<table>
<thead>
<tr>
<th>TSC Category</th>
<th>Quality and Patient Safety</th>
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<tbody>
<tr>
<td>TSC</td>
<td>Document Management for Pharmacy Support</td>
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<tr>
<td>TSC Description</td>
<td>Establish and implement documentation policies to facilitate referencing of information and comply with regulatory requirements</td>
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<thead>
<tr>
<th>TSC Proficiency Description</th>
<th>Level 1</th>
<th>Level 2</th>
<th>Level 3</th>
<th>Level 4</th>
<th>Level 5</th>
<th>Level 6</th>
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<tr>
<td></td>
<td>HCE-QPH-2004-1.1</td>
<td>HCE-QPH-3004-1.1</td>
<td>HCE-QPH-4004-1.1</td>
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<td></td>
<td>Apply document processing and formatting procedures</td>
<td>Implement document control procedures and operate the document management systems</td>
<td>Develop documentation templates and evaluate new and existing documentation based on identified requirements</td>
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**Knowledge**

- Types of document filling systems
- Types of document approval processes
- Types of document management systems
- Organisation’s document management policies and document filling and review procedures
- Types of regulatory audits and related documentation requirements
- Methods of managing manufacturing process, system and equipment documentation
- Organisation’s document distribution systems
- Principles of conducting documentation audits
- Types of manufacturing process, system and equipment documentation
- Organisation’s documentation objectives and requirements
- Manufacturing documentation best-practices
- Types of information to be included in process, system and maintenance documents
- Types of knowledge management tools
- Methods of formulating policies and procedures
- Key stakeholders to be consulted for documentation development and review
- Methods of ensuring documentation accuracy and usefulness
- Methods of conducting management reviews

**Abilities**

- Organise information to ensure it is accurate and accessible by the appropriate stakeholders
- File electronic and hard copy documents according to standard procedures
- Prepare documents required for documentation audits
- Record results of audits
- Review the maintenance of the document management systems
- Document and update personal certifications and licenses for employees
- Verify documents have been distributed accordingly
- Perform document management audits to ensure documentation
- Evaluate documentation requirements for manufacturing processes, systems and equipment
- Develop documentation policies and procedures based on organisation’s requirements
- Revise existing documentation policies and procedures based
<table>
<thead>
<tr>
<th>Action</th>
<th>Description</th>
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<tr>
<td>Communicate changes in documentation requirements to relevant stakeholders to ensure compliance with new procedures</td>
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<tr>
<td>Implement new and revised policies and procedures in order to ensure compliance with organisation’s and regulatory requirements on industry best-practices</td>
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<td>Develop templates for technical documents</td>
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<td>Evaluate implementation of documentation procedures</td>
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<td>Facilitate documentation audits</td>
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<td>Evaluate audit findings and results and highlight areas of improvement</td>
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