includes prescription review and patient counseling.

Supply Chain Management (1 month): Pharmacy intern will have the opportunity to work and learn pharmacy procurement, quality assurance and management, basic medical stores management, and logistics.

Note:

The areas of internship must have a proven track record of attendance and performance to be considered by the Council.

At the conclusion of each rotation, the intern pharmacist must submit to NPC a duly signed and stamped internship logbook from the respective internship site.

The hospital internship shall be conducted at the teaching hospital.

Details of the contents of the internship program are set out in the internship logbook (see annex)

To ensure compliance with internship commencement requirements, the following conditions must be met:

1. **Fulfillment of Council Requirements:** Prospective interns must satisfy the requirements stipulated by the National Pharmacy Council (NPC).
2. **Council Recommendation:** Interns must have a recommendation from the NPC.
3. **Approval of Preceptor and Internship Site:** The preceptor overseeing the internship and the internship site must both be approved by the NPC.

2.6 Placement of interns at the internship sites

All successful indexed pharmacy graduates from accredited institutions will be eligible to apply for internship upon successful completion of the training program. Eligible candidates shall complete an internship application form (see annex).



The Council reviews the submitted applications to ensure they are complete and meet the specified criteria.

- Based on the availability of approved internship sites and the number of applicants, the Council allocates interns to respective sites. Factors such as geographical location, the capacity of the site, and the specialization preferences of interns may be considered during the allocation process.
- Once the site allocation administrative process is finalized, the Council communicates the internship placement details to the interns. Qualified candidates shall be provided with a letter of offer by the Council detailing their placements.
- The Council ensures ongoing supervision and monitoring of interns' progress and performance. This may involve regular communication with the designated supervisors at the internship sites, periodic assessments, and feedback mechanisms to track the interns' development and address any issues or concerns.
- The Council maintains a rigorous quality assurance process to ensure that the internship sites adhere to the established standards and guidelines. Regular site inspections, evaluations, and feedback mechanisms are implemented to monitor compliance and maintain the integrity of the internship program.

2.7 Internship site Transfer policy

Intern transfers are permitted, subject to written permission from the NPC chairperson. To request a transfer, interns must submit a well-reasoned letter outlining compelling reasons for the move, such as changes in personal circumstances or better alignment with career goals. Transfer requests will be considered based on availability at the desired site and are limited to one change per rotation.

2.8 Training outcomes

At the end of the internship, the intern pharmacist should be able to:

Community Pharmacy:

- ✓ Demonstrate proficiency in providing patient counseling on medication usage, dosage instructions, and potential side effects.
- ✓ Develop skills in accurately dispensing medications and managing prescription orders.
- ✓ Gain knowledge of over-the-counter medications and their appropriate use.

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- ✓ Acquire experience in managing inventory, including stock control and expiration date monitoring.
 - ✓ Understand the importance of patient confidentiality and adhere to ethical guidelines.
 - ✓ Demonstrate effective communication skills when interacting with patients, healthcare providers, and other pharmacy staff.
 - ✓ Develop proficiency in accurately interpreting and processing prescription orders.
 - ✓ Acquire knowledge of common medications, their indications, dosages, and potential drug interactions.
 - ✓ Gain experience in providing pharmaceutical care and counseling to patients regarding medication adherence and lifestyle modifications.
 - ✓ Develop skills in managing common minor illnesses and recommending appropriate over-the-counter medications.
 - ✓ Understanding and applying relevant laws and regulations related to pharmacy practice.
 - ✓ Participating in health promotion activities within the community
 - ✓ Collaborating with healthcare professionals to optimize patient care
 - ✓ Utilizing technology and information systems commonly used in pharmacy practice.
 - ✓ Engaging in continuous professional development to stay abreast of new developments in the field of pharmacy.

Hospital Pharmacy:

- ✓ Collaborate with healthcare professionals to optimize medication therapy for individual patients, ensuring safe and effective use of medications
- ✓ Gain hands-on experience in preparing both sterile and non-sterile extemporaneous medications, following strict aseptic techniques and compounding guidelines.
- ✓ Develop proficiency in conducting drug utilization reviews, including monitoring pharmacokinetic and pharmacodynamics parameters to ensure optimal therapy outcomes.
- ✓ Acquire skills in patient care management, including interpreting diagnostic results and recommending appropriate medication regimens to healthcare teams.
- ✓ Understand the pharmacist's role in providing medication information and counseling to healthcare teams and patients, promoting safe medication use and adherence.
- ✓ Familiarize oneself with hospital formulary management practices, including drug selection, therapeutic interchange, and medication procurement processes.



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- ✓ Gain insight into the functioning of the health facility medicines and therapeutics committee (MTC) and its role in ensuring the rational use of medicines within the hospital.
 - ✓ Develop expertise in medication management within a hospital setting, including procurement, inventory control, storage, dispensing practices, and proper disposal of expired or damaged pharmaceuticals.
 - ✓ Learn about medication reconciliation processes upon patient admission and discharge, as well as participating in medication safety initiatives and adverse drug reaction monitoring programs.
 - ✓ Understand and utilize standard treatment guidelines and clinical protocols specific to various hospital departments, ensuring adherence to evidence-based practices.

Regulatory Institution:

- ✓ Gain insight into the regulatory processes governing pharmaceuticals, including drug registration, licensing, and quality control.
- ✓ Understand the role of regulatory bodies in ensuring compliance with pharmaceutical laws and standards.
- ✓ Acquire knowledge of pharmacovigilance systems including adverse drug reaction reporting.
- ✓ Develop skills in conducting inspections and audits to assess compliance with regulatory requirements.
- ✓ Learn about the processes involved in licensing pharmacies and pharmaceutical manufacturing/healthcare facilities.
- ✓ Gain experience in conducting risk assessments and implementing risk management strategies.
- ✓ Understand the importance of regulatory compliance in ensuring the safety, efficacy, and quality of pharmaceutical products.
- ✓ Familiarize themselves with international standards and best practices in pharmaceutical regulation.
- ✓ Develop an understanding of the regulatory landscape in Rwanda and its alignment with global regulatory trends.
- ✓ Learn about the role of regulatory institutions in promoting access to safe and affordable medicines.
- ✓ Gain exposure to regulatory decision-making processes and the role of evidence-based medicine in regulatory decision-making.



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- ✓ Develop skills in interpreting and applying regulatory guidelines and policies.
 - ✓ Learn about laws and regulations governing the pharmacy profession
 - ✓ Learn about the ethics governing the pharmacy profession

Supply Chain Institution:

- ✓ Gain an understanding of the supply chain management processes for pharmaceuticals and medical supplies.
- ✓ Learn about procurement and inventory management practices in a healthcare setting.
- ✓ Acquire knowledge of drug management, including drug storage and distribution systems, temperature control, and quality assurance.
- ✓ Develop skills in managing pharmaceutical logistics, including order processing, stock replenishment, and distribution to healthcare facilities.
- ✓ Understand the importance of accurate supply chain data for decision-making and record-keeping in pharmaceutical supply management systems.
- ✓ Learn to navigate and utilize digital systems for supply chain management and inventory tracking tools.
- ✓ Gain experience in implementing strategies to improve supply chain efficiency and reduce waste.
- ✓ Develop an awareness of regulatory requirements and compliance issues related to pharmaceutical supply chain management.
- ✓ Learn about the role of supply chain institutions in ensuring access to essential medicines and medical supplies in underserved communities.
- ✓ Acquire skills in stakeholder engagement and collaboration to address supply chain challenges and improve overall system performance.

2.9 Leave

The leave period is governed by the labor law in Rwanda. The request for leave is addressed to the National Pharmacy Council except one-day permission which may be issued by the supervisor on the site.

2.10 Waiver of Internship

Pharmacy graduates who are eligible to apply for registration without going through the internship program are:

- a) Pharmacy graduates who have completed their education in Rwanda and have fulfilled the internship requirement as an integral part of their curriculum.



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- b) Professionals recommended by the Minister of Health to practice pharmacy for a specified period as determined by the recommendation (provisional registration).
 - c) Pharmacy graduates who were practicing pharmacy in Rwanda prior to 2014, obtained their degree abroad, and have been identified by the NPC Board as having a valid reason for not sitting the Pre-Registration Examination.
 - d) Rwandan professionals who were practicing abroad before 2014 with proof of registration and licensing from the countries in which they have been practicing.

2.10.1 Criteria to appoint a Preceptor

- Must be a registered pharmacist for at least three years. ,
- Must be willing to assume the responsibility of overseeing and supervising the intern's daily activities.
- Has suitable relevant training or experience to act in this role;
- Has attended continuing professional education courses yearly;
- Should be competent in the practice of pharmacy;
- Should be good standing with the Council;
- Should be present at the approved training site on a regular basis;
- Has clear understanding of rules and regulations on Good pharmacy practice in Rwanda;
- Must be approved by the Council; and
- Any other criteria prescribed by the Council.

2.11 Pass mark requirement: 70% overall

To successfully complete the internship program, interns must achieve an overall pass mark of 70% or higher. This requirement ensures that interns have demonstrated a satisfactory level of competency and understanding across all internship areas. Interns will be assessed based on their performance in each of the internship areas, including community pharmacy, hospital pharmacy, regulatory institution, and supply chain institution.

The pass mark is calculated based on the average score obtained by the intern in all assessed areas. A score below 70% in any individual area may result in the need for additional training or remedial action to meet the overall pass mark requirement. Interns who fail to achieve the required pass mark may be required to undergo further training and shall not be eligible for full registration as a pharmacist until the deficiency is addressed.



CHAPTER 3: ROLES & RESPONSIBILITIES/ OBLIGATIONS

3.1 Responsibilities of the National Pharmacy Council

- Providing regulations and guidelines for the internship program, ensuring that it aligns with national standards and requirements.
- Ensuring the smooth and efficient preliminary arrangements for the internship program, including the formal admission of interns and the establishment of clear timelines and expectations.
- Identifying and assigning a qualified supervisor to provide on-site instruction and supervision to interns, ensuring they receive adequate training and guidance.
- Granting and revoking the right to undertake the internship to pharmacy graduates, based on their eligibility and compliance with regulatory requirements.
- Allocating interns to internship training sites, taking into consideration their learning needs and the availability of suitable training facilities.
- Approving intern preceptors, ensuring they meet the necessary qualifications and experience requirements to effectively supervise interns.
- Raise with meetings with preceptors to identify areas for improvement in the internship program and address any challenges or issues that arise.
- Coordinating intern site visits to monitor and evaluate the program, ensuring that interns are receiving adequate training and support.
- Inspecting and approving/disapproving interns' training sites, ensuring they meet the required standards for internship training.
- Reviewing reports provided by interns in a timely manner and providing feedback and recommendations for improvement.
- Providing interns with guidelines and logbooks before starting an internship, ensuring they understand the expectations and requirements of the program.

3.2 Obligation of the internship site

Internship sites play a crucial role in ensuring the success of the internship program. Their obligations include:

- Ensuring that the training environment meets the accreditation standards and is conducive to the internship program's objectives.
- Establishing and maintaining collaboration with the National Pharmacy Council (NPC). This may include signing and implementing a Memorandum of Understanding (MoU) with the NPC, where necessary.



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- Scheduling an orientation program for interns to familiarize them with the site's policies, procedures, and expectations.
 - Admitting interns and maintaining accurate records for each intern, including attendance and performance evaluations.
 - Ensuring that staff at the site are up-to-date with skills and competencies through Continuing Professional Development (CPD) programs, enhancing their ability to effectively instruct interns.
 - Providing mentorship to interns, guiding them in their learning and professional development.
 - Approving the internship report submitted by interns, acknowledging their successful completion of the program.

3.3 Obligations of Interns

Interns are expected to adhere to the rules and regulations governing internship programs and fulfill the following obligations:

- Ensure compliance with the rules and regulations guiding internship programs as prescribed.
- Meet the internship objectives as outlined in the guidelines.
- Undertake supervised practice with a positive attitude and a commitment to learning.
- Report to the internship site on the agreed date.
- Attend orientation courses with other interns and attend meetings with supervisors at each rotation to discuss working arrangements.
- Adhere to the site's schedule, including reporting for duty and leaving at the designated times each day.
- Notify the supervisor if unable to attend due to illness or other emergencies, providing evidence as soon as possible.
- Practice under supervision and maintain professional behavior and standards of practice as delineated in the pharmacy professional code of conduct.
- Keep confidential all information acquired during the internship, including pharmacy records, medical records, patient information, fee systems, professional policies, and all proprietary information.
- Adhere to the policies and procedures of the hosting site and seek clarification from relevant authorities when necessary.
- Participate in periodic professional conferences, meetings, and other activities to share information and update personal knowledge.
- Establish and maintain a spirit of teamwork with the preceptor and other co-workers.

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- Perform and assist the department in any other duties that may arise from time to time and contribute creative ideas for quality improvement strategies.
 - Participate in internship assessments with the preceptors.
 - Adopt evidence-based practice and initiate constructive changes.
 - Obtain, maintain and submit to the Council all required written materials and documents pertaining to the internship.
 - Maintain and fill out the internship logbook, submitting it to the Council upon completion of the internship.

3.4 Obligation of Preceptors

Preceptors play a crucial role in guiding and mentoring intern pharmacists throughout their training. Their obligations include:

- Planning and managing the intern pharmacist training program, including workflow and tasks.
- Elaborating on the competencies to be acquired by the intern pharmacist.
- Conducting knowledge assessments and marking the intern's performance.
- Reporting any misconduct by the intern pharmacist to the Council for further action.
- Ensuring that interns are not left alone to assume the responsibilities of a pharmacist, providing direct supervision at all times.
- Serving as role models and mentors, instilling professional values and attitudes in interns.
- Providing the necessary time, equipment, materials, programs and access to information systems and literature for effective training.
- Developing a training plan with the intern, meeting regularly to discuss issues, review progress, and address learning topics in the plan.
- Providing positive and developmental feedback during the learning process. Notify the National Pharmacy Council (NPC) of any change in their employment status within 10 days.

3.4.1 Benefits of Being a Preceptor

Being a preceptor offers numerous benefits, including:

- Supporting the future of the pharmacy profession by guiding and shaping the next generation of pharmacists.
- Diversifying skills through the teaching and mentorship process, enhancing both clinical and leadership abilities.



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- Strengthening pharmacy practice by promoting best practices and ensuring high standards of care.
 - Maintaining knowledge through interaction with interns, staying abreast of new developments and innovations in the field.
 - Accreditation by the Council for supervision activities, recognizing the preceptor's contribution to the profession.
 - Allocation of Continuing Professional Development (CPD) credits to the preceptor used in license renewal.
 - Building professional relationships with interns, colleagues, and other healthcare professionals, fostering a sense of community and collaboration.

3.4.2 Professional Liability

In cases of professional liability, the preceptor overseeing the pharmacy internship assumes responsibility. As the designated authority entrusted with guiding and supervising interns, the preceptor has a legal duty to ensure interns receive adequate instruction, competent oversight, and adhere to professional standards.

In instances of negligence resulting in harm or injury, the preceptor is accountable and subject to legal liability for their actions or omissions. It is crucial for preceptors to fulfill their duties diligently, exercise reasonable care, and uphold the highest level of professionalism to mitigate the risk of professional liability and prioritize the safety and welfare of the interns under their supervision. However, the civil and criminal liability incurred by the pharmacy intern shall be personal.

3.5 Compensation of Interns

The internship program is unpaid, and no financial compensation is provided to interns during the program by the Council.

3.5.1 Accommodation and Transport

Accommodation and transport to and from work during the internship are the responsibilities of the intern. Any further arrangement in this regard is between the intern and internship site management and not the Council.



CHAPTER 4: DISCIPLINARY ACTIONS/PROFESSIONAL MISCONDUCT

The Professional Code of Conduct for intern pharmacists is governed by Ministerial Order No. 20/37 of 30/10/2015, which establishes the code of ethics for the pharmacy profession. In cases of disciplinary infractions, intern pharmacists will be subject to the disciplinary procedures and measures outlined in the code, as well as the internal regulations of the internship site and other applicable legal frameworks.

The following professional and general misconduct may lead to disciplinary action:

- Indiscipline or poor performance such as absence from duty and lateness to work without good cause.
- Failure to exercise due diligence, resulting in harm or potential harm to patients or the public.
- Demonstrating inadequate competence in pharmacy practice, leading to substandard or unsafe patient care.
- Violation of the established code of ethics for pharmacists, including compromising patient confidentiality, engaging in fraudulent practices, or displaying dishonesty.
- Improper handling, diversion, or unauthorized use of prescription drugs, including theft, tampering, or self-administration without proper authorization.
- Substance misuse or abuse that impairs professional competence and judgment.
- Crossing professional boundaries, engaging in inappropriate relationships with patients or colleagues, or engaging in any form of sexual misconduct.
- Non-compliance with applicable laws, regulations, and guidelines governing pharmacy practice.
- Knowingly providing false or misleading information on patient records, prescription documents, or official records.
- Engaging in activities that compromise professional objectivity, integrity, or independence, such as accepting improper gifts, participating in financial arrangements that may influence professional judgment, or prioritizing personal gain over patient welfare.
- Unauthorized disclosure or breach of patient information or medical records without proper consent or legal justification.
- Theft, forgery, fraud, and other unlawful acts.
- Any other offense found guilty by other laws of the country.



Authorization to practice as an intern implies being subject to disciplinary measures governing Pharmacy professionals.

The aforementioned circumstances may lead to:

- Extension of internship period;
- Discontinuation from the internship;
- Being subjected to the Council disciplinary measures; and
- Being subjected to civil or criminal process as prescribed by related Laws

CHAPTER 5: COMPLETION, SUSPENSION, REINTEGRATION, TERMINATION AND EVALUATION OF THE INTERNSHIP

5.1 Completion of the internship

To complete the internship program, interns must complete the one-year program, submit to the Council signed and stamped logbooks from all internship sites, and pass the preceptor evaluation at each site. If an intern fails the evaluation at any site, they may be required to redo the internship at the specific site(s) where they faced difficulties.

5.2 Suspension of the Internship

To suspend their internship, intern must seek Council approval by submitting a written letter of request to the NPC Chairperson through the head of their intern site. The written request should clearly state the reason(s) for the suspension and, where applicable, provide the necessary evidence to support the request.

5.3 Reintegration into the Internship

An intern seeking to reintegrate into the Internship program must submit a written application letter to the NPC Chairperson supported by appropriate evidence. The decision regarding intern reintegration will be communicated within 10 working days after submitting the reintegration application letter.

5.4 Termination of the internship

The internship will be terminated under the following circumstances:

- Completion of the approved training program by the intern.



-
- Continued professional or general misconduct, which may result in disciplinary action.
 - Any other serious misconduct or breach of professional standards that could undermine the integrity of the internship program or the profession as a whole.
 - Disciplinary measures as per the NPC disciplinary measures guidelines

5.5 The assessments of the performance of the intern

An intern shall be evaluated on a regular basis in a systematic format and should involve positive reinforcement of appropriate performance and constructive criticism of non-performance towards improvement. Intern should receive accurate feedback on their performance as reflected in daily and regular assessments. Where appropriate, evidence that the intern has achieved the required standard must be acknowledged by the preceptor.

5.5.1 Criteria for assessment

In the assessment, the preceptor will assess the following:

- a) Competence (is he/she able to perform the tasks and how well?):
 - Knowledge (does he/she know what he/she is doing?)
 - Efficiency (can he/she be relied upon to perform a task accurately and safely within a reasonable time?)
 - Skills – technical knowledge and values can be used and transferred to different circumstance;
- b) Technical – knowledge of pharmacy, problem-solving, the application of theoretical concepts to practical problems.
- c) Organizational – ability to plan, attention to details, ability to meet deadlines.
- d) Communication- clarity of written communications, the effectiveness of oral communications, and ability to work within a team and the system.
- e) Management – the ability to effectively and efficiently utilize resources to achieve organizational objectives.
- f) Attitudes- initiative, willingness to accept responsibility and ability to follow instructions.
- g) Integrity and values – the ability to appropriately make accurate decisions, illustrate professional image, and not put the profession into disgrace.

5.5.2 Assessment methods

The evidence of the competence of a person is demonstrated by the possession of a relevant set of attributes such as knowledge, skills, and attitudes.



The following methods will be used by preceptors to assess the competence of the intern:

- a) Observation;
- b) Questioning;
- c) Test practical or technical skills;
- d) Case study;
- e) Evidence from prior achievement,
- g) Project or assignment;
- h) Portfolio assessment;
- i) Simulations;
- j) Creativity; and
- k) Any other applicable methods.

5.5.3 Assessment process

During the evaluation of the intern pharmacist, the preceptor should make sure that the process is:

- ✓ Flexible in providing for the special needs of both the intern and the environment;
- ✓ Structured and comprehensive, establishing clear criteria and covering various aspects to provide a holistic evaluation;
- ✓ Objective and fair - Ensuring impartiality and consistency for equal opportunities;
- ✓ Feedback-oriented, providing constructive feedback to support intern growth throughout the internship;
- ✓ Aligned with the objectives of the internship program, connecting the evaluation to the program's goals and desired outcomes;
- ✓ Learning-focused, encouraging interns to reflect, learn and set goals for their professional development;
- ✓ Confidentiality, ensuring that data is kept confidential and used solely for professional development purposes;
- ✓ Reliable in that the assessment reflects the interns' capabilities, regardless of the assessment's location or format; and
- ✓ Transparent in that the process used and outcomes are clear to both the preceptor and the intern

5.5.4 Feedback

The feedback process following an assessment should:



-
- a) Offer positive feedback and suggestions.
 - b) Identify areas for improvement.
 - c) Be timely, individualized, and allow regular discussions on progress.
 - d) Seek the opinion of the intern/trainee on their performance.
 - e) Maintain honesty, fairness, and realism in the feedback.
 - f) Avoid letting one dominant aspect overshadow other characteristics.

5.6 Monitoring and evaluation by the National Pharmacy Council

The National Pharmacy Council will employ various methods to monitor and evaluate the internship program, including:

- ✓ Conducting periodic visits to observe intern activities and performance.
- ✓ Assessing internship program-related documents and records.
- ✓ Gathering inputs from overseeing staff.
- ✓ Administering standardized tests to evaluate knowledge and skills of interns.
- ✓ Collecting direct feedback from interns and preceptors.
- ✓ Reviewing intern-submitted reports for insights.
- ✓ Monitoring individual intern development and program completion.
- ✓ Analyzing performance, completion rates, and feedback data.
- ✓ Conducting surveys or interviews with preceptors, interns, and other stakeholders to assess program effectiveness.
- ✓ Utilizing online platforms or tools to track intern progress and engagement.
- ✓ Implementing a mentorship or coaching program to provide additional support and guidance to interns.
- ✓ Collaborating with academic institutions or professional organizations to conduct external evaluations or reviews of the internship program.
- ✓ Establishing a system for continuous improvement, where feedback and evaluation results are used to make ongoing enhancements to the program.

5.7 Appeal

In case the intern pharmacist is not satisfied with the decision taken against them, the Complaint shall be addressed to the chairperson of the National Council Board in writing within 15 calendar days of communication of the decision.

The final decision shall be communicated in writing to the applicant within a reasonable time not exceeding one (1) month from the date of the complaint submission



National
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1. Guidelines for Pharmacist Internship Training (2018), Pharmacy Council
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3. Operational guidelines for professional internship program, 2018, Rwanda Development Board
4. Internship Policy for Health Care Professionals, 2020, Ministry of Health, Republic of Kenya
5. Rwanda Allied Health Professions Council, Internship Guidelines
6. Law no 45/2012 of 14/01/2013 determining organization, functioning and competence of the National Pharmacy Council.
7. National Pharmacy Council internal rules and regulations



ANNEX

1. INTERNSHIP APPLICATION FORM
2. ASSESSMENT FORM FOR PHARMACY GRADUATE IN COMMUNITY/HOSPITAL PHARMACY
3. ASSESSMENT FORM FOR PHARMACY GRADUATE IN SUPPLY CHAIN SETTING
4. ASSESSMENT FORM FOR PHARMACY GRADUATE IN REGULATORY INSTITUTION
5. EVALUATION FORM BY THE SUPERVISOR
6. INTERNSHIP SITE EVALUATION BY THE INTERN



INTERNSHIP APPLICATION FORM

1. APPLICANT DETAILS

First Name:	Middle Name:	Last Name:
Sex:	Date of birth : ___/___/_____	Nationality:
ID or Passport Number:	Email Address:	
Index number:	Validity:	
Telephone 1:	Telephone 2:	
Physical address: (1)Province:		(2) District:

2. EDUCATION BACKGROUND

University attended:	Country:	
Email Address of the University:	Tel:	
Qualification: Diploma <input type="checkbox"/> or Bachelor Degree <input type="checkbox"/>	Number of years of the Program:	
Duration of Training: Start: ___/___/___	Completion ___/___/___	Date of graduation: ___/___/___

Note:

Prior to the pre-registration examinations, all pharmacy graduates trained overseas must present a proof of one-year internship completion in Rwanda. The same applies to foreigners who wish to register with the National Pharmacy Council of Rwanda.

The internship is done as follows:

- 3 months in hospital;
- 2 months in supply chain Management;
- 3 months in community pharmacy
- 1 month in Regulatory institution

3. REQUIREMENTS

No.	REQUIREMENTS	Submitted :Yes or Not		
		Yes	No	NA
1	A filled application form	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	An application letter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	A certified copy of the Diploma/Degree in Pharmacy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	An equivalence of the degree issued by in Rwanda (HEC)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	A good standing certificate (foreigner applicant only)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



6	1 recent passport photo	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	A copy of the Identification card/Passport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Proof of index number issued by the NPC	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Advanced level certificate (A2)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10	A work/Residency permit for foreigners	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11	A criminal record issued by a competent Authority in Rwanda	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. STATEMENT OF TRUTH

I.....do hereby declare that the information I have supplied on this form and any attachment is complete, correct and up to date. I commit myself to be accountable for all information provided on this form and its attachments and authorize its verification anytime.

Date: __/__/_____

Applicant's name and Signature:



PHARMACIST INTERN EVALUATION FORM (HOSPITAL/COMMUNITY PHARMACY)

This form should be completed by the Tutor/Supervising pharmacist who has had the greatest opportunity to observe the intern pharmacist's skills during the internship period.

Against each item in turn tick the box which best fits the pharmacist intern's usual performance. If necessary please qualify by short comment, e.g. if more experience is required or if any requirement cannot be fulfilled in your pharmacy/hospital.

Please note that the assessment is against a standard of what would be expected at the intern's current level of experience.

Pharmacist intern name and Signature	
Tutor name and signature	
Name of internship site	
Address of workplace:	
Period of internship (from - to) Month/Day/Year	



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Area	5	4	3	2	1	NA
1. Professional and ethical practice						
Exhibit awareness on the requirements to practice pharmacy						
Follows procedures at work place as instructed						
Displays personal and professional integrity						
Applies accepted standards of practice and professional competence						
Maintains confidentiality						
Establishes and maintains good professional relationships						
Interprets and complies with relevant codes of ethics						
Shows awareness of consumer needs						
Produces accurate written records and reports						
Identifies own learning needs						
Reflects and responds to feedback						
Contributes to the continuous quality improvement of pharmacy services						
2. Communication, collaboration and self-management						
Knows and applies key principles of communication						
Communicate with patients in a professional and respectful manner						
Demonstrates basic negotiation skills						
Negotiates tasks and shares ideas, communicating respectfully						
Identifies and addresses problems						
Observes and discusses situations of conflict						
Effectively plans and manages work time						
Works effectively within the structure of the organization						
Observes supervision approaches used by Tutor						
Contributes to the promotion of a safe working environment						
On time attendance at workplace and respect of procedures regulating other staff						



Area	5	4	3	2	1	NA
3. Review and supply prescribed medicines						
Accurately reads and interprets prescriptions						
Establishes the validity of the prescription						
Assesses appropriateness of prescribed medicines						
Elicits, reviews and assesses consumer's history against prescription when necessary						
Contributes to optimizing the efficacy and safety of dispensed medicines (provides useful information)						
Demonstrates a systematic dispensing procedure						
Effectively and efficiently maintains records						
Appropriately labels dispensed medicines						
4. Deliver primary and preventative health						
Refers consumers to other health professionals when appropriate						
Selects and advises on the use of pharmacological and non-pharmacological treatment strategies and options, including no treatment						
Selects and advises on the use and care of therapeutic goods and appliances						
Advises on the use of pharmacological and non-pharmacological treatment strategies and options selected by the consumer						
Provides advice to support the use of selected or recommended medicines						
Counsels and educates for the promotion of good health and reduction of incidence of illness						
Provides health care/disease prevention information to consumers						
Evaluates the outcomes of provision of primary health care						
5. Promote and contribute to optimal use of medicines						
Identifies and accesses relevant consumer and clinical information						
Uses accepted protocols to facilitate consumer interaction						
Assists self-management by consumer						



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Area	5	4	3	2	1	NA
Participates in adverse drug reaction management and reporting programs						
Participates in drug usage evaluation programs						
Recognizes own limitations and seeks advice from Tutor and/or refers to appropriate health professional						
5. Critical analysis, research and education						
Retrieves relevant and accurate information using current reference sources						
Accurately interprets and evaluates information						
Relates information to the specific situation, consumer or request						
Formulates accurate responses to medicines information questions						
Total						

Tutor's comment



PHARMACIST INTERN EVALUATION FORM (SUPPLY CHAIN)

This form should be completed by the Tutor/Supervising pharmacist who has had the greatest opportunity to observe the intern pharmacist's skills during the internship period.

Against each item in turn tick the box which best fits the pharmacist intern's usual performance. If necessary please qualify by short comment, e.g. if more experience is required or if any requirement cannot be fulfilled in your pharmacy.

Please note that the assessment is against a standard of what would be expected at the intern's current level of experience.

Pharmacist intern name and Signature	
Tutor name and Signature	
Name of internship site	
Address of workplace:	
Period of internship (from - to) Month/Day/Year	



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Area	5	4	3	2	1	NA
1. Professional and ethical practice						
Exhibit awareness on the requirements to practice pharmacy						
Follows procedures at work place as instructed						
Displays personal and professional integrity						
Applies accepted standards of practice and professional competence						
Maintains confidentiality						
Establishes and maintains good professional relationships						
Interprets and complies with relevant codes of ethics						
Shows awareness of consumer needs						
Produces accurate written records and reports						
Identifies own learning needs						
Reflects and responds to feedback						
Contributes to the continuous quality improvement of pharmacy services						
2. Communication, collaboration and self-management						
Knows and applies key principles of communication						
Communicate with patients in a professional and respectful manner						
Demonstrates basic negotiation skills						
Negotiates tasks and shares ideas, communicating respectfully						
Identifies and addresses problems						
Observes and discusses situations of conflict						
Effectively plans and manages work time						
Works effectively within the structure of the organization						
Observes supervision approaches used by Tutor						
Contributes to the promotion of a safe working environment						
On time attendance at workplace and respect of procedures regulating other staff						



Area	5	4	3	2	1	NA
3. Manage supply chain system						
Use records to collect needed logistics data						
Apply and respect good storage guidelines						
Assess stock status						
Take part in the quantification, monitoring and supply planning of medicines and other health supplies						
Assess logistics systems for continuous improvement						
5. Critical analysis, research and education						
Retrieves relevant and accurate information using current reference sources						
Accurately interprets and evaluates information						
Relates information to the specific situation, consumer or request						
Formulates accurate responses to medicines information questions						
Total						

Tutor's comment



EVALUATION OF INTERNSHIP SITE

NOTE: This form must be completed by the pharmacist intern and submitted to the National Pharmacy Council within 30 days upon completion of each internship experience.

Pharmacist intern	
Phone Number	
Current Address	
Internship Site	
Approved Tutor	
Dates covered by report (from - to) Month/Day/Year	
Email Address	

Please rate the amount of exposure to the following areas of pharmacy practice:

1 = Minimal

2 = Moderate

3 = Extensive

4 = None

No.	Area	1	2	3	4
1	Drug distribution systems including dispensing activities				
2	The use of drug products and dosage forms in practice settings				
3	Sterile and/or non-sterile compounding				
4	Daily operations and routines of the pharmacy				
5	Management of inventory, purchasing, recalls				
6	Accounting, budgeting and data management				
7	Providing direct pharmaceutical care for patients				
8	Counseling and monitoring for prescription and OTC products				
9	Counseling and assessment for naturopathic, herbal, and other alternative products				



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No.	Area	1	2	3	4
10	Teaching about medical/surgical, supplies, devices and equipment				
11	Interacting with other members of the health care team				
12	Responding to drug information requests				
13	Applying laws and regulations to the practice of pharmacy				

Using the scale described below, please rate the following items:

1 = Needs Improvement 2 = is satisfactory 3 = is excellent NA - Not Applicable

No.	Area	1	2	3	NA
1	The Tutor 's teaching ability				
2	The Tutor 's responsiveness to the intern's learning needs				
3	The Tutor 's supervision of the intern				
4	The Tutor 's ability to communicate with the intern				
5	The orientation to the pharmacy operation on the first day				
6	The responsiveness of other pharmacists to the intern's learning needs				
7	The friendliness and helpfulness of other pharmacy employees				
8	The availability of references at the site				
9	The diversity of the learning experience at the site				

Comments on your experience:

.....

.....

.....

.....



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Would you recommend this as an internship site to other interns? Yes No

I have complied with all National Pharmacy Council regulations and the instructions for internship furnished to me at the time of my internship registration. I consider the above progress report of internship training to be a correct statement of fact.

.....

Names, date and Signature



**PHARMACY GRADUATE- INTERNSHIP EVALUATION FORM
(REGULATORY-RWANDA FDA)**

This form should be completed by the Tutor/Supervising pharmacist who has had the greatest opportunity to observe the intern pharmacy graduate's skills during the internship period.

Against each item in turn tick the box which best fits the pharmacist intern's usual performance. If necessary, please qualify by short comment, e.g. if more experience is required or if any requirement cannot be fulfilled in your department.

Please note that the assessment is against a standard of what would be expected at the intern's current level of experience.

Pharmacy graduate 's name and Signature	
Tutor name and Signature	
Name of internship site	
Address of workplace:	
Period of internship (from - to) Month/Day/Year	



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Please rate the following area on a scale of 1 to 5,

5=Excellent

4=Good

3= Average

2=Fair

1 =Poor

NA=None

Area	5	4	3	2	1	NA
1. Professional and ethical practice						
Follows procedures at work place as instructed						
Displays personal and professional integrity						
Applies accepted standards of practice and professional competence						
Maintains confidentiality						
Interprets and complies with relevant codes of ethics						
Reflects and responds to feedback						
2. Communication, collaboration and self-management						
Knows and applies key principles of communication						
Establishes and maintains good professional relationships						
Collaboration with cross-functional teams						
Effectively plans and manages work time						
Works effectively within the structure of the organization						
Observes supervision approaches used by Tutor						
Contributes to the promotion of a safe working environment						
On time attendance at internship site						



Area	5	4	3	2	1	NA
3. Application at internship site						
Demonstrate self-initiative at the internship site						
Organized and confident at internship site						
Demonstrate lifelong learning and critical thinking ability						
Reliable and available						
Effective use of available resources						
4. Critical analysis, research and education						
Retrieves relevant and accurate information using current reference sources						
Produces accurate written records and reports						
Accurately interprets and evaluates information						
Relates information to the specific situation, consumer or request						
Willingness to learn and seek opportunities for professional growth						
5. Training Outcomes						
Gains insight into the regulatory processes governing pharmaceuticals, including but not limited to:						
1. Evaluation of application for registration of products						
2. The process of registration of premises (GMP compliance)						
3. Protocol for clinical trial						
Demonstrates an understanding of the role of regulatory bodies in ensuring compliance with pharmaceutical laws and standards						
4. Ability to perform procedures and regulations for importation of medicines, medical devices and cosmetics						
5. Ability to identify falsified and substandard medicines, medical devices and cosmetics						
6. Acquires knowledge on pharmacovigilance and adverse drug reaction reporting						
7. Develops skills in conducting inspections and audits to assess compliance with regulatory requirements						



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8. Learns about the processes involved in licensing pharmaceutical establishments						
9. Gains experience in conducting risk assessments and implementing risk management strategies						
Total						

Tutor's comment

.....

Names, Date, Signature and Stamp



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EVALUATION OF THE INTERNSHIP SITE BY THE INTERN

NOTE: This form must be completed by the pharmacy graduate who undertook the internship and submit it to the National Pharmacy Council within 30 days upon completion of each internship experience.

Pharmacy Graduate's names	
Phone Number	
Current Address	
Internship Site	
Approved Tutor	
Dates covered by report (from - to) Month/Day/Year	
Email Address	



**National
Pharmacy
Council**

Using the scale described below, please rate the following items:

1 = Needs Improvement 2 = is satisfactory 3 = is excellent NA - Not Applicable

No.	Area	1	2	3	NA
	The orientation on the institution operation at the beginning of the internship				
1	The Tutor 's teaching ability				
2	The Tutor 's responsiveness to the intern's learning needs				
3	The Tutor 's supervision of the intern				
4	The Tutor 's ability to communicate with the intern				
7	The friendliness and helpfulness of the Tutor				
8	The availability of references at the site				
9	The diversity of the learning experience at the site				

Comments on your experience:

.....

.....

.....

.....



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Would you recommend this as an internship site to other interns? Yes No

I have complied with all National Pharmacy Council regulations and the instructions for internship furnished to me at the time of my internship registration. I consider the above progress report of internship training to be a correct statement of fact.

.....
Names, date and Signature



PHARMACIST INTERN EVALUATION FORM (NPC)

This form should be completed by the Tutor/Supervising pharmacist who has had the greatest opportunity to observe the intern pharmacist's skills during the internship period.

Against each item in turn tick the box which best fits the pharmacist intern's usual performance. If necessary, please qualify by short comment, e.g. if more experience is required or if any requirement cannot be fulfilled in your pharmacy/hospital.

Please note that the assessment is against a standard of what would be expected at the intern's current level of experience.

Pharmacist intern name and Signature	
Tutor name and signature	
Name of internship site	
Address of workplace:	
Period of internship (from - to) Month/Day/Year	



**National
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Please rate the following area on a scale of 1 to 5,

5=Excellent 4=Good 3= Average 2=Fair 1 =Poor NA=None

Area	5	4	3	2	1	NA
1. Professional and ethical practice						
Exhibit awareness on the requirements to practice pharmacy						
Follows procedures at work place as instructed						
Displays personal and professional integrity						
Applies accepted standards of practice and professional competence						
Maintains confidentiality						
Establishes and maintains good professional relationships						
Interprets and complies with relevant codes of ethics						
Shows awareness of consumer needs						
Produces accurate written records and reports						
Identifies own learning needs						
Reflects and responds to feedback						
Contributes to the continuous quality improvement of pharmacy services						
2. Communication, collaboration and self-management						
Knows and applies key principles of communication						
Collaboration with cross-functional teams						
Demonstrates basic negotiation skills						
Negotiates tasks and shares ideas, communicating respectfully						
Identifies and addresses problems						
Observes and discusses situations of conflict						
Effectively plans and manages work time						
Works effectively within the structure of the organization						
Observes supervision approaches used by Tutor						
Contributes to the promotion of a safe working environment						
On time attendance at workplace and respect of procedures regulating other staff						



Area	5	4	3	2	1	NA
3. Application at work						
Demonstrate self-initiative at the workplace						
Organized and confident at work						
Demonstrate lifelong learning and critical thinking ability						
Readiness and punctuality						
Reliable and available						
Effective use of available resources						
4. Critical analysis, research and education						
Retrieves relevant and accurate information using current reference sources						
Accurately interprets and evaluates information						
Relates information to the specific situation, consumer or request						
Willingness to learn and seek opportunities for professional growth						
5. Training Outcomes						
Gains insight into the regulatory processes governing pharmaceuticals, including drug registration, licensing, and quality control						
Demonstrates an understanding of the role of regulatory bodies in ensuring compliance with pharmaceutical laws and standards						
Acquires knowledge of pharmacovigilance systems and adverse drug reaction reporting.						
Develops skills in conducting inspections and audits to assess compliance with regulatory requirements						
Learns about the processes involved in licensing pharmacies and healthcare facilities						
Gains experience in conducting risk assessments and implementing risk management strategies						
Total						



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Tutor's comment

.....
Names, Date, Signature and Stamp

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