



ZIMBABWE

**MINISTRY OF HIGHER AND TERTIARY EDUCATION,
INNOVATION, SCIENCE AND TECHNOLOGY
DEVELOPMENT**

**HIGHER EDUCATION EXAMINATIONS COUNCIL
(HEXCO)**

NATIONAL CERTIFICATE

IN

DISPENSARY ASSISTANT

**MODULE: Safety Health Environmental and PAPER NO: 448/23/M01
Quality Maintenance**

DURATION: 3 hours

MAY/JUNE 2025 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

- 1) Answer all questions in section A (50 marks).**
- 2) Answer any two (2) questions from section B (50 marks).**

This paper consists of 3 printed pages.

SECTION A (50 MARKS)

QUESTION 1

- a) Write concise notes about the fire triangle with the aid of a diagram. (15 marks)
- b) Write concise notes on:
 - i) Proactive approach (5 marks)
 - ii) Reactive approach (5 marks)

QUESTION 2

- a) Define the following OSH terms:
 - i) Risk (2 marks)
 - ii) Exposure (2 marks)
 - iii) Hazard (2 marks)
- b) Illustrate and briefly explain the relationship between the above OSH terms. (4 marks)
- c) The use of personal protective equipment requires selection factors choose any five (5) and briefly explain. (10 marks)
- d) List five (5) hazard identification methods. (5 marks)

SECTION B: SELECT ANY TWO (2) QUESTIONS (50 MARKS)

QUESTION 3

- a) Describe the ABC of first Aid. (15 marks)
- b) List and describe briefly the 5Rs of waste management. (10 marks)

QUESTION 4

- a) Write brief notes on the three- fold scope of occupational safety and health. (15 marks)
- b) State and explain five (5) selection factors for use of personal protective equipment. (10 marks)

QUESTION 5

- a) Describe five (5) factors that contribute to the action of poisons in the human body. (10 marks)
- b) Explain the main routes of chemical exposure to employees at the workplace and how best they can be managed. (15 marks)

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DEVELOPMENT**

**HIGHER EDUCATION EXAMINATIONS COUNCIL
(HEXCO)**

NATIONAL CERTIFICATE

IN

**NURSING ASSISTANT, DISPENSARY ASSISTANT, VETERINARY
TECHNOLOGY AND PUBLIC HEALTH**

**MODULE: Pharmaceutical Communication
and Computer Applications**

PAPER NO: 448/23/M02

DURATION: 3 Hours

MAY/JUNE 2025 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

1. Answer ALL questions in Section A.
2. Answer question three and any other 2 questions in Section B.
3. Do not write anything on the question paper.
4. Do not write your name on the question script.

This paper consists of 4 printed pages.

PAPER NO: 448/23/M02 – PHARMACEUTICAL COMMUNICATION AND
COMPUTER APPLICATION

SECTION A

Answer ALL questions.

QUESTION 1

With the aid of relevant examples from your field of study, describe the 7Cs of communication as they apply to your field. (20 marks)

QUESTION 2

- (a) Justify the most appropriate Microsoft office package to carry out on each of the following tasks
- (i) Application letter for a job
 - (ii) Personal budget showing income and expenditure
 - (iii) A birthday card
 - (iv) A presentation on Covid -19 for a conference
 - (v) Details of all customers for a pharmacy or organisation. (10 marks)
- (b) Define the term ethics (2 marks)
- (c) Explain the following ethical issues in relevance to your field of study.
- (i) Software licence (2 marks)
 - (ii) Hacking (2 marks)
 - (iii) Data protection (2 marks)
 - (iv) Copyright (2 marks)

SECTION B

Answer question 3 and any other 2 others

QUESTION 3

- (a) Explain the following aid to effective communication giving appropriate examples where necessary.
- (i) Familiarity (3 marks)
 - (ii) Speed (2 marks)
 - (iii) Pronunciation (2 marks)
- (b) List any five counselling skills required by a health professional. (5 marks)
- (c) A patient walks into the pharmacy complaining of a terrible headache. They explain to you that they are hypertensive and upon conducting a BP check, their reading is 180/110mmHg. What information would you convey to your patient? (8 marks)

QUESTION 4

- (a) State any three features of the following computer packages
- (i) Rx Win (3 marks)
 - (ii) Retailware (3 marks)
- (b) List the information that should be recorded in the Dangerous Drugs Register. (5 marks)
- (c) State and explain any three factors to consider when choosing a channel of communication. (9 marks)

QUESTION 5

- (a) Decipher the following Latin abbreviations:-
- (i) cras mane (2 marks)
 - (ii) ac (2 marks)
 - (iii) gutt (2 marks)
 - (iv) occul (2 marks)
- (b) State the four major barriers to effective communication . (4 marks)
- (c) Name any five channels that utilise verbal communication . (5 marks)
- (d) State any three forms of communication. (3 marks)

PAPER NO: 448/23/M02 – PHARMACEUTICAL COMMUNICATION AND
COMPUTER APPLICATION

QUESTION 6

- (a) With the aid of a diagram, explain the communication cycle. (10 marks)
- (b) State and explain any five benefits of face to face communication.
(10 marks)

QUESTION 7

- (a) List any five forms of visual communication. (5 marks)
- (b) List any five advantages and five disadvantages of written communication . (10 marks)
- (c) What five information should appear on a stock card? (5 marks)

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**HIGHER EDUCATION EXAMINATIONS COUNCIL
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NATIONAL CERTIFICATE

IN

DISPENSARY ASSISTANT

MODULE: Pharmaceutical Dispensing PAPER NO: 448/22/M03

DURATION: 3 Hours

MAY/JUNE 2025 EXAMINATION

REQUIREMENTS

- 1) Blue/black pen
- 2) Pencil, ruler, rubber

INSTRUCTIONS TO CANDIDATE

- 1) This question paper comprises of six (6) questions.
- 2) Answer any five (5) questions. Each question carries 20 marks.
- 3) This question paper comprises of four (4) printed pages.
- 4) Do not write anything on the question paper.
- 5) Do not write your name on the answer script.

This paper consists of 4 printed pages.

QUESTION 1

- a) What is pharmacology? (2 marks)
- b) List the medical uses of drugs (5 marks)
- c) What is a medicine? (1 mark)
- d) Define the term contraindication (2 marks)
- e) Define the following terms:
 - i) Analgesic drug (2 marks)
 - ii) Antibiotic (2 marks)
 - iii) Antipyretic drug (2 marks)
 - iv) Antipruritic drug (2 marks)
 - v) Antiseptic (2 marks)

QUESTION 2

- a) What pharmacological recommendation(s) would you give to a pregnant woman who is in her 3rd trimester and is experiencing an episodic tension headache and explain why. (3 marks)
- b) What non-pharmacological interventions would you advise to a patient experiencing episodic tension headaches. (3 marks)
- c) For each of the medicines listed below, name any common side effect(s) associated with their use:
 - i) Co-codamol (1 mark)
 - ii) Chlorpheniramine (1 mark)
 - iii) Ibuprofen (1 mark)
- d) List any five (5) sources of drugs (5 marks)
- e) Identify and list the most common hurdles or obstacles for the patient populations with respect to medication compliance and discuss ways to overcome these barriers:
 - i) Geriatrics (old people) (3 marks)
 - ii) Paediatrics (children) (3 marks)

QUESTION 3

- a) Illustrate, by drawing an actual label, the information that should appear on the label for medicine that is dispensed for the following patient.
A horse named "Tudor" to be injected by slow iv phenylbutazone (Antiflam T 2mg/5ml) once a day for the next 3 days. Tudor belongs to Mr Ramathuba Aqua of Nuffield Studd, Raffingora. (10 marks)
- b) List five (5) medicines which are part IV drugs according to the Dangerous Drugs Act (Chapter 15:02). (5 marks)
- c) Regarding the recording of prescriptions:
- i) What is the period of validity of a prescription when it has not been dispensed since the date of issue by a prescriber. (1 mark)
 - ii) What information should be kept when a prescription is dispensed. (2 marks)
 - iii) Within what period should a record of supply on the basis of a prescription be made since dispensing and for how long should such record be kept for. (2 marks)

QUESTION 4

Define the following terms:

- a) Cell (2 marks)
- b) Tissue (2 marks)
- c) Organ (2 marks)
- d) Organ systems (2 marks)
- e) Pharmacology (2 marks)
- f) Drug (2 marks)
- g) Pharmacokinetics (2 marks)
- h) Phamacodynamics (2 marks)
- i) Generic name (2 marks)
- j) Brand name (2 marks)

QUESTION 5

- a) A customer asks for your advice about her 17 year old daughter who has diarrhoea. In response to your questions she tells you it started in the early hours of this morning, after her daughter had a takeaway meal from a fastfood outlet at her friends house last night. She has been having gripping pains i in her stomach and has had to go to the toilet a further four (4) times since then. Nobody else in the family had diarrhoea:
- i) What are the main features of acute diarrhoea? (3 marks)
 - ii) What OTC medications are available to treat diarrhoea? (4 marks)
 - iii) Apart from or as well as recommending on anti diarrhoea medication, what additional advice might you give the customer in the scenario. (3 marks)
- b) Sabrina, a 39 year old woman, is seeking advice on what medication to give her 7 month old baby. The baby has been irritable and Sabrina reported that Andrea's temperature have ranged from 38.6°C to 39.1°C over the past five (5) days.
- Sabrina has been giving her oral paracetamol liquid (120mg/15ml) every 4 to 6 hours. Sabrina is becoming concerned about the fever and she wants to know what else the pharmacist recommends for fever management. Her friend recommended ibuprofen for better fever control. What would you recommend for baby. (5 marks)
- c) Define a cough (2 marks)
 - d) List the three (3) types of coughs (3 marks)

QUESTION 6

- a) Define term constipation (3 marks)
- b) Outline the five (5) causes of constipation. (5 marks)
- c) Give a brief explanation of the lifestyle modification or non-pharmacological ways to manage constipation. (5 marks)
- d) In what ways can one prevent fungal foot (5 marks)
- e) Define scabies and outline how a 10 year old with scabies can be managed. (2 marks)

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**HIGHER EDUCATION EXAMINATIONS COUNCIL
(HEXCO)**

NATIONAL CERTIFICATE

IN

DISPENSARY ASSISTANT

MODULE: Safety Health Environmental Quality PAPER NO: 448/23/M01

DURATION: 3 Hours

MAY / JUNE 2024 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

- 1. Section A – Answer all questions.**
- 2. Section B – Choose any three (3) questions.**
- 3. Do not write anything on the question paper.**
- 4. Do not write your name on the answer script.**

This paper consists of 3 printed pages.

SECTION A

QUESTION 1

- a) Define the following terms:
- | | | |
|------|----------|-----------|
| i) | Risk | (2 marks) |
| ii) | Exposure | (2 marks) |
| iii) | Hazard | (2 marks) |
- b) Briefly explain the relationship of the terms in 1(a). (4 marks)

QUESTION 2

Outline five (5) factors one would consider in selecting best PPE. (10 marks)

QUESTION 3

Describe the ABC of first aid. (10 marks)

QUESTION 4

Briefly describe any five (5) hazard identification methods. (10 marks)

SECTION B

QUESTION 5

- a) Briefly describe any five (5) 'Rs' of waste management. (10 marks)
- b) Assess one (1) major OSH international law and its provision. (10 marks)

QUESTION 6

Analyse five (5) factors that contribute to the action of poisons. (20 marks)

QUESTION 7

Expagorate on the main routes of chemical exposure and suggest measures to mitigate the effects. (20 marks)

QUESTION 8

Complete the fire classification table below:

CLASS	TYPE OF FIRE	Extinguisher
A		
B		
C		
D		
F		

(20 marks)

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NATIONAL CERTIFICATE

IN

DISPENSARY ASSISTANT

MODULE: Pharmaceutical Dispensing

PAPER NO: 448/22/M03

DURATION: 3 hours

MAY/JUNE 2024 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

- 1) Answer all questions in section A (40 marks).
- 2) Answer any three (3) questions from section B.
- 3) Each question in section B carries 20 marks.

This paper consists of 4 printed pages.

SECTION A (40 marks)

QUESTION 1

Define the following terms:

- | | |
|-----------------|-----------|
| a) Drug | (2 marks) |
| b) Pharmacology | (2 marks) |
| c) Disease | (2 marks) |
| d) Prescription | (2 marks) |
| e) Dosage | (2 marks) |
| f) Indication | (2 marks) |
| g) COVID-19 | (2 marks) |
| h) AIDS | (2 marks) |
| i) OI | (2 marks) |
| j) STI | (2 marks) |

QUESTION 2

Illustrate by drawing an actual label, the information that should appear on the label that is dispensed for the following patient, for a prescription written by Dr Khoza for Miss T Mhundura:

Amoxycillin 500mg tds x 7/7 (10 marks)

QUESTION 3

- a) Describe the three (3) steps that an OTC pharmacy assistant should take when counselling a patient about OTC medicines. (3 marks)
- b) Grace is a 37 year old pregnant woman who walks into your pharmacy- looking for medication to treat a persistent headache. The headache started yesterday and has been getting worse. She is in her third trimester and has had a history of tension headaches that she has managed with ibuprofen:
- i) What additional questions would you ask Grace to properly manage her situation. (2 marks)
 - ii) What test would be necessary in the pharmacy to try and determine the cause of the headache? (1 mark)
 - iii) Why would it be not ideal for grace to take ibuprofen this time? (2 marks)

- iv) What other measures would you recommend her to manage the headache? (2 marks)

SECTION B: ANSWER ANY THREE (3) QUESTIONS (60 MARKS)

QUESTION 4

Write in full the following categories of distribution of medicines in Zimbabwe giving two examples for each category:

- a) PIM (3 marks)
- b) P (3 marks)
- c) PP (3 marks)
- d) PP₁₀ (3 marks)
- e) HR (3 marks)
- f) SR (2 marks)
- g) N (3 marks)

QUESTION 5

- a) Under what conditions may the MCAZ cancel or vary the conditions of registration of a medicine. (5 marks)
- b) Which persons are allowed to prescribe medicines in the 9th schedule. (3 marks)
- c) What is the validity of a prescription when it has been issued by a prescriber. After how long can it still be dispensed. (1 mark)
- d) How long should a record of supply of a prescription be kept in a pharmacy. (1 mark)
- e) Name the seven (7) designated ports of entry of medicines into Zimbabwe. (7 marks)
- f) Who can import medicines. (3 marks)

QUESTION 6

- a) What are the duties of a Dispensary Assistant? (8 marks)
- b) What are the six (6) rights of good dispensing. (6 marks)

- c) How would you manage a patient with a cough for the past 2 days. (6 marks)

QUESTION 7

What does the following abbreviations stand for:

- | | |
|----------|-----------|
| a) mane | (2 marks) |
| b) nocte | (2 marks) |
| c) bd | (2 marks) |
| d) od | (2 marks) |
| e) p.o | (2 marks) |
| f) tds | (2 marks) |
| g) pv | (2 marks) |
| h) gutt | (2 marks) |
| i) ac | (2 marks) |
| j) prn | (2 marks) |

QUESTION 8

- a) What are the signs and symptoms of bilhazia. (2 marks)
- b) List three (3) species of schistosoma that causes bilhazia. (3 marks)
- c) A female adult hands over a prescription with praziquantel 600mg and her weight is 75kg. How many tablets would you dispense. (4 marks)
- d) Briefly explain ways in which HIV virus can be transmitted. (8 marks)
- e) List any three (3) signs and symptoms of TB. (3 marks)

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DEVELOPMENT**

**HIGHER EDUCATION EXAMINATIONS COUNCIL
(HEXCO)**

NATIONAL CERTIFICATE

IN

DISPENSARY ASSISTANT

MODULE: Pharmaceutical Dispensing

PAPER NO: 448/23/M03

DURATION: 3 Hours

NOVEMBER/DECEMBER 2023 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

- 1. Answer ALL Questions in Section A**
- 2. Answer ANY THREE Questions in Section B**
- 3. Do not write anything on any part of the question paper**

This paper consists of 4 printed pages.

SECTION A

QUESTION 1

- a) Define the following (2 marks)
- i) Cell (2 marks)
 - ii) Organ (2 marks)
 - iii) Organ system (2 marks)
 - iv) Medicine (2 marks)
 - v) Prophylaxis (2 marks)
- b) What is the meaning of the following abbreviations: (2 marks)
- i) HIV (2 marks)
 - ii) AIDS (2 marks)
 - iii) PMTCT (2 marks)
 - iv) OI (2 marks)
 - v) VCT (2 marks)

QUESTION 2

- a) A customer asks for your advice about her 17 year old daughter who has diarrhoea. In response to your questions she tells you that it started in the early hours of this morning, after her daughter had a takeaway meal from a fast food outlet at her friend's house last night. She has been having griping pains in her stomach and has had to go to the toilet a further four times since then.
- i) What are the main features of acute diarrhoea. (3 marks)
 - ii) What OTC medications are available to treat diarrhoea.(4 marks)
 - iii) Apart from as well a recommending an anti-diarrhoeal medication. What additional advice might you give the customer in this scenario. (3 marks)
- b) Discuss how someone would prevent and treat scabies. (5 marks)
- c) What is a cough? (2 marks)
- d) List and describe three types of coughs. (3 marks)

PAPER NO: 448/23/M03 – PHARMACEUTICAL DISPENSING

SECTION B

QUESTION 3

- a) List and define any 5 categories of drug distribution in Zimbabwe. (10 marks)
- b) Describe the type of information that is supposed to be on a label for OTC products. (6 marks)
- c) List important details that should appear on a prescription. (4 marks)

QUESTION 4

- a) What are the ways through which HIV CANNOT be transmitted? (6 marks)
- b) Which methods are currently used to prevent and manage HIV/AIDS in Zimbabwe. (6 marks)
- c) What are the signs and symptoms of Malaria. (4 marks)
- d) List the four (4) types of Plasmodium species which can cause Malaria in humans. (4 marks)

QUESTION 5

- a) What are the minimum requirements set out in the Third Schedule of the Medicines and Allied Substances Control (General Regulations; SI 150 of 1991) for premises to be licensed by MCAZ. (10 marks)
- b) According to the Dangerous Drugs Act, define a dangerous Drug Register. (2 marks)
- c) Illustrate by drawing with actual examples information that should be captured when a dangerous drug is dispensed. (8 marks)

PAPER NO: 448/23/M03 – PHARMACEUTICAL DISPENSING

QUESTION 6

- a) List three (3) species of *Schistosoma* that cause bilharzia. (3 marks)
- b) What are the duties of a dispensary assistant. (4 marks)
- c) What are the rights of Good dispensing practice? (6 marks)
- d) William Paul aged 45 has been prescribed amoxycillin 500mg po tds x $1\frac{1}{52}$ and in stock you have amoxycillin 250mg capsules. Write a label for Mr Paul according to MASCA guidelines. (7 marks)

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**HIGHER EDUCATION EXAMINATIONS COUNCIL
(HEXCO)**

NATIONAL CERTIFICATE

IN

DISPENSARY ASSISTANT

**MODULE: Communication and Computer
Packages**

PAPER NO: 448/23/M02

DURATION: 3 hours

NOVEMBER/DECEMBER 2025 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

Answer all questions

This paper consists of 3 printed pages.

SECTION A: ANSWER ALL QUESTIONS

QUESTION 1

Describe the dispensing process a dispensary assistant should follow giving relevant examples where necessary. (20 marks)

QUESTION 2

- a) Explain any four (4) roles of a dispensary assistant in the following sectors:
- i) Retail primary. (4 marks)
 - ii) Wholesale pharmacy (4 marks)
- b) Highlight any five (5) advantages and five (5) disadvantages of the following types of communication:
- i) Verbal communication. (10 marks)
 - ii) Visual communication (10 marks)
- c) Name any two (2) colleagues in a wholesale pharmacy setup. (2 marks)

SECTION B

QUESTION 3 IS COMPULSORY

QUESTION 3

- a) How would you perform the following tasks using a suitable package you are familiar with:
- i) Save a word document. (3 marks)
 - ii) Create a database called pharmacy with a table named pharmacy 1. (3 marks)
 - iii) Create a query to display ... with names starting with 'P'. (3 marks)
 - iv) Find the sum total of sales made from Monday to Friday. (3 marks)
 - v) Send the same mail to clients having different names and addresses. (3 marks)
- b) Describe how best one can keep their data safe in a pharmacy. (5 marks)

CHOOSE ANY TWO (2) FROM THE FOLLOWING QUESTIONS

QUESTION 4

- a) Explain how a pharmacy can employ a disease surveillance program following a diarrhoeal outbreak in the community. (5 marks)
- b) Name and explain the five (5) benefits of face to face communication in a pharmacy. (10 marks)

QUESTION 5

With the use of a named example of a specific condition, describe the counselling process you would give to a patient who has approached the pharmacy to enquire of mediation. (15 marks)

QUESTION 6

- a) Highlight any five (5) types of interactions with patients in a /pharmacy, giving relevant examples where necessary. (10 marks)
- b) A patient walks into the pharmacy with a tablet wrapped in a newspaper. As a dispensary assistant you ask how you can be of help to him and he explains that he found the tablet in his wives wallet. He asks you what the tablet is for. You identify it to be an anti-retroviral (HIV medication) tablet. Explain how you would handle this patient. (5 marks)

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NATIONAL CERTIFICATE

IN

DISPENSARY ASSISTANT

**MODULE: Safety Health Environmental and PAPER NO: 448/23/M01
Quality**

DURATION: 3 Hours

NOVEMBER/DECEMBER 2025 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

- 1) Answer any five (5) questions.
- 2) Do not write anything on the question paper.
- 3) Don't write your name on the answer booklet.

This paper consists of 3 printed pages.

QUESTION 1

- a) Write concise notes on the OSH terms? (2 marks)
- i) Accident (3 marks)
 - ii) Safety culture (3 marks)
 - iii) Occupational health (3 marks)
 - iv) Health (3 marks)
 - v) Occupational health and safety (3 marks)
- b) Define psychological hazard? (2 marks)
- c) Highlight four (4) safety control measures that you can implement at a workplace to mitigate the effects of psychological hazards? (4 marks)

QUESTION 2

- a) Evaluate any five (5) purposes of disinfection in health services sector. (10 marks)
- b) Outline any ten (10) important information found on a standard material safety data sheet (MSDS). (10 marks)

QUESTION 3

- a) Write concise notes on the waste management terms?
- i) Encapsulation (3 marks)
 - ii) Inertilization (3 marks)
 - iii) Landfilling (2 marks)
 - iv) Recycling (2 marks)
 - v) Reuse (2 marks)
- b) Examine four (4) benefits of sterilisation in pharmaceutical industry/health sector? (8 marks)

QUESTION 4

- a) List ten (10) examples of personal protective equipment? (10 marks)

- b) As a SHEQ Officer highlight ten (10) safety precautions that you can implement at your workplace to prevent fire hazards? (10 marks)

QUESTION 5

- a) Enumerate ten (10) specialised items found on a standard first aid kit as prescribed by the factories and Works Act (Chapter 14:8)? (10 marks)
- b) Analyse five (5) factors that contribute to the action of poisons in human body? (10 marks)

QUESTION 6

Describe five (5) major functions or obligations of occupational safety and Health as a field of practice. (20 marks)

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**HIGHER EDUCATION EXAMINATIONS COUNCIL
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NATIONAL CERTIFICATE

IN

DISPENSARY ASSISTANT

MODULE: Pharmaceutical Dispensing

PAPER NO: 448/23/M03

DURATION: 3 hours

NOVEMBER/DECEMBER 2025 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

1. This question paper comprises of two section, Section A and Section B.
2. Section A is compulsory and it carries 40 marks.
3. Section B carries four (4) questions, each question has twenty (20) marks. Answer any three (3) questions.
4. Do not write anything on the question paper.
5. Do not write your name on the answer booklet or anywhere within the booklet.

This paper consists of 5 printed pages.

SECTION A

Answer all questions.

QUESTION 1

Define the following terms.

- a) Pharmacy (2 marks)
- b) Pharmaceutical care (2 marks)
- c) Community pharmacy (23marks)
- d) Pharmacology (2 marks)
- e) Medicine (3 marks)

QUESTION 2

Mrs. Yeukai is a 25-year-old woman who was brought in to your pharmacy by her husband to ask for advice on her constipation. On discussion with her, you establish that she has been experiencing back pain which is preventing her from getting about as much as she used to. The General Practitioner gave her some cocodamol 10 days ago and things are starting to improve. The husband said Mrs. Yeukai was given some little brown tablets when she was constipated, but they gave her stomach pains. He tried to get her to take them but she won't. She thinks she should perhaps have something gentle, like a herbal medicine.

- a) How is constipation defined? (3 marks)
- b) Is it common? (2 marks)
- c) Why do you think Mrs. Yeukai may have constipation? (3 marks)
- d) What symptoms would prompt you to suggest that Mrs. Yeukai should go to the General Practitioner? (4 marks)
- e) What lifestyle changes would you recommend Mrs. Yeukai should take? What counselling would you give her? (6 marks)
- f) How would you assess the success of this action? (3 marks)
- g) What would you suggest if your first recommendation fails? (2 marks)

QUESTION 3

For each of the following medicines listed below, name any common side effects associated with their use:

- a) Co-codamol (3 marks)
- b) Chlorpheniramine (2 marks)

SECTION B

Answer any three (3) questions.

~ **QUESTION 4**

- a) List six (6) medications which are part (IV) drugs according to the Dangerous Drug Act [Chapter 15:02]. (6 marks)
- b) Regarding the recording of prescriptions:
 - i) What is the period of validity of a prescription when it has not been dispensed since the date of issue by a practitioner. (2 marks)
 - ii) What information should be kept when a prescription is dispensed? (2 marks)
 - iii) For how long should prescriptions be kept in a pharmacy? (2 marks)
 - iv) Within what period should a record of supply on the basis of a prescription be made since dispensing. (2 marks)
 - v) Illustrate on a label, the information that should appear on the label for medicine that is dispensed for the following patient: "A 25-year-old female by the name Ruth is to be injected. Ceftriaxone 250mg/ml once a day for three days. Ruth has been admitted at Hope Clinic, Mazowe. (6 marks)

QUESTION 5

Define the following terms:

- a) Cell (2 marks)
- b) Tissue (2 marks)
- c) Organ (2 marks)
- d) Organ systems (3 marks)
- e) Prescription (3 marks)
- f) Drug (3 marks)
- g) Pharmacokinetics (3 marks)
- h) Pharmacodynamics (2 marks)

QUESTION 6

- a) Outline the main features of chronic diarrhoea. (5 marks)
- b) List five (5) OTC medications that are available for the treatment of diarrhoea. (5 marks)
- c) State and explain the non-pharmacological advice that you might give to a patient suffering from acute diarrhoea. (10 marks)

QUESTION 7

- a) Define the term scabies and outline how a 12-year-old with scabies can be managed. (10 marks)
- b) Discuss different ways on how one can prevent fungal foot. (3 marks)
- c) A 17-year-old girl, Miss Talent, presents in your pharmacy with her regular prescription for Microgynon 30. Three (3) months ago she had complained of problems of Acne so you recommended that she can try an over the counter topical Benzoyl peroxide formulation. Her Acne does not appear to have improved from the treatment so you recommend that she makes an appointment to see her General Practitioner. The following week she presents a new prescription for Oxytetracycline tablets 500mg bd.

PAPER NO: 448/23/M03 – PHARMACEUTICAL DISPENSING

- i) What is Acne? (2 marks)
- ii) How would you counsel a patient to use a topical formulation of Benzoyl peroxide. (3 marks)
- iii) Miss Talent is concerned about the problem of resistance developing. What do you advise? She also asks you when she should expect to see an improvement in her Acne and usually how long the treatment should last. (2 marks)

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**MINISTRY OF HIGHER AND TERTIARY EDUCATION,
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DEVELOPMENT**

**HIGHER EDUCATION EXAMINATIONS COUNCIL
(HEXCO)**

NATIONAL CERTIFICATE

IN

DISPENSARY ASSISTANT

SUBJECT: Pharmaceutical Dispensing

PAPER NO: 448/19/S04

DURATION: 3 Hours

JULY/AUGUST 2021 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

Answer all questions.

This paper consists of 4 printed pages.

QUESTION 1

a) Define the following terms:

- | | |
|-------------------|-----------|
| i) Cell | (2 marks) |
| ii) Organ | (2 marks) |
| iii) Organ system | (2 marks) |
| iv) Compound | (2 marks) |
| v) Medicine | (2 marks) |
| vi) Prophylaxis | (2 marks) |

b) What are the functions of the following organ.

- | | |
|-------------|-----------|
| i) Liver | (2 marks) |
| ii) Skin | (2 marks) |
| iii) Kidney | (2 marks) |
| iv) Lungs | (2 marks) |

QUESTION 2

a) What are helminth. (2 marks)

b) List three types of antihelminth medication. (3 marks)

c) A mother presents to the pharmacy requesting OTC pinworm therapy for her 2 year old son's anal itching. Her 4 year old daughter was recently diagnosed with pin worms. She recalls that the doctor instructed her that she should seek OTC treatment if anyone else in the household experienced similar symptoms.

- | | |
|---|-----------|
| i) What OTC product would you recommend for her Son? | (2 marks) |
| ii) What is the appropriate dose for the Son? | (2 marks) |
| iii) What additional patient counselling points should be made? | (5 marks) |

d) What is scabies and describe how you would manage a 10 year old child suffering from scabies. (6 marks)

QUESTION 3

- a) Identify and list the most common hurdles or obstatch for these patient population (geriatric, pediatric) with respect to medication compliance and discuss ways to overcome the barriers. (8 marks)
- b) Discuss how you would prevent fungal foot infections. (6 marks)
- c) Give examples of any two causes of prantal litchness and describe how you would manage them. (4 marks)
- d) Give two (2) examples of medicines that can be used to treat eczema in a child. (2 marks)

QUESTION 4

- a) Name one common side effect that you would advice your customers on when recommending the following:
 - i) Ibuprofein for muscular pain (1 mark)
 - ii) Codeine phosphate as a cough suppressant (1 mark)
 - iii) Chlorpheniramine for allergies (1 mark)
- b) Steve is a 40 year old man who canal to the pharmacy with a cough that is bringing up incicus from the his lungs from his lungs. He has no fever or any other symptoms but feels uncomfortable with the cough. He states he has been out of work for 2 days because of the discomfort and needs something to relieve his cough. He has no know drug allergies.
 - i) List and describe three types of cough (3 marks)
 - ii) What recommendations would you give to manage the cough? (5 marks)
 - iii) What type of self care product would you recommend to alleviate Steve's cough and why? (3 marks)
- c) Develop a listing of examples where patients misuse/abuse a pharmaceutical dosage form or medicines. (6 marks)

QUESTION 5

- a) A customer asks for your advice about her 17 year old daughter who has diarrhoea. In response to your questions she tells you that it started in the early hours of this morning, other her daughter had a take away meal from a fast food outlet at her friends house last night. She has been having griping pains in her stomach and has had to go the toilet a fur fur four times since then. Nobody else in the family has diarrhoea.
- i) What are the main features of acute diarrhoea? (3 marks)
 - ii) What OTC medication are available to treat diarrhoea. (4 marks)
 - iii) Apart from or as well as recommending an antidiarrhoeal what additional advise might you give the customer in the scenanci?
- b) i) What a homorrhady? (2 marks)
- ii) Concerning hemorrhoids what are the possible causes of nectal bleeding. (1 mark)
 - iii) How should patients with suspected hermorrides be investigated. (2 marks)

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NATIONAL CERTIFICATE

IN

DISPENSARY ASSISTANT

SUBJECT: Pharmaceutical Compounding

PAPER NO: 448/19/S03

DURATION: 3 Hours

NOVEMBER/DECEMBER 2022 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

Answer all questions.

This paper consists of 3 printed pages.

QUESTION 1

- a) A prescription comes in from the doctor requesting you to prepare 100m/s Paracetamol Elixir. Clearly indicate the relative quantities for each ingredient needed on a master formula sheet with the following formula.

Paracetamol	2400g	
95% ethanol	10 000m/s	
Propylene glycol	10 000m/s	
Saccharin sodium	150g	
Amaranth solution	200m/s	
Raspberry essence	100m/s	
Methylhydroxy benzoate	100g	
Propyl hydroxy benzoate	20g	
Water FBC	to 100 000m/s	(12 marks)

- b) Name and briefly describe the use of any five (5) pharmaceutical equipment. (10 marks)
- c) Explain what you understand by the term trituration. (3 marks)

QUESTION 2

Explain in detail the following errors in measurement:

- a) Gross errors (5 marks)
- b) Systematic errors (16 marks)
- c) Random errors (4 marks)

QUESTION 3

- a) For the following compounding techniques, give the three (3) most appropriate equipment used
- i) Measuring (3 marks)
 - ii) Moulding (3 marks)
 - iii) Packaging (3 marks)
- b) With the aid of well labelled diagrams, differentiate between accuracy and precision.
- c) Convert the following units of mass:
- i) 300 dag = _____ g (3 marks)
 - ii) 60g = _____ cg (3 marks)

QUESTION 4

- a) List the ten (10) requirements of a basic label to be put on pharmaceutical preparations. (10 marks)
- b) Explain what the following mean, giving appropriate examples:
- i) NOT TO BE TAKEN (3 marks)
 - ii) FOR EXTERNAL USE ONLY (3 marks)
- c) What volume of 10% v/v solution is required to make 1.25 litres of 0.05% solution? (5 marks)
- d) State the four ideal properties of a pharmaceutical container. (4 marks)

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IN

DISPENSARY ASSISTANT

**MODULE: Safety, Health, Environmental and PAPER NO: 448/23/M01
Quality maintenance**

DURATION: 3 Hours

NOVEMBER/DECEMBER 2023 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

- 1. Section A: Answer ALL questions.**
- 2. Section B: Answer question 5 and ANY TWO (2) other questions.**
- 3. Don't write anything on any part of the question paper.**

This paper consists of 3 printed pages.

PAPER NO: 448/23/M01 – SAFETY, HEALTH, ENVIRONMENTAL QUALITY
MAINTENANCE

SECTION A

QUESTION 1

Briefly explain the five (5) priorities of first aid. (10 marks)

QUESTION 2

What are the five (5) purposes of PPE to the health worker? (5 marks)

QUESTION 3

Write notes on the three –fold scope of occupational safety and health? (15 marks)

QUESTION 5

Describe the following hazard identification approaches?

- (a) reactive approach
- (b) proactive approach (10 marks)

SECTION B

QUESTION 5

As a SHEQ officer what five (5) factors would you consider when selecting appropriate personal protective equipment suitable for your organisation workers. (20 marks)

QUESTION 6

- (a) List five (5) classes / types of disinfectants. (5 marks)
- (b) Describe briefly each class/ type (6a) (15 marks)

QUESTION 7

Describe the following integrated waste management terms:-

- (a) Landfill (4 marks)
- (b) Incineration (4 marks)
- (c) Biological reprocessing (4 marks)
- (d) Re-cycling (4 marks)
- (e) re – use (4 marks)

PAPER NO: 448/23/M01 – SAFETY, HEALTH, ENVIRONMENTAL QUALITY
MAINTENANCE

QUESTION 8

Write brief notes on the following standard cleaning procedures (SOPs)

- | | |
|---------------------------|-----------|
| (a) Pharmacy shelves | (5 marks) |
| (b) Chemical spill | (5 marks) |
| (c) Pharmacy floors | (5 marks) |
| (d) Pharmacy refrigerator | (5 marks) |

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IN

DISPENSARY ASSISTANT

**MODULE: Pharmaceutical Communications and PAPER NO: 448/23/M02
Computer Applications**

DURATION: 3 Hours

NOVEMBER / DECEMBER 2023 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

1. Answer all questions from Section A.
2. Question three (3) is compulsory.
3. Answer any two (2) from questions 4 to 6.
4. Do not write anything on any part of the paper.

This paper consists of 3 printed pages.

PAPER NO: 448/23/M02 – PHARMACEUTICAL COMMUNICATIONS AND
COMPUTER APPLICATIONS

SECTION A

QUESTION 1

- a) Differentiate between interpersonal and intrapersonal communication. (10 marks)
- b) Describe any of the 5Cs of communication as they apply to the pharmaceutical field. (10 marks)

QUESTION 2

Describe the dispensing process to be followed by a Dispensary Assistant from the period a patient enters the pharmacy to a point when they leave the pharmacy. (20 marks)

SECTION B

QUESTION 3

How would you perform the following tasks using a suitable package you are familiar with:

- a) Save a word document.
- b) Create a database called Pharmacy with a table named Tafara 1.
- c) Create a query to display drugs with names starting with 'P'.
- d) Find the sum total of sales made from Monday to Friday.
- e) Send the email to clients having different names and addresses. (20 marks)

QUESTION 4

- a) Discuss the five (5) benefits of face-to-face communication in the pharmacy. (10 marks)
- b) Highlight the importance of customers care in a business. (10 marks)

QUESTION 5

- a) Discuss how a dispensary assistant may use various forms of visual communication when in the workplace. (10 marks)
- b) Explain the uses of the following documents in a pharmacy:
- i) Dangerous Drug Register (4 marks)
 - ii) Martindale (3 marks)
 - iii) EDLIZ (3 marks)

QUESTION 6

- a) Describe what constitutes patient counselling when dispensing. (10 marks)
- b) A patient walks into the pharmacy presenting with muscle weakness and a faint headache. Upon patient examination you record a blood pressure reading of 76/60 mmHg and a blood sugar reading of 3.6mmol/litre.
- i) Comment on the above results (5 marks)
 - ii) Describe how you would advice the patient suggesting the appropriate non-pharmacological management (5 marks)

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