



PSP



**Pharmacy Support Personnel: Pharmacist's Assistant (Basic)
External Integrated Summative Assessment (EISA)
Online Workshop, 3 July 2025**

FORMAT OF THE WORKSHOP

- Format and content of the examination
- Preparing for calculation questions
- Preparing for general questions
- Examples of calculation questions
- Examples of general questions
- Remote online examination/assessment





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FORMAT OF THE EISA EXAMINATION FOR PHARMACIST'S ASSISTANT (BASIC)

Exam

Open book online examination

100 multiple choice questions
(MCQs)



Overall pass mark 50%

No negative marking



3 hours 30 min



16% Calculation MCQs

16 MCQs



Subminimum of 50%



84% General MCQs

84 MCQs



Subminimum of 50%





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Community

Institutional

Manufacturing

Wholesale

QUESTIONS ARE RELATED TO
EXIT LEVEL OUTCOMES AND
BASED ON TASKS TO BE
PERFORMED BY CANDIDATES IN
COMMUNITY, INSTITUTIONAL,
MANUFACTURING AND
WHOLESALE SECTORS



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EXAM CONTENT: EXIT LEVEL OUTCOMES

ELO 1

Apply basic scientific knowledge to provide technical support in delivering pharmaceutical services

ELO 2

Provide technical support for the receiving, storing, picking, packing and distributing of orders. To perform stock counts and participate in stock-taking in compliance with cGMP, GWP and GPP requirements

ELO 3

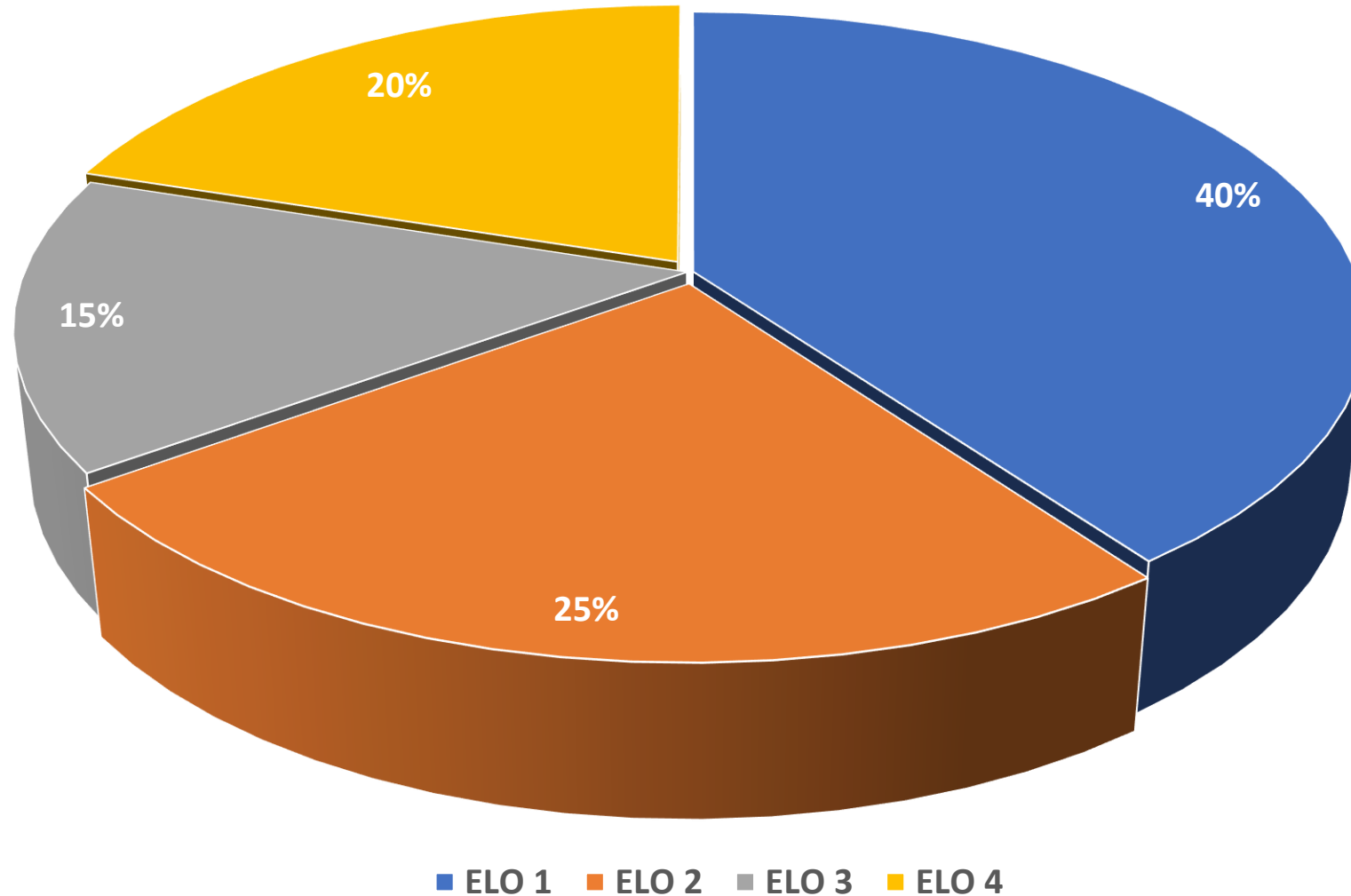
Provide technical support for the manufacture, packaging and re-packaging of non-sterile medicines and scheduled substances in compliance with GMP guidelines under the supervision of a pharmacist

ELO 4

Provide technical support for the compounding, manipulation and preparation of non-sterile medicines and scheduled substances (extemporaneous compounding) in compliance with standards as described in the GPP rules and GMP guidelines under the supervision of a pharmacist

WHAT IS THE EXAM BASED ON?

Exit Level Outcomes



ELO 1

BASIC- 40%

➤ **Candidates should be able to:**

- ❖ Apply legislation related to the relevant scope of practice in pharmaceutical services in the South African context
- ❖ Demonstrate ethical and professional conduct related to the relevant scope of practice in the provision of pharmaceutical technical support services
- ❖ Apply basic pharmaceutical terms and concepts concerning non-sterile drug delivery systems and their routes of administration
- ❖ Apply basic scientific principles and perform basic scientific calculations



ELO 2

BASIC- 25%

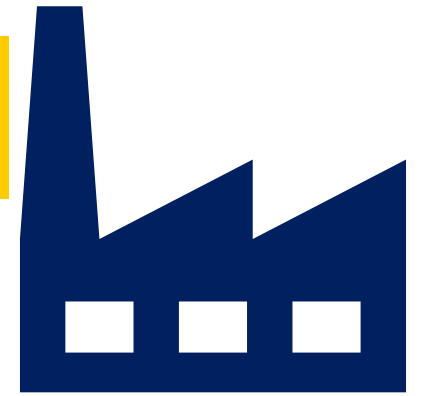
➤ **Candidates should be able to:**

- ❖ Conduct distribution and control of the stock of medicines, scheduled substances, and medical devices according to SOPs, and per cGMP, GPP and GWDP
- ❖ Pick, pack and secure orders for medicines or scheduled substances according to all requirements and check that orders are dispatched according to SOPs
- ❖ Complete documents and maintain records following applicable legislation and SOPs
- ❖ Participate in stock counts



ELO 3

BASIC- 15%



➤ **Candidates should be able to:**

- ❖ Apply pharmaceutical and cGMP principles and legislative requirements in the manufacture, packaging and/or repackaging of non-sterile medicines and scheduled substances
- ❖ Organise and prepare resources, materials and equipment for the preparation of specific medicines following relevant SOPs and process documentation
- ❖ Handle materials with due regard for environmental and storage conditions, transport and security requirements
- ❖ Participate in manufacturing processes for non-sterile medicines and scheduled substances
- ❖ Pack and re-package medicines and scheduled substances following GMP, ethical principles, relevant legislation, process documentation and SOPs, and authorised by a pharmacist
- ❖ Complete all documents and maintain records following cGMP guidelines

ELO 4:

BASIC- 20%



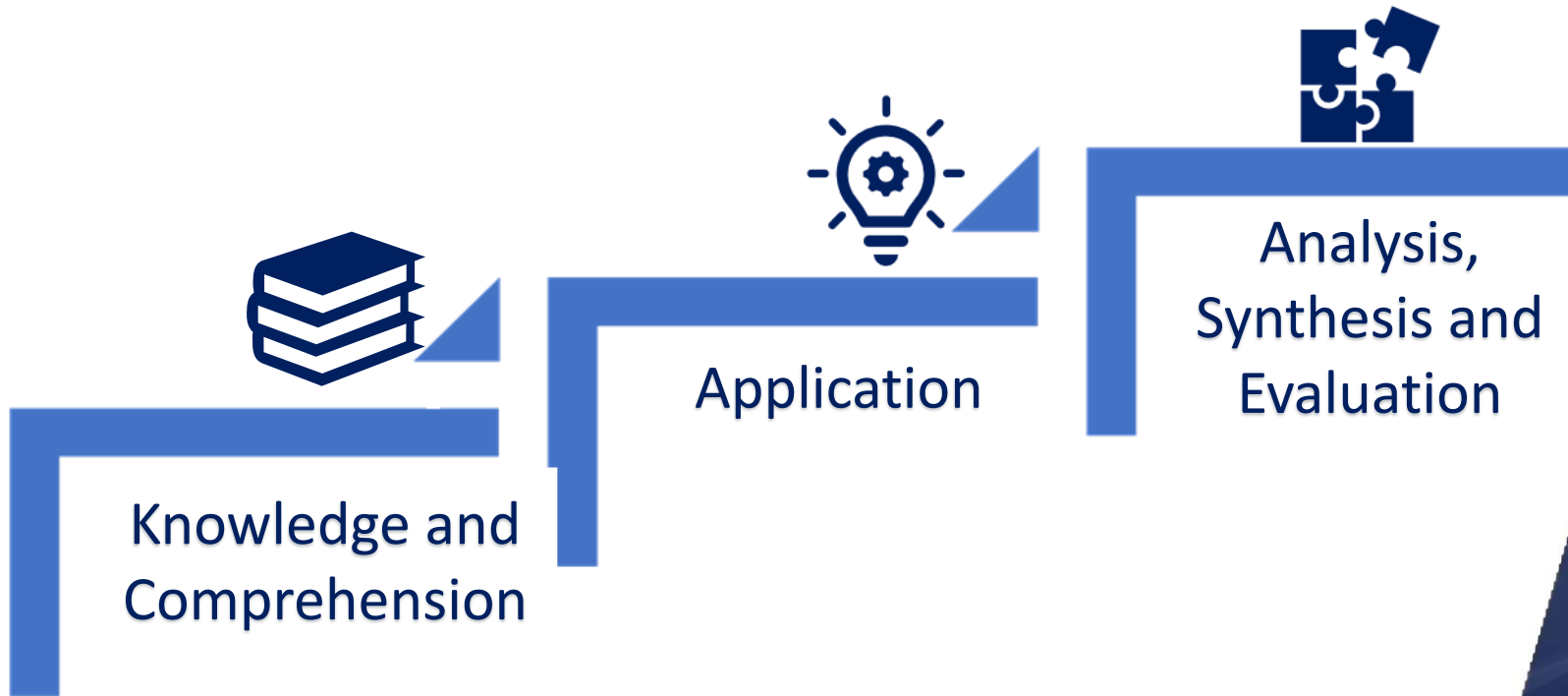
➤ **Candidates should be able to:**

- ❖ Apply principles of GPP concerning the compounding of non-sterile medicines and substances
- ❖ Compound a simple solution, suspension and semi-solid following instructions (formulas), relevant SOPs and process documentation, using the principles of cGMP and/or GPP for specific patients
- ❖ Complete records for each of the preparations produced following legal requirements and organisational policies and procedures
- ❖ Check and clean equipment, according to SOPs
- ❖ Perform housekeeping activities according to SOPs
- ❖ Operate personal computer to generate documents and spreadsheets



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TYPES OF QUESTIONS





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PREPARATIONS

Admin

- When (date and time) is the exam?
- Where (venue/remote) is the exam?
- What resources do I need?

Prepare

- How can I prepare?
- Which references do I need?
- How do I use the references?

Exam

- What do I need to bring?
- How does the online exam work?
- How long is the exam?

TIPS FOR PREPARATIONS

Use the latest
reference material

Check the current
events
(pandemics/epidemics)
locally/globally

Keep abreast with the
latest developments/
information

Course notes may be
irrelevant (check if info
is still valid)

Familiarise yourself
with each reference
material (index/topic)

Never use reference
material that you have
not used before

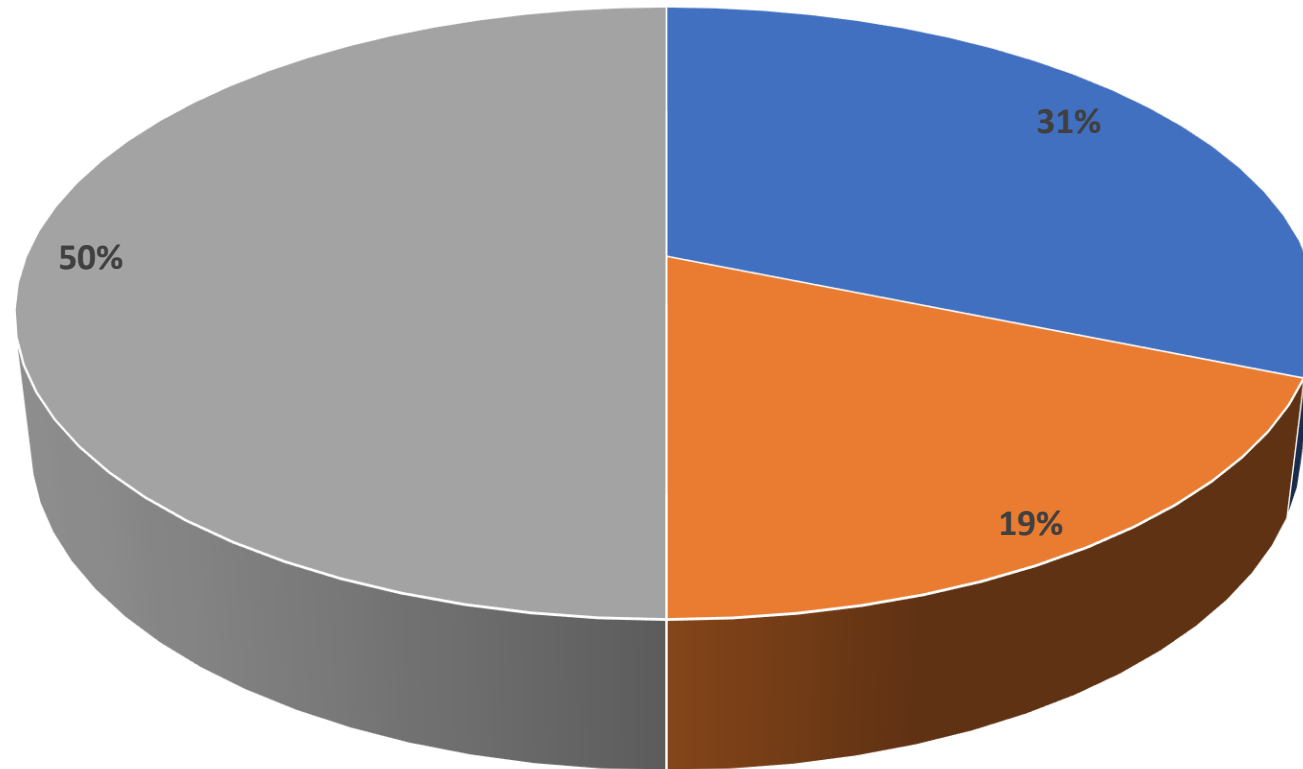
Learn from your work
environment (SOPs)

Ask for assistance from
your colleagues /
supervisors



CALCULATION QUESTIONS (BLUEPRINT)

Distribution of calculation questions according to ELOs



■ ELO 1 ■ ELO 2 ■ ELO 4



TYPES OF CALCULATION QUESTIONS

ELO 1: Basic scientific principles

- Basic conversions

ELO 2: Stock management

- Stock consumption
- Reconciliation calculations in stock management
- Cost (value) of stock

ELO 4: Compounding, manipulation and preparation (extemporaneous compounding)

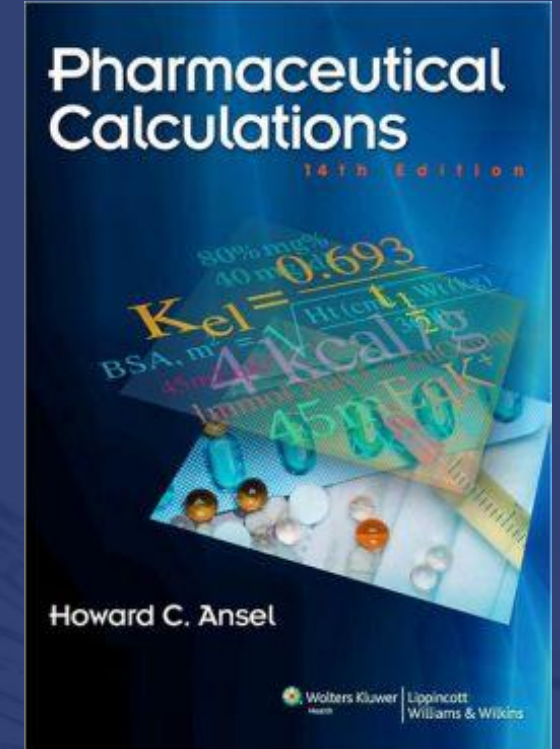
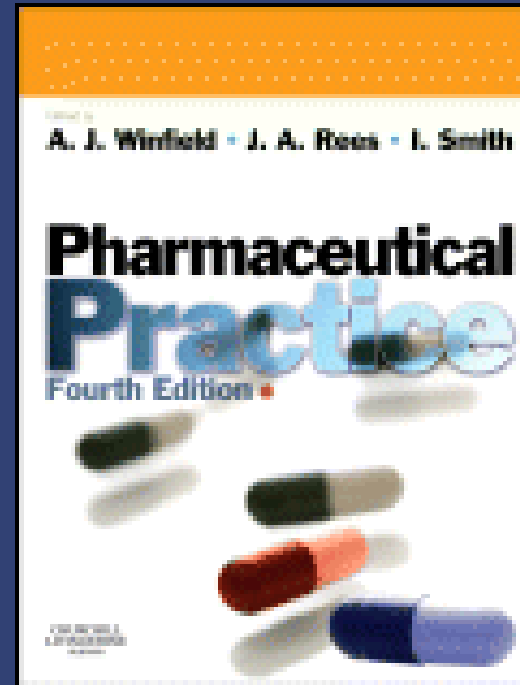
- Calculate quantities of ingredients according to a formula to prepare an extemporaneous formulation
- Reconciliation calculations in repackaging operations

RECOMMENDED TEXTBOOKS FOR CALCULATIONS

Pharmaceutical Calculations
H. C. Ansel

**Calculations for Pharmaceutical
Practice**
A. J. Winfield & I.O. Edafiogho 4th
Edition

Pharmaceutical Practice
A. J. Winfield, J.A. Rees & I. Smith



Note:

*Text books are of more value before the exam than during the exam. **BE MINDFUL OF TIME**

*Not all calculation types in these textbooks may be applicable to the examination you will be writing.



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CALCULATIONS TIPS & ADVICE

Tips

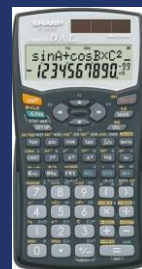


Understand the principle, do not
memorize the calculation

Units

What are the SI units?

Example: % w/v = g/100ml



Equipment

Scientific calculator

Use same one to practice as you will
use in the exam

Check batteries

Know the settings of your calculator

Paper & pens



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CALCULATIONS TIPS

- Select the correct formula
- Transcribing - Double check against the question that you have used the correct figures in your formula
- If possible, estimate a range for your answer
- Always double check your calculation



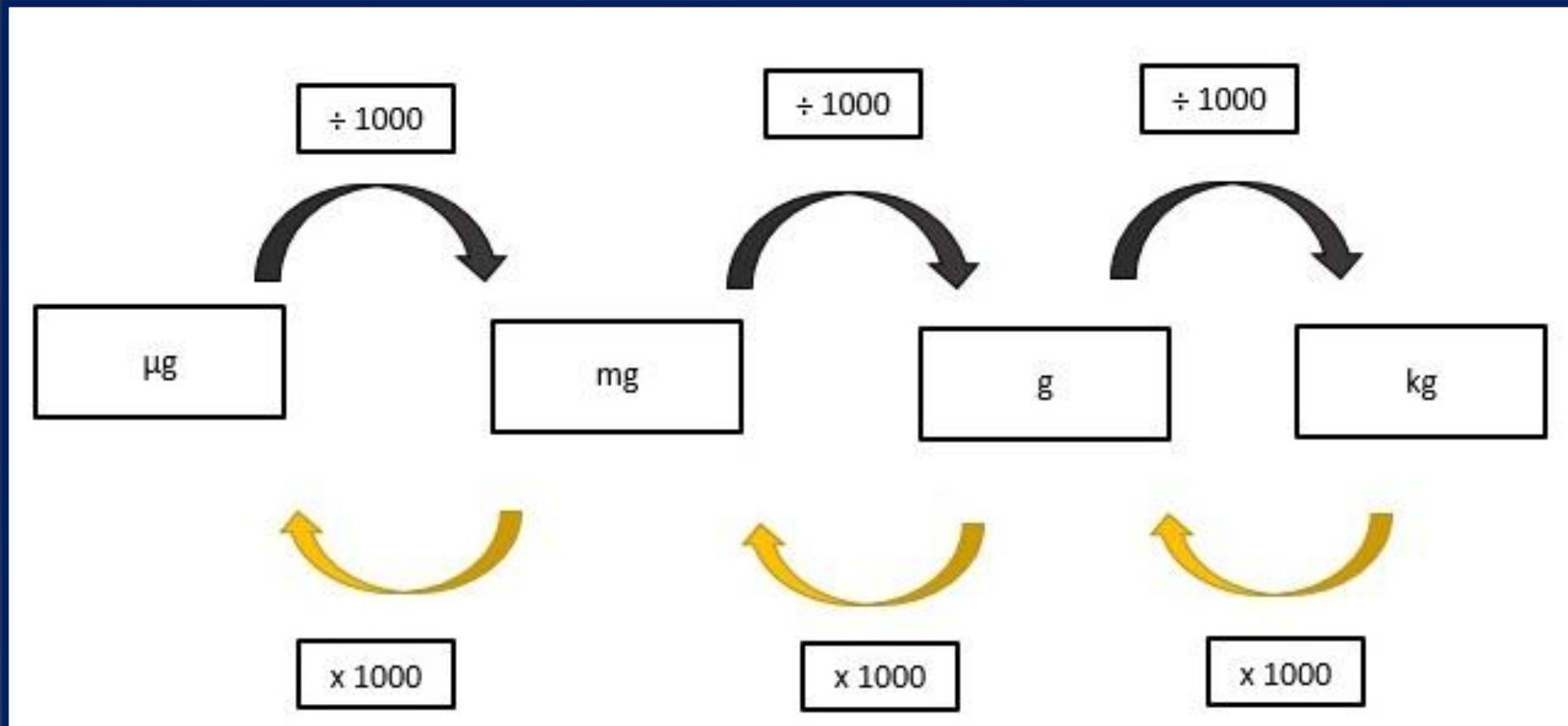


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CALCULATIONS TIPS

Tip:

Practice converting between units



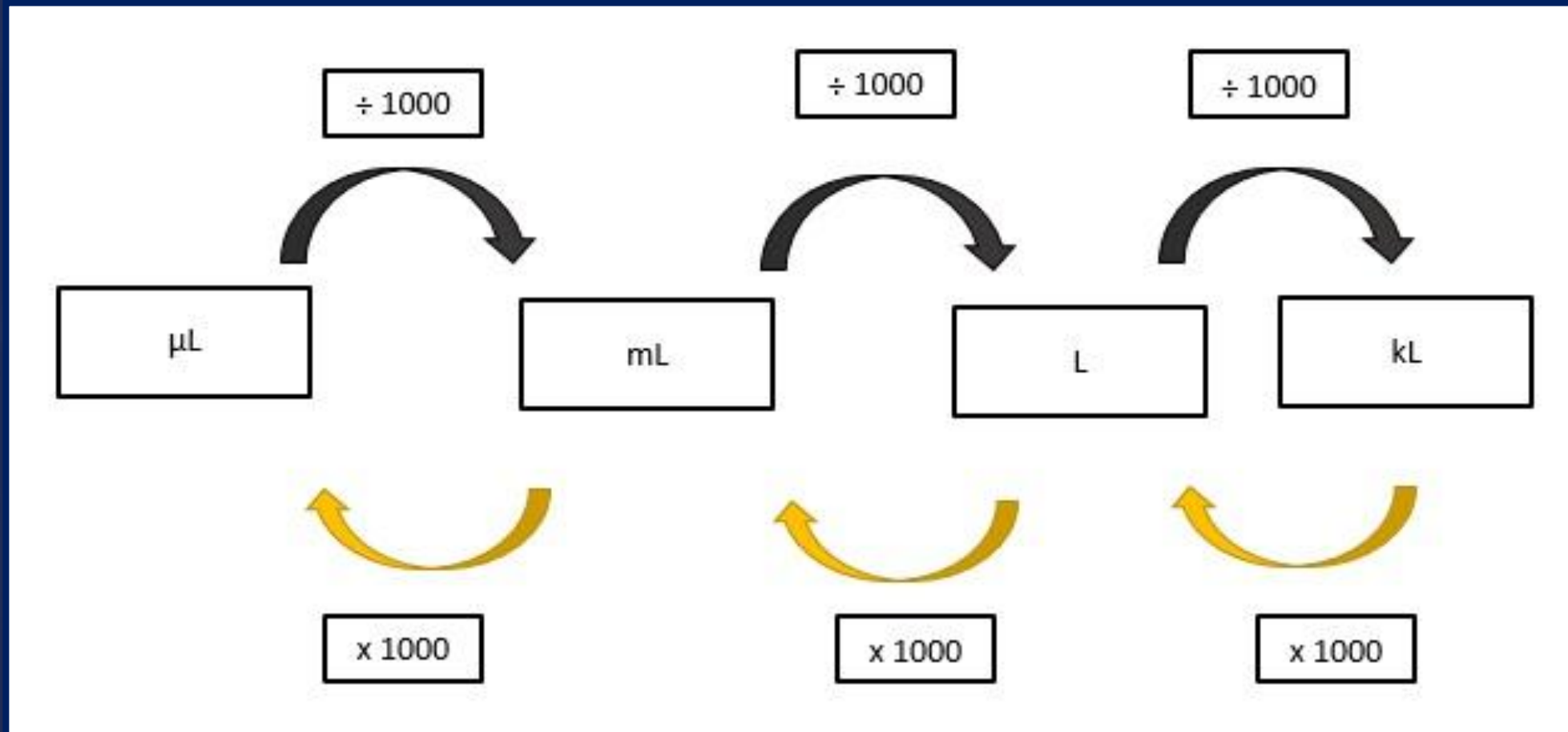


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CALCULATIONS TIPS

Tip:

Practice converting between units





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CALCULATIONS TIPS

Managing time



Maximising your time:

- 42 minutes
- 16 MCQs
- Approximately 2.6 minutes per question

No negative marking
Do not leave anything blank



CALCULATIONS EXAMPLES

<https://forms.office.com/r/RsWcLsjip>

Basic EISA (Calculation)



Time for a quick break

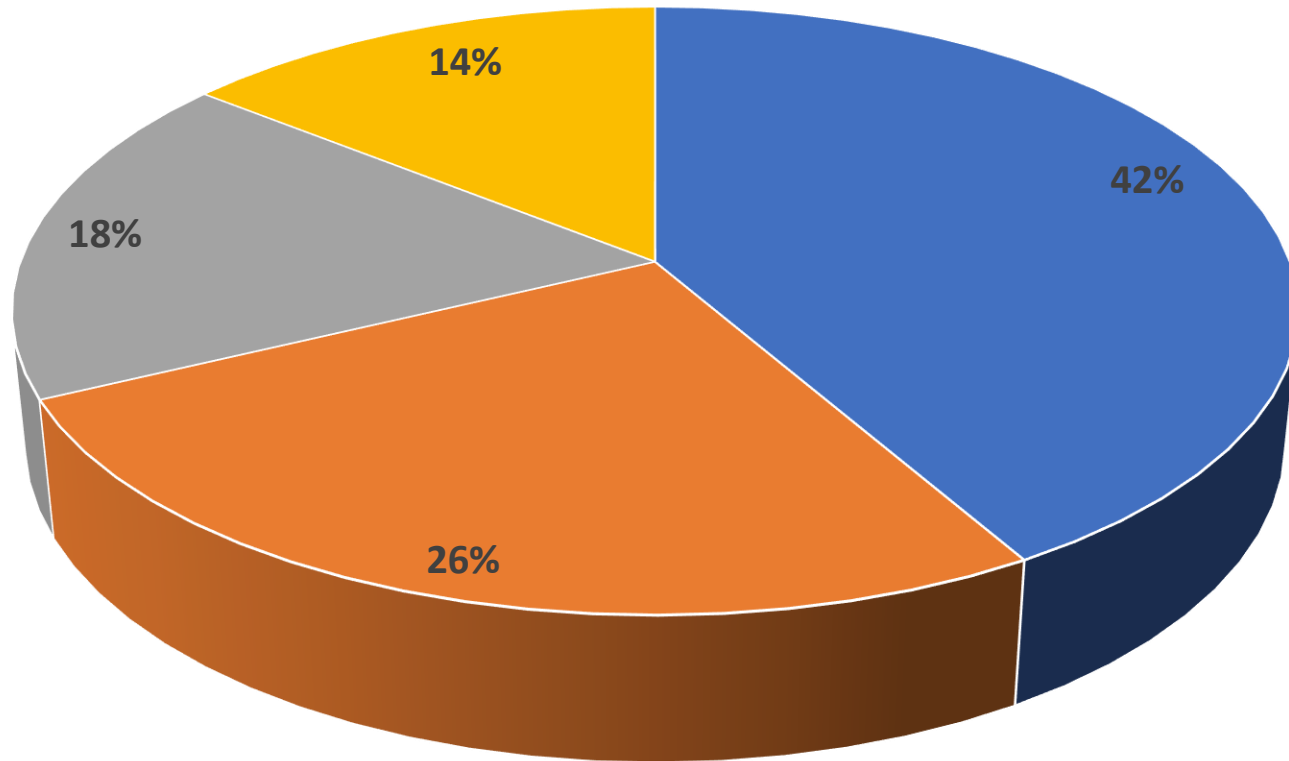




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GENERAL QUESTIONS (BLUEPRINT)

Distribution of general questions according to
ELOs



■ ELO 1 ■ ELO 2 ■ ELO 3 ■ ELO 4





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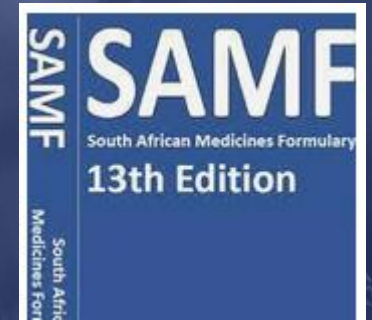
REFERENCE MATERIALS

You are permitted to use:

- Books
- PDF copies downloaded and/or printed
- Online references

Ensure that the reference you are using is-

- applicable to the South African setting; and
- provides up to date information





WHAT REFERENCES CAN YOU USE?



Consider using online App's
such as-



Online PDF References provided:
EML and STG – PHC, Paediatric
and Hospital
Good Pharmacy Practice
Manual and associated Rules
SA Guide to Good
Manufacturing Practice
Pharmacy Act, 53 of 1974
(consolidated)
Medicines and Related
Substances Act, 101 of 1965 (as
amended)

Is it
current?



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ELECTRONIC REFERENCES



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Publications



Annual Reports



Legislation



Pharmaciae



Rate Card



Reports



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ELECTRONIC REFERENCES

Legislation

[Act](#) [Regulations](#) [Rules](#) [Board Notices](#) [Proposed Legislation](#)

Act

- [Pharmacy Act, 53 of 1974 \(consolidated\)](#)



Legislation

[Act](#) [Regulations](#) [Rules](#) [Board Notices](#) [Proposed Legislation](#)

Regulations

- [Regulations Relating to Pharmacy Education and Training: Amendment \(2024\)](#)
- [Regulations relating to the registration of persons and maintenance of registers_Amendment](#)
- [Regulations relating to the practice of pharmacy_Amendment](#)
- [Regulations relating to the election of members of the South African Pharmacy Council \(Consolidated\)](#)
- [Amendment Regulations relating to the election of members of the South African Pharmacy Council \(2023\)](#)
- [Regulations relating to fees payable to the South African Pharmacy Council \(2022\)](#)
- [Information to be furnished to the Registrar \(1975\)](#)
- [Appointment and business of office bearers \(1978\)](#)
- [Registration of the specialities of pharmacists \(1990\)](#)
- [Supplementary training \(1995\)](#)
- [Election of SAPC Members \(1998\)](#)
- [Pharmacy Education and Training \(2000\)](#)
- [Community Service \(2000\)](#)
- [Practice of Pharmacy \(2000\)](#)
- [Persons Unfit to Practice \(2000\)](#)
- [Registration of Persons and Maintenance of Registers \(2000\)](#)
- [Conduct of inquiries held in terms of Chapter V of the Act \(2001\)](#)
- [Ownership and Licencing of Pharmacies \(2003\)](#)
- [Continuing Professional Development \(CPD\) \(2019\)](#)



ELECTRONIC REFERENCES

Legislation

Act Regulations **Rules** Board Notices Proposed Legislation

Rules

- BN593 of 2023: Rules relating to services for which a pharmacist may levy a fee (2024)
- BN479 of 2023: GPP Standard for Sexual and Reproductive Health
- Board Notice 385/2023 – Rules relating to the services for which a pharmacist may levy a fee.
- BN70 of 2021:GPP Amendment to Rules 1.2.2 and 2.32
- BN69 of 2021: Rules relating to services for which a pharmacist may levy a fee
- BN81 of 2020: Amendment to Rule 2.31.3: Minimum Standards for trading title(s)
- BN78 of 2020: Good Pharmacy Education Standards (Occupational Qualification Sub-Framework)
- BN27 of 2020: Rules relating to the services for which a pharmacist may levy a fee and guidelines for levying such a fee(s)
- BN205 of 2019: Rules relating to what constitutes good pharmacy practice (Amendments to Rules 1.2.4; 3.6 & 4.2.3.3)
- BN172 of 2019: Rules Relating to Good Pharmacy Practice - Unit Dose Dispensing
- BN84 of 2018: Amendments to Good Pharmacy Practice (Minimum Standards for Pharmacy Premises, Facilities and Equipment)
- Ethical Rules: Acts or omissions which can lead to disciplinary action (1989)
- Good Pharmacy Practice Manual and Associated SAPC rules
- Code of Conduct for pharmacists and register persons (2008)



Legislation

Act Regulations Rules **Board Notices** Proposed Legislation

Board Notices

- BN138 of 2020: BPharm graduates registrations as Pharmacist's Assistants
- BN132 of 2020: Fees payable to SAPC for 2021
- BN82 of 2020: CPD Guidance Document
- BN80 of 2020: Restoration of registration of pharmacists' requirements
- BN63 of 2020: Guideline for removal of pharmacy registration/recording as a result of non-compliance with GPP and other pharmacy legislation
- BN188 of 2019: Fees payable to SAPC for 2020
- BN174 of 2019: Rules Relating to Continuing Professional Development (CPD)
- BN170 of 2019: Committee of Formal Inquiries Findings
- BN32 of 2019: Amendments to Good Pharmacy Education Standards (Higher Education and Training)
- Amounts payable for penalties and offences (1999)
- Commencement of Community Service (2000)
- Application fee for pharmacy premises licences (2003)
- Fees payable to SAPC for 2017 (2016)
- Fees payable to SAPC for 2018 (2017)
- Good Pharmacy Education Standards (HET) (2017)
- Fees payable to Council after VAT adjustment (2018)
- BN59 of 2018 Competency Standards
- Fees payable to SAPC for 2019 (2018)



HOW TO USE THE REFERENCES MATERIAL?

BOOKS



Learn how to use each reference material

Where is the index?

What information can I find in each reference material?

Tips:

More is not necessarily better

Avoid using a reference book you have never used before

Using notes from University may not help (information may no longer be valid)

ONLINE

Familiarise with online references

Download references before exam

Time consuming to search during exam

Information may not correlate to recommended reference material



Visit these websites and familiarise yourself with the content available-



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Pharmacy Council

SAHPRA
South African
Health Products
Regulatory Authority



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Pharmacy Council
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HELPFUL TIPS

- **READ** the question carefully
- **IDENTIFY** the statements of which you are sure
- **CONFIRM** (using references) the statements you are unsure of
- **CARRY ON** if you can't complete the question, and when you have time towards the end of the exam come back to it.

!

“TRUE”, “IS” and “CORRECT”

“EXCEPT”, “FALSE”, “NOT”
and “INCORRECT”

“MOST APPROPRIATE”
implies that more than one
answer is possible, thus
select the most inclusive
answer



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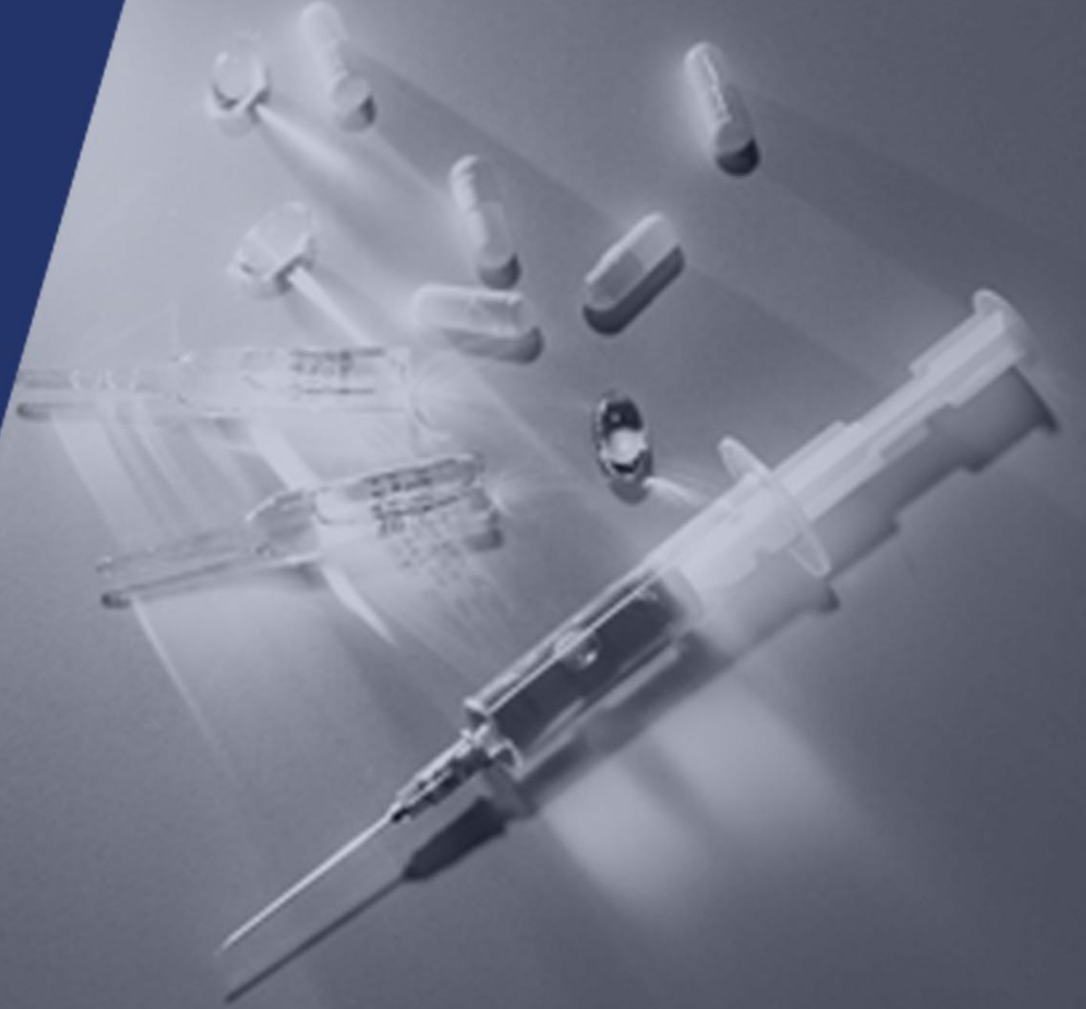
MANAGING TIME



Maximising your time:

- 168 minutes
- 84 MCQs
- 4 options per MCQ
- Approximately 2 minutes per question

No negative marking
Do not leave anything blank



GENERAL EXAMPLES

<https://forms.office.com/r/0iKREWbr20>

Basic EISA (General)





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REMOTE ONLINE EXAMINATION



EXAMINATION ELIGIBILITY CRITERIA

<p>Pharmacist's Assistant (Learner Basic) registered for the new Occupational Certificate qualification</p>	<p>Learners must have completed a minimum of six (6) months of training with an accredited provider and must have;</p> <ul style="list-style-type: none"> • Successfully completed Knowledge, Practical and Work Experience modules; • Received a statement of results from the provider; • Completed the practice EISA; and • Booked online for the EISA.
<p>Currently qualified Pharmacist's Assistants (Basic) intending to enrol as Pharmacist's Assistant (Learner Post-Basic) on the new Occupational Certificate qualification</p>	<ul style="list-style-type: none"> • Registered qualified Pharmacist's Assistant (Basic); • Completed the practice EISA; and • Booked online for the EISA.
<p>Pharmacy student who has successfully completed their first year of study and intending to register as Pharmacist's Assistant (Basic)</p>	<ul style="list-style-type: none"> • Registration as a Learner Basic - Former BPharm student; • Completed 400hrs in an approved pharmacy and under the direct personal supervision of a pharmacist; • Submitted at least one progress report; • Completed the practice EISA; and • Booked online for the EISA.



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EXAMINATION BOOKING

interns.pharma.mm3.co.za/PharmacySupportPersonnel/DashBoard

South African Pharmacy Council

user

Dashboard

Dashboard

Finance
Balance : R -2575.00

Applications

Letters and certificates

EISA examinations

Contact

Progress Reports

Workshops

Telecommunication



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EXAMINATION BOOKING (CONT.)



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 Dashboard

 CPD

 My Progress

 Log out

Examinations

[/ Dashboard](#)



Examination Bookings



Examination Results



Practise Examinations



Examination



EXAMINATION BOOKING (CONT.)

[Dashboard](#)

[CPD](#)

[My Progress](#)

[Log out](#)

Examination Booking

[/ Dashboard](#)

• No examinations listed

⚠ Examination Fee R 711.00.

Assistant Basic have to write both sections of the paper on the specified days. Failure to comply with this requirement automatically renders an/a **Assistant Basic** is payable upon booking for the EISA.

Examination Section

Calculations

General

Date

Venue

--Select--

--Select--

[Venue details](#)

Note A



EXAMINATION BOOKING (CONT.)

[Dashboard](#)

[CPD](#)

[My Progress](#)

[Log out](#)

Examination Booking Remote Detail

[/ Dashboard](#)

Examination booking details

⚠ **Examination Fee R 711.00.**

have to write both sections of the paper on the specified days. Failure to comply with this requirement automatically renders a unsuccessful in the examination.

External Integrated Summative Assessment: Basic [04/02/2025] - Cost : R 711.00

Examination Section	Date	Venue
Calculations	04/02/2025	, Remote: Home,
General	04/02/2025	, Remote: Home,


[Back](#)

[Book Examination](#)



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EXAMINATION BOOKING (CONT.)

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Dashboard

CPD


My Progress

Log out

Payment Options


EXTERNAL INTEGRATED SUMMATIVE ASSESSMENT: BASIC : R 692.00

☐




Use my credit balance.R -2575.00

☐



Please note that no approval will be granted until payment confirmation is received from the financial institution.

☐



SA's most trusted alternative payment method to credit card. Pay via your trusted Internet Banking facility

Back

Next

Three payment methods:

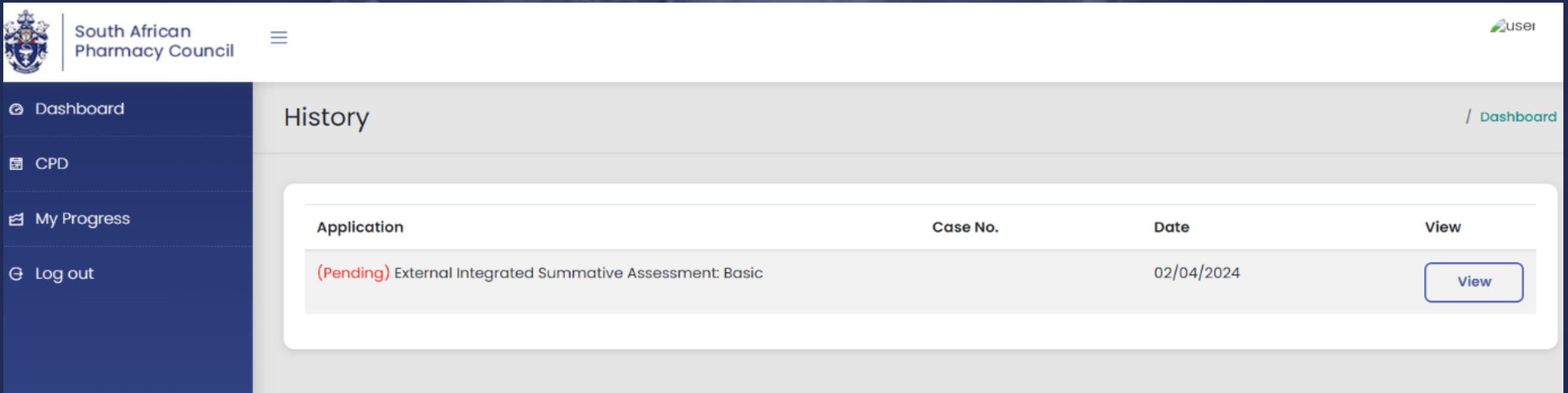
1. Positive balance in SAPC account

2. SID – Immediate payment from banking app

3. Credit card

EXAMINATION BOOKING (CONT.)

- If payment is successful, the record will appear pending as depicted below.
- Once payment is verified, a case will be created and candidate will be added to the exam
- If payment is declined, an SMS will be sent informing the candidate



The screenshot shows the user interface of the South African Pharmacy Council. The top header includes the council's logo, name, and a user profile icon labeled 'user'. A left-hand navigation menu contains links for 'Dashboard', 'CPD', 'My Progress', and 'Log out'. The main content area is titled 'History' and displays a table with one entry. The entry is for a 'Pending' application for the 'External Integrated Summative Assessment: Basic', dated '02/04/2024'. A 'View' button is located to the right of the entry.

Application	Case No.	Date	View
(Pending) External Integrated Summative Assessment: Basic		02/04/2024	View



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PREPARING FOR THE EXAMINATION

**Update your details on
your SAPC profile**

Cell phone number

Email address

Profile picture

**You are notified via email
and SMS when bookings
are open**

IMPORTANT DATES

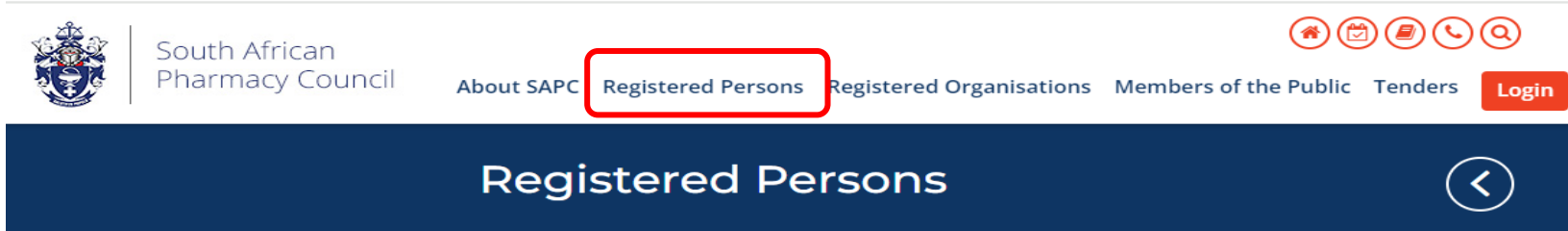
Activity	EISA Practise (Compulsory)	EISA (Calculation/general)
Booking open	04 July 2025	11 August 2025
Bookings closes	21 July 2025	25 August 2025
Late bookings open	Not applicable	26 August 2025
Late bookings closes	Not applicable	08 September 2025
Write exam	29 July 2025	23 September 2025

Exam booking fee = R711

Late booking fee = R 1 066.50

WHERE DO YOU FIND THE EISA MANUAL AND PRACTICE PAPERS?

<https://www.sapc.za.org/>



Learner

[Overview](#) [Scope of Practice](#) [CPD](#) [Applications](#) [Assessment](#) [Fees](#) [Login](#) [Search](#)

The South African Pharmacy Council (Council) will conduct the External Integrated Summative Assessment (EISA) for learners who successfully complete the requirements for the new Occupational Certificate: Pharmacist's Assistant Basic (part qualification), Pharmacist's Assistant Post-Basic and Pharmacy Technician.

The EISA is a national assessment leading to the awarding of an Occupational Certificate and ensures that the assessments of the Occupational Qualifications are standardised, consistent and reliable. The EISA is based on a set of Exit Level Outcomes (ELO) which describe the knowledge, skills and attitudes required for a generalist pharmacy support personnel (PSP).

Council resolved that currently qualified pharmacist's assistants (basic) and pharmacist's assistants (post-basic) intending to enrol on the new Occupational Certificate qualification as pharmacist's assistants (learner post-basic) or learner pharmacy technicians, respectively, must write the EISA.

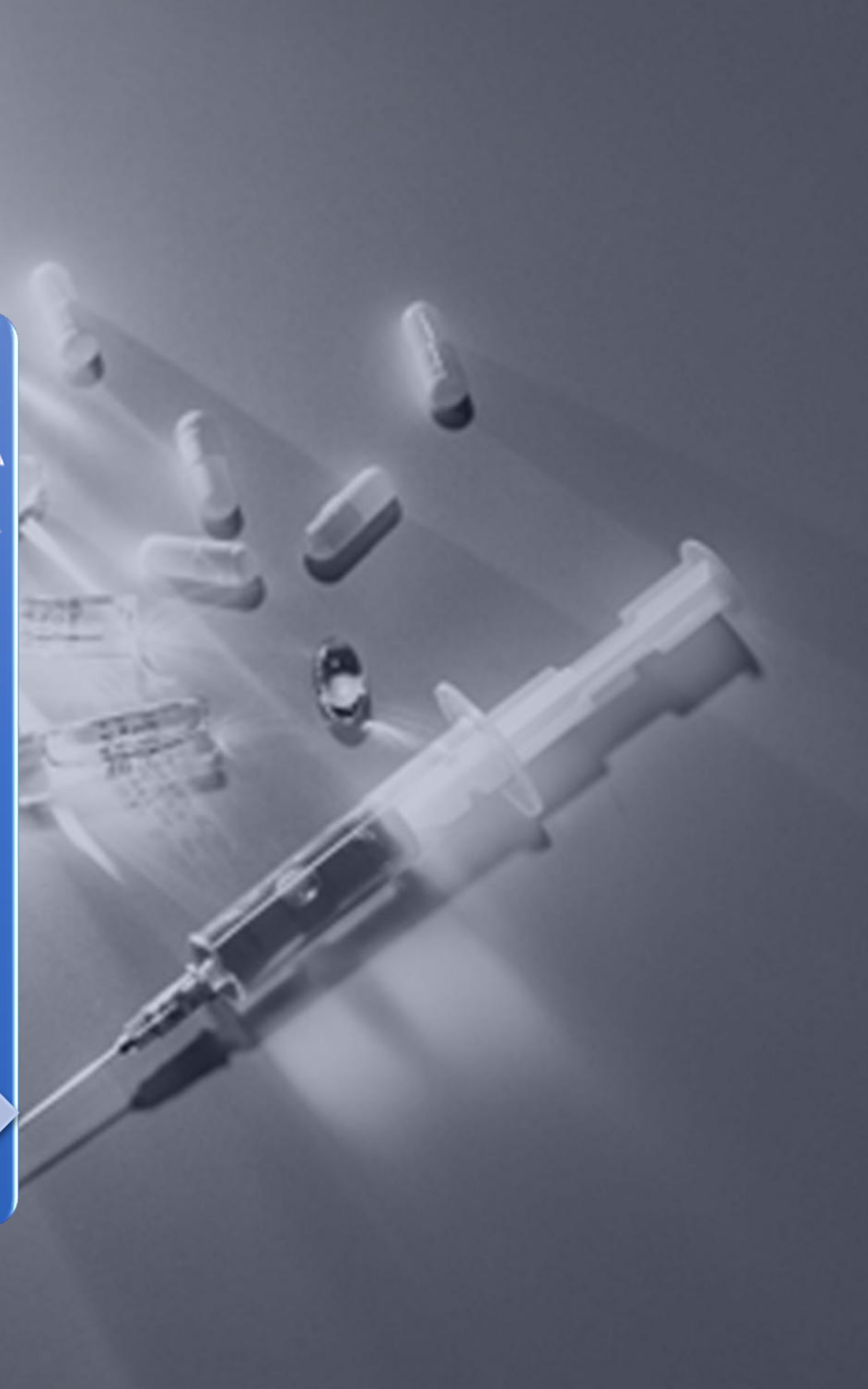
PRACTICE PAPERS

- You may download the **practice pharmacist's assistant (basic) EISA Paper** by clicking [here](#) and the **model answers** by clicking [here](#).
- The practice pharmacist's assistant (post- basic) EISA paper will be published once the first cohort of learners on the Occupational Certificate: Pharmacist's Assistant Post-Basic are enrolled.
- The practice pharmacy technician EISA paper will be published once the regulations for pharmacy technicians are promulgated.

MANUAL AND BLUEPRINT

- The blueprint for the pharmacist's assistant (basic) EISA is available in the 2024 *External Integrated Summative Assessment (EISA) for Pharmacist's Assistant (Basic)*. [Click here](#) to download the *External Integrated Summative Assessment (EISA) for Pharmacist's Assistant (Basic) Manual*.

REMOTE EXAMINATION





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REMOTE EXAMINATION



Find a quiet suitable
workplace
Enough space for device
and references



Keep calm
Communicate with your
remote invigilator if you are
experiencing any difficulty



Download electronic
references before the
examination date



Ensure you have the
equipment you will need
i.e. calculator, paper for
working out calculations



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DEVICE AND CONNECTIVITY FOR CANDIDATES

SUGGESTED DEVICES



OR



AND



DEVICE MUST HAVE A CAMERA OR A
LINKED CAMERA WITH VIDEO
CAPABILITIES



CONNECTIVITY (MINIMUM 3G)



BROWSERS


Google Chrome

 Firefox


Microsoft Edge

PROFILE PICTURE

Image uploaded on SAPC need to be:

- a colour image
- taken in last 6 months
- of your head and shoulders



PLEASE NOTE:


**Profile picture is used by the invigilator
to verify identity of candidate writing
the exam**






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PROFILE PICTURE




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Personal Profile



[Choose File](#) No file chosen

P Number

Title

Ms

Second Name

Fourth Name

ID/Passport Number

Role

Pharmacist

First Name

Third Name

Surname

Password



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WHERE DO YOU FIND THE EXAMINATION?



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Pharmacy Student



Pharmacist Intern



Pharmacist



Responsible Pharmacist



Assessor / Moderator



Learner / Student /
Trainee



Pharmacist's Assistant
Basic



Pharmacist's Assistant
Post-Basic



Pharmacy Technician



Pharmacy Owner



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WHERE DO YOU FIND THE EXAMINATION?



pharmcouncil.co.za/Learner_Assessment



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The South African Pharmacy Council (Council) will conduct the External Integrated Summative Assessment (EISA) for learners who successfully complete the requirements for the new Occupational Certificate: Pharmacist's Assistant Basic (part qualification), Pharmacist's Assistant Post-Basic and Pharmacy Technician.

The EISA is a national assessment leading to the awarding of an Occupational Certificate and ensures that the assessments of the Occupational Qualifications are standardised, consistent and reliable. The EISA is based on a set of Exit Level Outcomes (ELO) which describe the knowledge, skills and attitudes required for a generalist pharmacy support personnel (PSP).

Council resolved that currently qualified pharmacist's assistants (basic) and pharmacist's assistants (post-basic) intending to enrol on the new Occupational Certificate qualification as pharmacist's assistants (learner post-basic) or learner pharmacy technicians, respectively, must write the EISA.

EXTERNAL INTEGRATED SUMMATIVE ASSESSMENT (EISA)

Please [click here](#) to access the Practice EISA (4 February 2025).

Only candidates booked for the EISA will be able to access the assessment.



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DAY OF THE EXAMINATION

08h00

Login to the SAPC website & enter a one-time pin (cell phone) to enter the examination

Complete the declaration

Read the examination rules



09h00

Examination commences (remote invigilator)

Live invigilation through video streaming. Images taken to verify learner (periodically images will be taken throughout the exam)



12h30

Examination ends



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EXAMINATION PLATFORM

1



South African
Pharmacy Council

Login

Username

National ID/Passport


Password

ENTER

Same as SAPC
secure site

- P number
- ID number
- Password

2



South African
Pharmacy Council

One-Time Password (OTP)

Please wait **10 minutes**, one-time password will be sent to your cell phone.
Enter the number in the textbox below and click the **[Continue]** button. If you
have not received a SMS, check emails or

Resend OTP in

00 09 37

Examination External Integrated Summative Assessment: Basic





Date 06 Apr 2024

One-Time Password


Continue

Cell number and
email on register
system

3



4



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Pharmacy Council

Declaration

- ☒ I am writing the examination in a suitable area with minimal anticipated distractions.
- ☒ I am writing the examination at the place stipulated in my booking confirmation.
- ☒ I am not sitting next to or in close proximity to any other intern writing the examination.
- ☒ I will not receive any form of assistance from any person while writing this examination.
- ☒ I will not communicate (verbal/electronic/in person) with any intern/pharmacist/tutor/registered person during the examination.



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EXAMINATION PLATFORM

5

START THE EXAM

Paper Details

Time Allowed	2 hrs 0 minutes
Time	09:00 to 11:00
Total	40
Overall pass %	60

Calculations

Duration	2 hrs 0 minutes
Pass %	60

General

Duration	0 hrs 0 minutes
Pass %	0

6

South African Pharmacy Council
Intern Pre - Registration Examination Paper

Time: 01:42:27

39 02:52

Question

☐ (a)
☐ (b)
☒ (c)
☐ (d)

7

South African Pharmacy Council

Examination Complete

☒ I confirm that I have completed the examination without assistance from any person and adhered to the code of conduct. I understand that if I am found to have contravened the code of conduct the SAPC will implement disciplinary action against me.

☒ I will not share or retain the contents of the examination via electronic, printed, written or verbal means with any person.

SUBMIT EXAMINATION

8

South African Pharmacy Council

Examination Complete

Council would like your feedback in order to provide an adequate on-line examination experience for candidates. Please complete the survey questions on completion of the on-line examination. Click the [Post Examination Survey] button to complete the survey.

Post Examination Survey

A notification will be sent once the results have been released by the SAPC.



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STEPS TO LOGIN AND ACCESS THE EXAMINATION PLATFORM ON THE SAPC WEBSITE





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STEP 1: LOG INTO THE SAPC WEBSITE

- Preferably use the following browsers:
Google Chrome/Firefox/Microsoft Edge
- The examination can be accessed on the SAPC website under **Registered persons** → **Learner** → **Assessment**. Alternatively use the below URL to connect:

<https://www.pharmcouncil.co.za/LearnerAssessment>

The screenshot shows the South African Pharmacy Council website. The header includes the SAPC logo, the name 'South African Pharmacy Council', and navigation links: 'About SAPC', 'Registered Persons', 'Registered Organisations', 'Members of the Public', 'Tenders', and a 'Login' button. Below the header is a dark blue banner with the text 'Registered Persons' and a back arrow icon. The main content area is titled 'Learner' and has a sub-header with links: 'Overview', 'Scope of Practice', 'CPD', 'Applications', 'Assessment' (highlighted in red), 'Fees', 'Login', and 'Search'. The text below the sub-header states: 'The South African Pharmacy Council (Council) will conduct the External Integrated Summative Assessment (EISA) for learners who successfully complete the requirements for the new Occupational Certificate: Pharmacist's Assistant Basic (part qualification), Pharmacist's Assistant Post-Basic and Pharmacy Technician. The EISA is a national assessment leading to the awarding of an Occupational Certificate and ensures that the assessments of the Occupational Qualifications are standardised, consistent and reliable. The EISA is based on a set of Exit Level Outcomes (ELO) which describe the knowledge, skills and attitudes required for a generalist pharmacy support personnel (PSP). Council resolved that currently qualified pharmacist's assistants (basic) and pharmacist's assistants (post-basic) intending to enrol on the new Occupational Certificate qualification as pharmacist's assistants (learner post-basic) or learner pharmacy technicians, respectively, must write the EISA.' Below this text is a section titled 'PRACTICE EXTERNAL INTEGRATED SUMMATIVE ASSESSMENT (EISA)' with the text: 'Please [click here](#) to access the practice EISA (21 February 2024). Only candidates booked for the EISA will be able to access the assessment.'



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STEP 2: INSERT YOUR LOGIN CREDENTIALS



South African
Pharmacy Council

P Number

National ID/Passport

Password

Enter



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www.sapc.za.org

STEP 3: INSERT YOUR OTP

- The OTP will be sent as an SMS to your cell phone and also via Email and will be valid for 10 minutes, if unused. A new OTP will be generated for each login.



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One-Time Password (OTP)

Please wait **10 minutes** ,one-time password will be sent to your cell phone.
Enter the number in the textbox below and click the [**Continue**] button. If you
have not received a SMS, check emails or

Resend OTP in

00

09

37

Examination External Integrated Summative Assessment: Basic

Date 06 Apr 2024

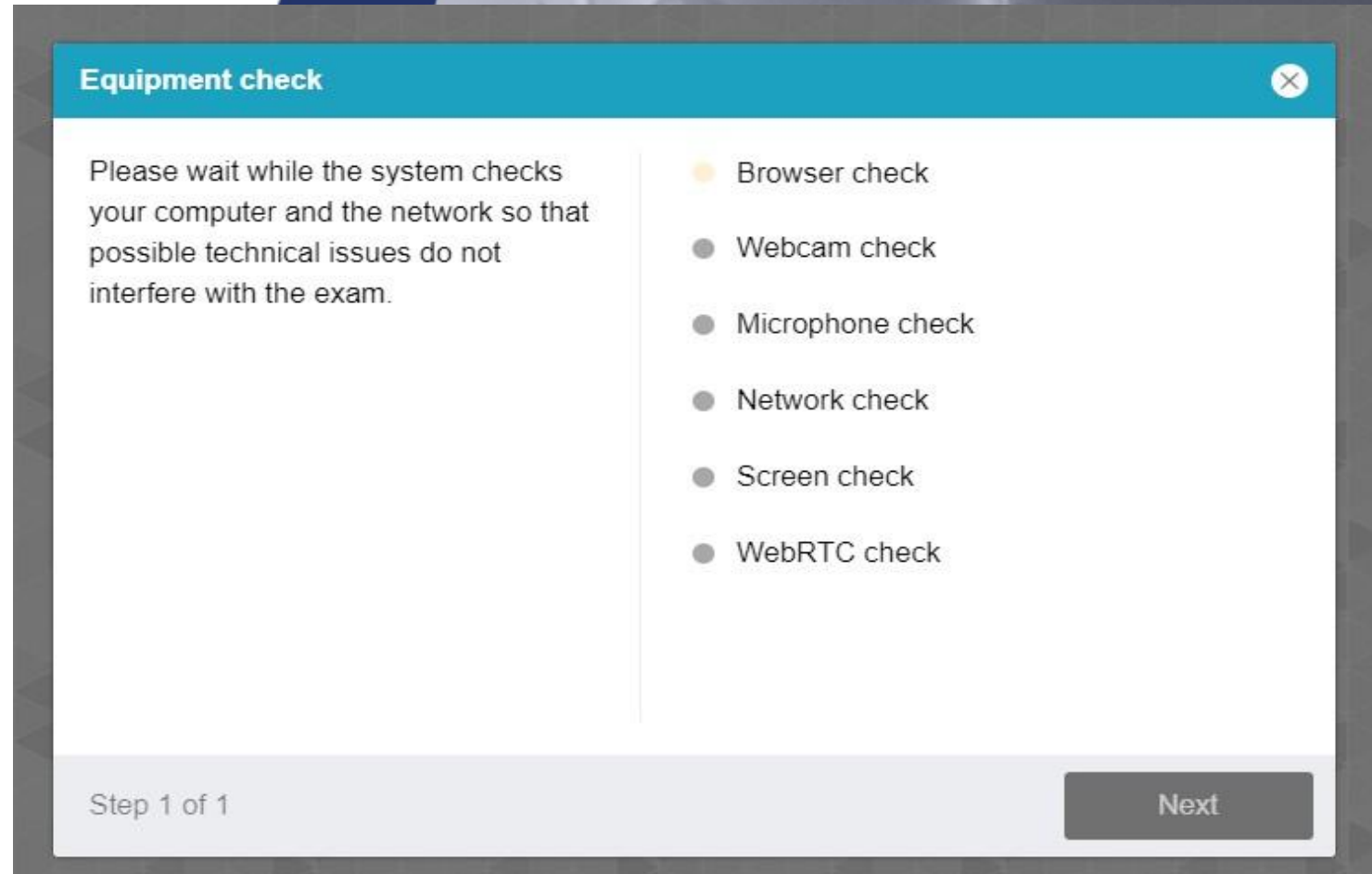
One-Time Password

0

Continue

STEP 4: EQUIPMENT CHECK

- The examination platform will conduct an equipment check to ensure your device is compatible to the examination platform.
- Use the following link:
<https://proctorededu.com/check> to test the compatibility of your laptop/desktop



The screenshot shows a web application window titled "Equipment check" with a close button in the top right corner. The main content area is divided into two sections. On the left, a text box instructs the user: "Please wait while the system checks your computer and the network so that possible technical issues do not interfere with the exam." On the right, there is a vertical list of six checks, each preceded by a colored circle: "Browser check" (yellow), "Webcam check" (grey), "Microphone check" (grey), "Network check" (grey), "Screen check" (grey), and "WebRTC check" (grey). At the bottom of the window, a light grey bar contains the text "Step 1 of 1" on the left and a dark grey button labeled "Next" on the right.

Equipment check

Please wait while the system checks your computer and the network so that possible technical issues do not interfere with the exam.

- ☒ Browser check
- ☐ Webcam check
- ☐ Microphone check
- ☐ Network check
- ☐ Screen check
- ☐ WebRTC check

Step 1 of 1

Next



STEP 5: EQUIPMENT CHECK SUCCESSFULLY COMPLETED

Equipment check

Please wait while the system checks your computer and the network so that possible technical issues do not interfere with the exam.

- Browser check
- Webcam check
- Microphone check
- Network check
- Screen check
- WebRTC check

Step 2 of 4

Next



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STEP 6: PROFILE CHECK

- Click on **NEXT** when profile check is completed.

Filling in the profile

Fill in or check your last name, first name and middle name (if available).

Last name *

First name *

Middle name

Step 3 of 6

Next



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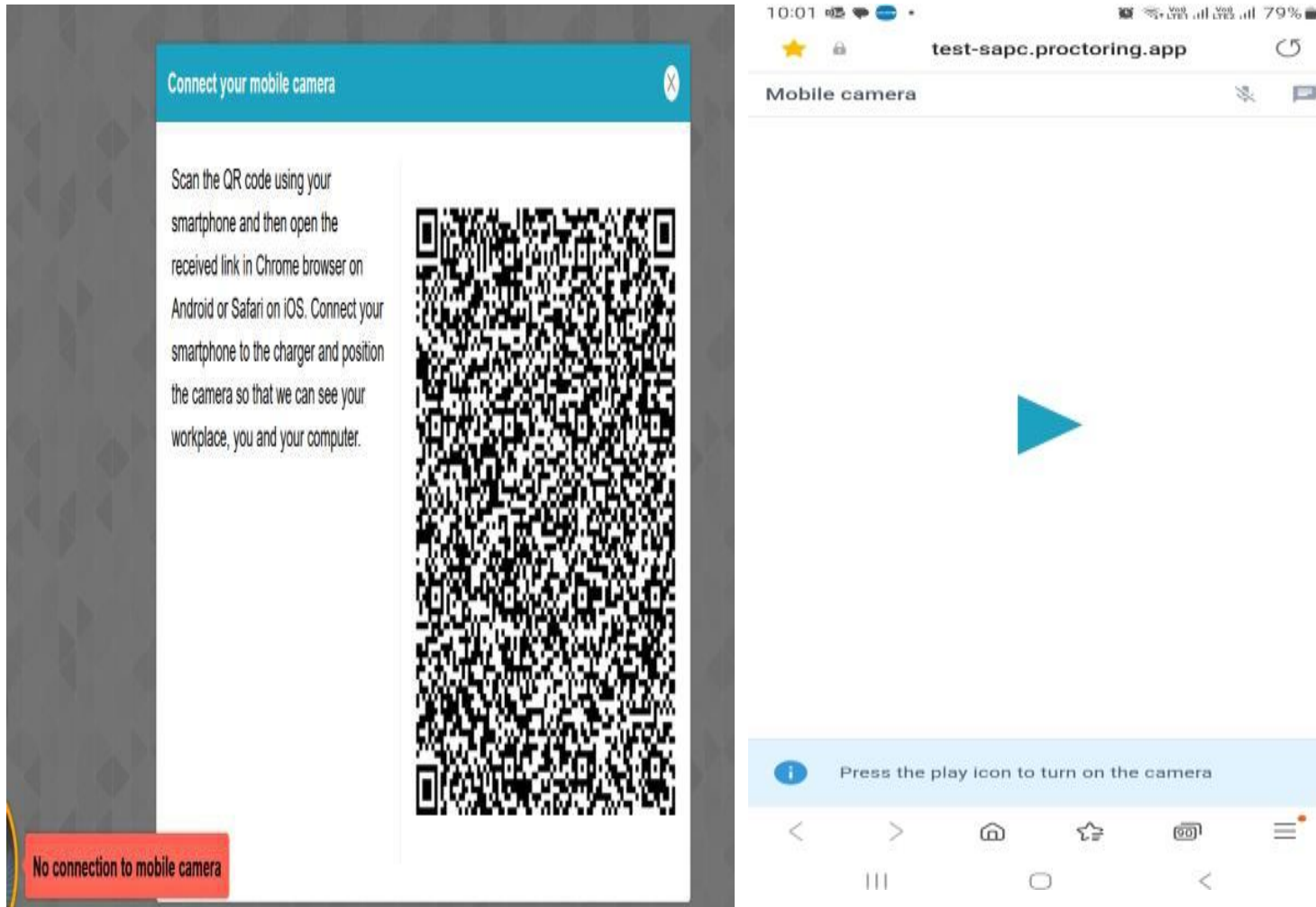
STEP 7: VERIFICATION OF THE PICTURE

- Click on **NEXT** if satisfied with the photo

A screenshot of a web application interface for taking a face photo. The interface has a blue header bar with the text 'Taking a face photo' and a close button (X). Below the header, on the left, is a text box with instructions: 'Take a photo with your face fitting into the oval frame on the screen. Make sure that there is enough light in the room. If the photo is not verified, please take a new photo.' On the right is a video feed showing a woman's face inside a red oval frame. Below the video feed is a black bar with the text 'TAKE PHOTO'. At the bottom left, it says 'Step 4 of 5'. At the bottom right, there is a green button with a hand cursor icon and the text 'Next'.

STEP 8: SCANNING OF THE QR CODE

- Use a smartphone to scan the QR code to connect the phone to the examination platform for a better view of your workspace and examination room. Click on the play button to and record a short video of your room surroundings.





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STEP 9: COMPLETE THE EXAMINATION DECLARATION

Declaration

- ☒ I am writing the examination at the place stipulated in my booking confirmation.
- ☒ I am not sitting next to or in close proximity to any other candidates writing the examination.
- ☒ I will not receive any form of assistance from any person while writing this examination.
- ☒ I will not communicate (verbal / electronic / in person) with any candidate / pharmacist / tutor / registered person during the examination.
- ☒ I will only use the reference material permitted in the examination.
- ☒ I will not give any assistance to any person writing this examination.
- ☒ I will neither share, copy nor discuss the examination with any person during or after the examination.
- ☒ I will inform the South African Pharmacy Council if I am aware of any candidates that contravene this code of conduct.

Continue



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DECLARATION FOR THE ONLINE/REMOTE EISA

• PRIOR TO START OF EXAMINATION

- I am writing the examination in a suitable area with minimal anticipated distractions.
- I am not sitting next to or in close proximity to any other candidate completing this examination.
- I will not receive any form of assistance from any person while writing this examination.
- I will not communicate (verbal / electronic / in person) with any registered person during the examination.
- I will only use the reference material permitted in the examination.
- I will not access any other reference material that has been prohibited including websites.
- I will not give any assistance to any person completing this examination.
- I will not share or retain the contents of the examination via electronic, printed, written or verbal means with any person.
- I will inform the South African Pharmacy Council if I am aware of any candidate that contravenes the Examination Code of Conduct.



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STEP 10: READ THE EXAMINATION INSTRUCTIONS

- Only click on **“start the examination”** at 09h00 when the examination is scheduled to start. SAPC will communicate if there are any delays in starting the examination.

Paper Details	
Time Allowed	3 hrs 30 minutes
Time	09:00 to 12:30
Total	100
Overall pass %	50
Calculations	
Duration	0 hrs 42 minutes
Pass %	50
General	
Duration	2 hrs 48 minutes
Pass %	50

Examiners
✔ Information required !

Moderators
✔ Information required !

Instructions

- ✔ Ensure that you are writing the correct section of the examination.
- ✔ You may start the examination at 9h00.
- ✔ Once the examination starts, a timer will be displayed on your screen.
- ✔ Time lapsed reminders will pop-up on your screen at 30-minute intervals and for the last 30 minutes, the pop-ups will appear when 15 minutes, 10 minutes and 5 minutes remain.
- ✔ The system will take pictures at random intervals, please ensure your camera is on at all times and/or correctly positioned to take a picture of you.
- ✔ All questions are worth one mark. There is no negative marking for selecting an incorrect answer.
- ✔ The questions for this examination are randomised. Therefore, the order of questions differs for each candidate writing.
- ✔ There are four (4) answer options per question. There is only ONE CORRECT answer per question.
- ✔ Use the mouse to select an answer option. The selected option is treated as your answer for the question. Your answers are auto-saved by the system.
- ✔ Once you have answered the question you cannot return to the question.
- ✔ If you do not answer a question, you may revisit the question at the end of the examination.
- ✔ Clicking the "Submit" button completes the examination and candidates cannot go back to the examination questions.
- ✔ If the allocated examination time lapses without you answering all questions, your answers will be automatically submitted even if you have not clicked the "Submit" button.

Start the exam



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STEP 11: COMPLETE THE END OF EXAMINATION DECLARATION

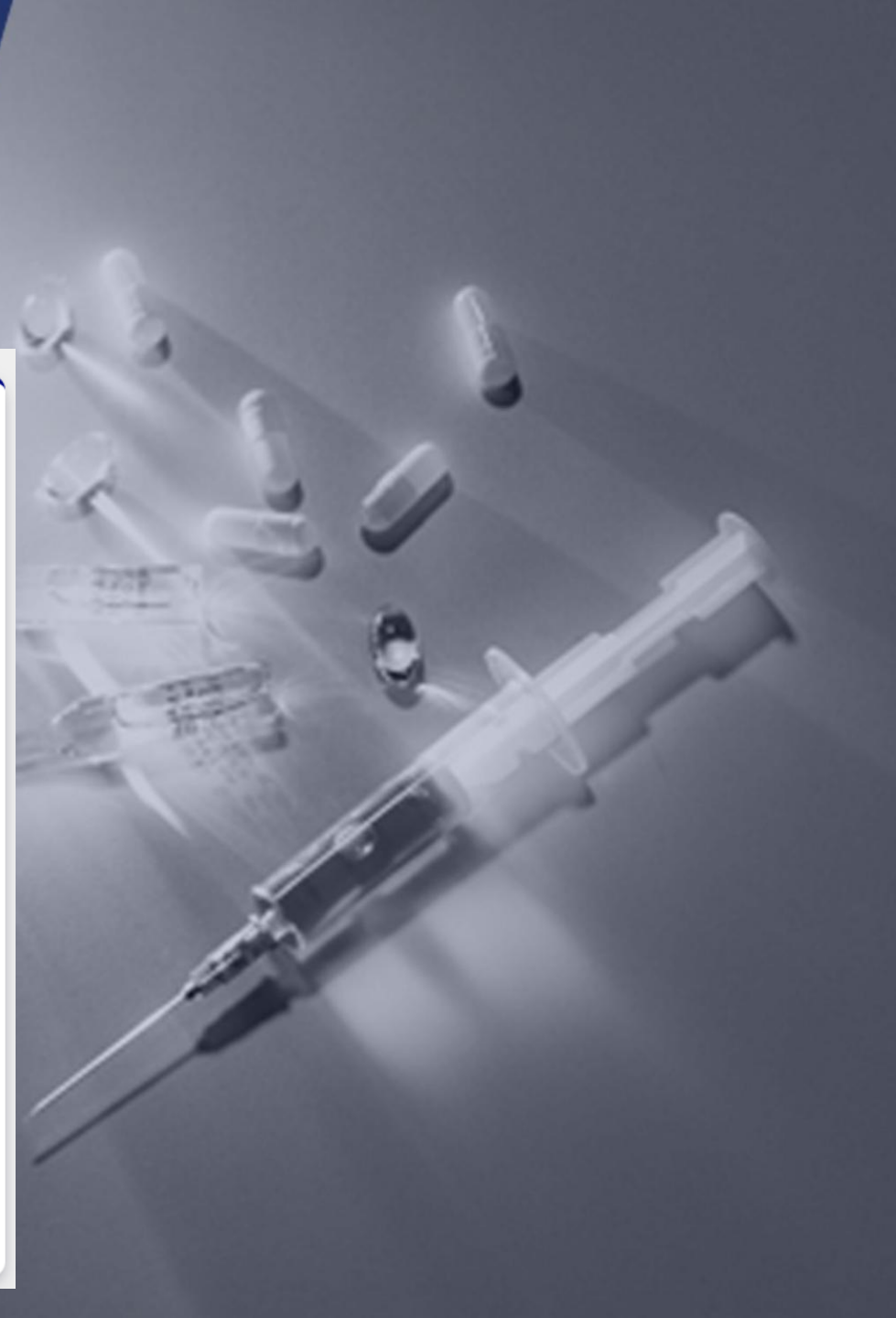


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Pharmacy Council

Examination Complete

- ☒ I confirm that I have completed the examination without assistance from any person and adhered to the code of conduct. I understand that if I am found to have contravened the code of conduct the SAPC will implement disciplinary action against me.
- ☒ I will not share or retain the contents of the examination via electronic, printed, written or verbal means with any person.

[Submit Examination](#)



DECLARATION FOR THE ONLINE/REMOTE EISA

- **END OF EXAMINATION**


- I confirm that I have completed the examination without assistance from any person and adhered to the Examination Code of Conduct. I understand that if it is found that I have contravened the Examination Code of Conduct, the SAPC will implement disciplinary action against me in terms of Chapter V of the Pharmacy Act.
- I will not/ have not shared or retained the contents of the examination via electronic, printed, written or verbal means with any person.



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IMPORTANT MESSAGES TO TAKE NOTE OF:

Attempting to reconnect to the server: 2 of 8



**Please adjust your date
and/or time**

Your time is incorrect or you are in a different time zone. We need your time to be set to the current SAST. As of this request, the correct date and time was Thu 12 Dec 2024 16:48

OK

Activate Windows
Go to Settings to activate Windows.

Type here to search

37°C 13:49 2024/12/12



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IMPORTANT MESSAGES TO TAKE NOTE OF:

exams.sapc.za.org/login?Return X


← → ↻ 🔒 https://exams.sapc.za.org/instructions

You are sharing your entire screen. Stop Sharing

South African Pharmacy Council

12 Dec 2024
Intern Pre - Registration Examination Paper

Loading...



**Live proctoring not
connected**

You are not connected to the live proctoring
system. This session will be terminated

OK

Activate Windows
Go to Settings to activate Windows.

Type here to search

Windows taskbar icons: File Explorer, Microsoft Store, Mail, Firefox, Chrome, Edge, PowerPoint, Word, Settings, BHG, system tray icons (network, volume, battery), date/time: 17:06 2024/12/12



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IMPORTANT MESSAGES TO TAKE NOTE OF:



Examination not started

Please wait for your invigilator to start the examination

OK



Exam started

Your examiner has started the exam. You may proceed

OK, thank you



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EXAMINATION FORMAT

- **One question** per page
 - Cannot select which questions to answer first
- **Randomisation** of questions
- **Timed** examination
- **Cannot revisit** any question that has been answered
 - Unanswered questions may be revisited at the end of the examination





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SINGLE BEST ANSWER MULTIPLE CHOICE QUESTIONS

Time: 00:0-13:0-49

1

References

A prescription is written as follows:

Prednisone 10 mg tablets
Sig: 20 mg po BID x 2 days, then 20 mg po once daily x 2 days, then 10 mg po once daily x 2 days

How many tablets need to be dispensed in total?

☐ (a) 8

☐ (b) 10

☐ (c) 12

☒ (d) 14

Next Question

Chat with invigilator

QUESTION

OPTIONS

ANSWER



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VIOLATION DURING EXAMINATION

Google to access
approved online
reference material

~~Google~~

- Any action undertaken by the candidate to gain unfair academic advantage.
- This may include, but not limited to cheating/copying, as well as possession of unauthorised materials



There is conversation or background noise



Focus switched to a different window

No connection to mobile camera

Second display is used

Microphone muted or not working



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FREQUENTLY ASKED QUESTIONS (FAQS)



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WHERE CAN I GET HELP?

1. Chat function

- Type your question in the chat function
- Your invigilator will respond via the chat

2. WhatsApp

- Send a message to the invigilator on WhatsApp
- Keep calm. The invigilator will respond to your message (give him/her a few minutes to respond)





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WHAT IF THE INVIGILATOR NEEDS TO CONTACT ME?

1. Keep your cell phone next to you
 - i. ensure that it is fully charged, and
 - ii. that you have data.
2. The invigilator may call or send you a message on the cell phone number you have provided to SAPC
 - i. Update your contact details on the website

WHAT TO DO IF YOU EXPERIENCE LOAD SHEDDING / LOSS IN ELECTRICITY?

1. Keep calm
2. Check your load shedding schedule and make an alternate plan
3. Ensure laptop is fully charged before the examination
4. Ensure alternative WiFi connection (if you are using a fibre connection)
5. If you are unable to find an alternate WiFi connection or if you need to be connected to power supply, please find an alternative place. **NB** Notify us via the WhatsApp number of changes
6. If load shedding happens in the middle of the exam, your work will be saved.

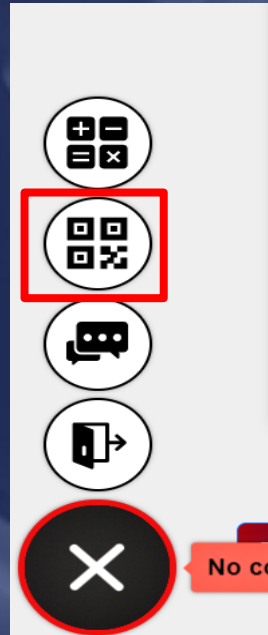


WHAT HAPPENS TO THE QUESTIONS YOU HAVE ANSWERED IF YOU LOSE CONNECTION?

1. Keep calm.
2. All questions are saved as you answered them.
3. When you logon again you will only have access to questions you have not yet answered.
4. The questions will be randomised and they may renumber (starting at 1). Continue to answer the questions as they appear.

WHAT SHOULD I DO IF MY INVIGILATOR NOTIFIES ME THAT THEY CANNOT SEE MY CELL PHONE VIEW DURING THE EXAM?

Scan the QR code again to ensure your smartphone is connected to the exam platform.



WHAT SHOULD I IF I NEED TO CHANGE EXAM VENUES?

All changes to booking venue are to be communicated by email to SAPC.

WHAT SHOULD I DO IF DISCONNECTED AND ON LOGIN BACK A POP-UP MESSAGE “THIS PAGE WAS OPENED ELSEWHERE”?

Close all browsers to login
again.

WHERE YOU SIT IS **IMPORTANT!**

Images are taken of the candidate throughout the exam

Ensure there is sufficient lighting (for example close curtains or blinds if sitting in front of a window)

Test the lighting beforehand (take a selfie of yourself)

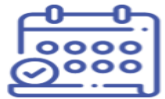
Ensure your camera is on

Dress appropriately – images taken form part of your permanent record

If the invigilator cannot see the images taken, they will phone you on your cell phone

WHEN WILL YOU RECEIVE YOUR RESULTS? CAN YOU VIEW YOUR EXAM PAPER? CAN MY EXAMINATION BE REMARKED?

- The exam results will be released once the results have been analysed and verified. This may take some time.



Examination Bookings



Examination Results



Practise Examinations



Examination

- You may apply to review your examination (complete an application form and pay the applicable fee). You will be allowed to view the exam question and the answer you provided. The correct answer will be indicated. You may ask the facilitator for the reference or the steps to the calculation. You are permitted to make notes, however you may not take a copy or photos of the examination.
- You may not apply for a remark. The results have been checked and verified before release.

DO YOU HAVE ANY QUESTIONS?



PSP.EISA@sapc.za.org



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POST-WORKSHOP SURVEY QUESTIONS

<https://forms.office.com/r/MCmmdjxmJU>

External Integrated Summative
Assessment (EISA) Workshop_03
July 2025





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A faint, blue-tinted background image showing various medical equipment, including a large syringe, a drip chamber, and several pills, arranged in a circular pattern.

Thank you!