**MINISTRY OF HEALTH AND SOCIAL WELFARE**

**PHARMACY COUNCIL**

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**GUIDELINES FOR CONDUCTING ADDO DISPENSERS AND OWNERS TRAINING**

MAY, 2015

**LIST OF ABBREVIATIONS**

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| ADDO | Accredited Drug Dispensing Outlet |
| MSH | Management Sciences for Health |
| TFDA | Tanzania Food & Drugs Authority |
| PC | Pharmacy Council |
| CRDB | CRDB Bank |
| NBC | National Bank of Commerce |
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**ACKNOWLEDGEMENT**

Implementation of the Accredited Drug Dispensing Outlet in Tanzania has been on an evolving process since its pilot phase in 2003. A number of stakeholders have been involved to review and revise implementation processes aiming at increasing efficiency, reducing cost while maintaining quality and standards.

ADDO dispensers and owners training is one of the major elements that have undergone such revisions which resulted in to the current institutionalization.

The Pharmacy Council would like to express its gratitude to the Management Science for Health (MSH) for a continued commitment, support and efforts to ensure sustainability of the ADDO dispenser training.

Pharmacy Council would also like to express its sincere appreciation to the Management and staff of Tanzania Food & Drugs Authority who have been the pioneer of the ADDO program and have played a key and significant role in ensuring that dispenser and owner training is well implemented.

This guide has been developed with technical support from several different individuals and institutions. The Pharmacy Council would like to take this opportunity to thank everyone who took part at any step while designing, implementing and revising the ADDO dispenser and owner training process.

Chairman

Pharmacy Council

**FOREWORD** ( To be written by Registrar)

**INTRODUCTION**

The Pharmacy Act of 2011 has mandated the Pharmacy Council to oversee the operations of premises dealing with Pharmaceuticals both retail and wholesale. This responsibility was under the Tanzania Food, Drugs and Cosmetics Act of 2003 and was implemented by Tanzania Food & Drugs Authority (TFDA).

Accredited Drug Dispensing Outlet Program is one of the activities which transitioned from TFDA to PC following the regulatory mandate changes in 2011. The implementation of the Accredited Drug Dispensing Outlet (ADDO) Program by the Pharmacy Council started in mid-2013 and since then, the Council has been working in collaboration with other stakeholders such as MSH, TFDA, PSI and CHAI to continue implementing ADDO activities with the goal of improving access to essential medicines and pharmaceutical services in underserved.

Implementation of the ADDO program started in 2002 as a pilot phase in Ruvuma, followed by roll-out phase starting 2005 to few additional regions, the program reached a nationwide scale up by June 2013 where by all regions of Tanzania have had implemented the ADDO program. As the program roll out continued, implementation approaches and components were reviewed and modified with the aim of achieving greater implementation coverage speed, reducing implementation cost without compromising on the quality and set standards.

ADDO dispensers and owners training is one of the major program implementation components which individuals who intend to operate ADDOs are required to attend. The ADDO implementation standards required that those who would like to become dispensers must be individuals with medical training background which includes a minimum of one year basic nursing training. An additional training course was developed by Tanzania Food & Drugs Authority in collaboration with Management Sciences for Health and individuals who attended and passed the course were awarded dispensing certificates from TFDA which allowed them to dispense in ADDOs.

During the pilot phase and initial roll out, TFDA and MSH worked with selected trainers to conduct the trainings at each implementation district. In order to reach many regions and districts on ADDO dispensers training, a pool of trainers was created through a special training of trainers course which involved pharmaceutical, clinical and nursing personnel from both public and private sectors who would be needed from time to time in different places to support ADDO training. TFDA and MSH organized these training of trainers and worked with district health teams to organize the trainings at each district.

Most of the districts were able to conduct the initial trainings to create as many dispensers as possible. However attrition and opening of new shops became factors that demanded for additional trainings. Districts took initiatives on their own to work with TFDA and later Pharmacy Council to organize trainings using existing pool of trainers.

There was then a need to device mechanisms to support continuous availability of dispensers to curb the shortages as well as accommodate demand on newly opened shops. Stakeholders in several occasions including the 2008 stakeholders meeting organized by TFDA and MSH held in Dodoma and the 2012 stakeholders meeting organized by Pharmacy Council and MSH held in Tanga both suggested to explore on the use of health training institutions to support provision of ADDO training

Assessments were carried out at different times to assess, availability, willingness and capacity of various available public and private institutions to accommodate ADDO training.

Seven training institutions from those which expressed interest were selected to test the introduction of ADDO training. The institutions worked closely with Pharmacy Council and MSH to test the training. A draft guideline was developed and tested to guide the process.

This first edition of the ADDO dispensers and owners training institutionalization is a result of the experience collected from the seven institutions which tested provision of the trainings either within their settings or supported an outreach training held in collaboration with district health teams. Guideline aims to provide basic information institutions on criteria for approval, and provide a guide on the way ADDO training could be conducted.

The guideline describes process involved to manage the trainings as well as roles of institutions and Pharmacy Council to ensure that the quality and standards of training is ascertained.

**ADDO DISPENSERS AND OWNER TRAINING**

Training of ADDO owners and dispensers is one of the major Program implementation process before a drug shop is accredited to become an ADDO or a new one is established as ADDO.

**ADDO Dispensers Training**

ADDO dispenser training is a 5 week training course covering Laws regulations and standards of ADDO operations, dispensing practices, management of common disease conditions, communication skills and Reproductive and child health. The course is offered to applicants intending to become ADDO dispensers who must have one of the following qualifications

* Trained Nurses
* Nurse Midwives
* Assistant Medical Officer
* Clinical Officers
* Assistant Clinical Officers
* Medical attendants (Nurse assistants)

Interviews are conducted before enrolling the candidates for training. This session covers the review of candidates’ certificates of background qualification followed by a written and oral examination for the medical attendant candidates. Individuals who attend the course and pass the assessments are awarded an ADDO dispensing certificated offered by Pharmacy Council.

**ADDO Owners Training**

The ADDO regulations stipulate that any adult person can own an ADDO. But the dispensing practices in ADDO must be managed by a trained ADDO dispenser. ADDO owners are required to attend a 6 days training, a two days session covering regulations and standards governing ADDO operations and a four day session covering business skills. Individuals intending to operate an ADDO business are encouraged to attend the course. Those who attend the course are awarded a certificate of attendance offered by Pharmacy Council.

**Evolution of the ADDO Owners and Dispensers Training**

During pilot phase of the ADDO program, dispenser training was organized centrally by TFDA in collaboration with MSH and training were conducted at the District level. A team of selected trainers who received ADDO training orientation were used to deliver the training in each district implementing the ADDO program. Initial duration of training was 42 days. A dispenser training manual and facilitator guide were the main guiding documents to deliver the training. They were also supplemented by other training materials like posters, leaflets, sample prescriptions, models etc.

As the ADDO program scale up continued, training manual, facilitator guide and training time table were revised to focus on actual required number of hours adequate for each module. This resulted in a reduction of the training duration from 42 days to 35 days. As part of the scale up preparations, TFDA and MSH organized a Training of Trainers (TOT) for ADDO dispenser training. The purpose was to increase the number of trainers to support dispensers training in multiple districts as the ADDO program scale up continued. A pool of trainers with different medical background; pharmaceutical personnel, clinicians and nurses both from public and private sector were prepared. To manage the training, TFDA, MSH and later Pharmacy Council worked with district health teams to organize the dispensers training using selected trainers from the pool.

A similar training of trainers was organized to support training of ADDO owners on the business skills component. The regulations and standards of operations component of owners training was covered by the same trainers of ADDO dispensers but a different group with background on entrepreneurship training background was required. TFDA and Pharmacy Council identified District Trade Officers to be the appropriate individuals to be trained to support the business skills component. A pool of selected DTO across the country were identified and oriented as trainers of ADDO owners.

The cost of training was initially covered by the project funds but as the roll out continued, candidates were required to contribute to the cost of training ranging from accommodation, out of pocket allowances, transport to and from training centers and later on meals.

A need for additional training sessions started to emerge in districts which had implemented the program earlier. The attrition continued to diminish the number of available trained dispenser and therefore districts and in collaboration with TFDA, PC and MSH had to plan for additional training where interested candidates would have to meet the full training course because there were no more funds from the project to cover this component. Training budgets were developed and the model was tested in Ruvuma region in 2010.

TFDA, MSH and PC engaged stakeholders to discuss on how best to manage continued availability of dispenser for sustainability. The idea of engaging training g institutions started way back in 2008 but was actually put in practice in 2013. Stakeholders suggested that a number of institutions should be engaged to test the provision of ADDO training through health training institution. In order to achieve this draft guideline was developed to help institutions pilot institutions manage the training.

This first edition of the training institutionalization is a revision of the pilot guide to accommodate experiences gained from the initial pilot institution.

**About this Guideline**

This guideline is meant to be used by training institutions intending to provide ADDO dispenser and owner training. It provides basic information about requirements related to the applying institution, process of managing interviews and training for applying candidates of both ADDO dispenser and owner training. It also provides information on costs related to training and the issuance of certificates for qualified candidates. Sample application forms for interested institutions are also attached.

Institutions interested to provide ADDO training are required to review this guide to understand the necessary requirements and there after consult the Pharmacy Council to apply for the authorization to provide ADDO training.

1. **APPROVAL OF TRAINING INSTITUTION INTENDING TO CONDUCT ADDO TRAININGS.**

**Type of Training Institutions;**

The applying training institution must be a health institutions registered by relevant authorities in Tanzania and its training programs are recognized by respective professional bodies

**Availability of Teaching Staff;**

Each training institution must have at least two tutors per class, with the capacity of 50 students. One of the tutors must be a registered Pharmacist or enrolled Pharmaceutical Technician, and the other tutor may be a Clinical Officer, Assistant Medical Officer, Medical Doctor, Nurse Officer or Nurse Midwife. Both tutors must have attended ADDO Trainers of Trainees (TOT) training course offered by TFDA or Pharmacy Council.

In case the institution has no qualified tutors, it will have to hire qualified and authorized tutors from other institutions, provided they have entered in to an agreement to provide such service. It is the responsibility of the institution to liaise with the Pharmacy Council, so that PC may assist to allocate the tutors, based on the approved list available.

Institutions intending to provide ADDO owner training, will also liaise with PC so that they can allocated with the list of available trainers for the business module of the ADDO owner training. These are mainly District Trade Officers who were trained on the entrepreneurship component of the ADDO Owners training.

**Teaching Infrastructure**

**Facilities**

* **Classrooms:** There must be at least one classroom, with tables and chairs with a capacity of accommodating 50 students.
* **Examinations room**: The institution must have enough space to accommodate students during examinations.
* **Offices**: There must be at least one office for tutors managing the training. If the office is shared with tutors from outside the institution the hired tutors must have separate tables and chairs.
* **Secretarial Services**: The institution must have printing and photocopy facilities for printing various ADDO training documents, including examinations when need arise.
* **Teaching Aids**: There must be various teaching aids like flip chart stands, teaching boards and projectors
  1. **Learning Environment**

**Washrooms**: There must be toilets for both male and female at a ratio of 1:25 for males and 1:20 for females

**Conducive Learning Environment**: The institution must be away from social distractions.

**Canteen services:** The institution should have canteen services for its students to be able to easily access meals during break times.

1. **MANAGEMENT OF ADDO TRAININGS PREPARATIONS**

**Enrollment of ADDO Dispenser Training Candidates**

This includes advertising and application for the training, selection of applicant, Interview process and enrollment. The purpose is to ensure that appropriate candidates are the only ones enrolled for training.

**Advertising the Training**

The institution will advertise the ADDO training using different channels to reach applicants. The advertisement will indicate that the training is conducted in collaboration with the Pharmacy Council and shall include the criteria for joining the training as stipulated in ADDO regulations and any other information that may be found necessary to inform better the applying candidates about what they need to do. The advert should also how to access application forms, deadlines for submission of applications and if there are any application fee.

**Application**

* Filled application forms will be submitted to the institution upon payment of application fee
* The admission office will review all application forms submitted and select the appropriate candidates for interview
* The institution shall release the names of applicants selected for interview
* The institution will submit names of selected applicants, and proposed interview dates
* The institution will communicate with PC on its intention to conduct interviews. Upon agreement with PC on interview dates, the institution will communicate to the applicants on agreed interview date.

**Interview Process**

* There shall be oral interview and written examinations
* Institution will collaborate with representative/s from Pharmacy Council to conduct interview
* Oral interview will cover collection of general information from applicant as well as checking of their background certificates to ensure that they are appropriate for the training. Oral interview will also include a set of questions covering aspects of medicine dispensing, nursing practices drug shops and health facilities operations. These questions are mainly asked to medical attendants and are mainly aimed to ensure that the person have attended any medical training.
* Oral interview will contribute 50% of the final grade
* Applicant who pass the oral interview will qualify for written examination
* The Pharmacy Council will ensure that interviews are fairly conducted and will collaboration with the Institution to compile the results.

**Enrollment Process for successful applicants**

The institution will communicate results and training dates to successful applicants and will submit the list of the successful applicants to the Pharmacy Council.

**Overall responsibilities of training institutions**

To ensure that all procedures are implemented in line with the guideline

**Overall responsibilities of Pharmacy Council**

To ensure that appropriate candidates are selected and they are the only ones participating in the training.

1. **MANAGEMENT OF THE ACTUAL ADDO TRAINING**

This part will cover the actual ADDO training, continuous assessments and evaluation. The purpose is to ensure quality and uniformity approach across institutions during ADDO training.

**Activities to be conducted**

* The institution will prepare the training time table as per ADDO facilitator guide. A generic time table will be shared by the Pharmacy Council.
* The institution will have to appoint ADDO training coordinator who will be coordinating other facilitators in the respective classes and modules.
* Training will be conducted as per facilitator guide and training timetable. Facilitators will prepare and administer weekly test for the first three weeks.

**Responsibilities of Institution**

* To ensure training materials are available before the commencement of the training.
* To appoint trainers in consultation with PC and to ensure that appointed trainers have been contacted and confirmed their availability on the set/ proposed dates.
* To ensure that the welfare of the trainees is observed throughout the training period.
* To ensure that weekly assessment are managed within class hours during week days.
* To ensure all session are conducted as per schedule/ timetable.

**Roles of Pharmacy Council**

* To ensure availability of approved training manuals and facilitator guides
* To ensure evaluation of training is done as per the guide
* To ensure any amendment or changes to the training manual are communicated to the institutions.

1. **CERTIFICATION OF QUALIFIED TRAINEES**

The purpose of this step is elaborate on how successful trainees will be recognized by PC through award of certificates. In order for the trainee to qualify as an ADDO dispenser, both the institution and PC should ensure the following have been accomplished

**Roles of Institution**

1. To compile all the continuous assessment records for final grading.
2. To ensure the final exam is successfully administered on time.
3. Upon completion of marking of final examinations and grading, the institution should convene a meeting between examiners and Pharmacy Council representative participating during examination process to discuss on the results and release of results.
4. The institution will release results to all candidates after the meeting between examiners and Pharmacy Council representative.
5. The institution will officially inform the Pharmacy Council on the examination results and names of candidates who passed the course and those who failed.
6. To ensure that candidates who passed the course get their certificates provided by Pharmacy Council.

N.B. Continue assessments will contribute 50% of the final grading and final examination will also contribute 50% of the final grading. The overall pass mark for a qualified ADDO dispenser will be 50%.

**Roles of Pharmacy Council**

1. To prepare final examinations and collaborate with the institution to administer and supervise the final exams.
2. To ensure that only enrolled candidate are the ones who sit for final examination.
3. To collaborate with the institution during marking of the final examination.
4. Upon approval of the submitted results the Pharmacy Council will award ADDO dispensing certificates to successful candidates. Certificates will be delivered to the institution for it to ensure that each dispenser receives his or her certificate

**Handling of Complaints**

All complains regarding the results/outcome of the examinations should be addressed to the respective institutions.

If the complainant is not satisfied with decision from the institutions he/she shall have right to appeal to the Pharmacy Council.

1. **MANAGEMENT OF ADDO OWNERS TRAINING**

ADDO operations standards require that individuals who are interested to open an ADDO should attend ADDO owners training. In a situation where an ADDO owner have not received the training, it is recommended that he/she should contact the District Pharmacist or Pharmacy Council and he/ she will be advised on where and possibly when to attend the training. From time to time District Pharmacists are encouraged to compile names of ADDO owners who have not received any training and link them with any institution offering ADDO training.

In some cases owners training can be conducted immediately after dispenser training provided by training institution offering ADDO training. This may help candidates attending dispenser training and who are also ADDO owners or potential ADDO owners. It can also help the institution to utilize the same trainers who provided the ADDO training to also train owners on ADDO regulations and operation standards. Trainers of business skills component will then be invited to take continue training owners in this component. This training can also be conducted from time to time even in absence of dispensers training.

**Roles of Training Institution Providing ADDO Training**

* The institution intending to organize the training will obtain the list of ADDO Owners who are potential candidate for the training from the district where the institution is located and also from nearby and possibly any other districts.
* The institution will communicate with Pharmacy Council to inform them about the training and request for training materials and approval of trainers for the regulatory component.
* The entrepreneurship part of the training will be coordinated by the training institution using available ADDO trained District Trade Officers.
* Upon completion of training, the institution will provide a training report to PC including a list of participants.

**Role of Pharmacy Council on Provision of ADDO Owners Training**

* Pharmacy Council shall approve the identified trainers, for the regulatory component of the training.
* The Pharmacy Council will issue certificates of attendance, to participants after receiving training report from the institution.

1. **MANAGEMENT OF FEES AND BUDGET FOR ADDO TRAINING**

**Interview costs for ADDO Dispenser Training**

The institutions will charge a maximum of Tsh.10,000/= as an application fee. The fee will be used to cater for allowances for interviewers, cost of venue and stationeries.

**Training costs for ADDO Dispenser Training**

Successful candidates to join ADDO training will be notified and will be informed of the expected training fee and possible dates. The interval between interview and training should be sufficient to allow for preparations to attend the training.

Training will only be initiated if the number of trainees reaches at least one class of 40 candidates. For such class trainees will be charged a fee not exceeding 250,000/=. If the number of trainees increases, the institution will reduce the fee as discussed and agreed with Pharmacy Council.

The fee shall cater for the following items but not limited to this.

1. Dispenser coat
2. Dispenser training manuals
3. Facilitator’s guides
4. ADDO dispensing certificates
5. Venue/ class rooms
6. Identity card (if any)
7. Stationeries
8. Allowances and transport fee for facilitators and coordinators
9. Institutional overhead costs not exceeding 5% of the total collection
10. Cost of preparing final examinations

The institutions shall be required to obtain dispenser’s coats, training manuals and certificates from Pharmacy Council at a charge that the Council may determine from time to time. The fund for materials/ tools should be deposited before the commencement of the training.

The institutions shall determine the cost for refreshments and accommodation and propose that to those who will be interested and able to afford. Otherwise trainees should be free to find their own meals and accommodation.

**Training Costs for ADDO Owners Training**

It is recommended that the cost of training ADDO owners in a class of 40 trainees should not exceed Tsh.100,000/= per trainee. This amount will cater for the following

1. Owners training manual
2. Certificate of attendance
3. Venue/ class rooms
4. Stationeries
5. Allowances and transport fee for facilitators and coordinators
6. Institutional overhead costs not exceeding 5% of the total collection

The institutions shall determine the cost for refreshments and accommodation and propose that to those who will be interested and able to afford. Otherwise trainees should be free to find their own meals and accommodation. 6. **FURTHER INFORMATION**

All correspondences should be addressed to the Registrar:

Pharmacy Council,

P.O.Box 31818,

Dar es Salaam.

Fax: 022 2451007

Tel: 022 2451007

Email: msajili@pctz.or.tz

Any payments to be made to the Pharmacy Council shall be deposited to the following bank accounts named “Pharmacy Council”

Azikiwe Branch, CRDB bank, Account No: 01J1028116700

Mlimani City Branch, NBC bank, Account No: 053103000318.

**Appendix I: Institution’s Application Form:**

**THE UNITED REPUBLIC OF TANZANIA**

**MINISTRY OF HEALTH AND SOCIAL WELFARE**

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**PHARMACY COUNCIL**

The Registrar,

Pharmacy Council,

P.O Box 31818,

**Dar Es Salaam.**

**APPLICATION FOR APPROVAL TO CONDUCT ADDO TRAINING**

I/We hereby declare that education and trainings that intended to be offered in relation to stated ADDO course will be carried out in accordance with conditions determined by the Council.

I/We hereby agree that any proposals or claims made in this application may be monitored at anytime.

**SECTION A. PARTICULARS OF THE APPLICANT**

1. Name of prospective Health Training Institution

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1. Postal address:

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1. Physical address**:**

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1. Website, Email, Phone, fax:

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1. Responsible/contact person (*name, qualifications, title, phone etc.)*

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1. Type of course(s) offered by the institution (*Please tick that applicable*)

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(i) Pharmacy,

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(ii) Nursing,

|  |
| --- |
|  |

(iii) Medicine,

(iv) Others, please specify \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**SECTION B: SUPPORTING DOCUMMENTS**

1. Is the institution recorded/registered/accredited with the National Council for Technical Educations (NACTE) or Tanzania Commission of Universities (TCU)? *(Please tick)*

Yes No

If **yes,** please supply the evidence

1. Please provide the Council with the;
   * + 1. List of full time lecturers/teachers with their respective qualifications and experience
       2. List of part time lecturers/teachers with their respective qualifications and experience,
       3. Proof of Lecturers/Teachers that have attended ADDO TOT training
       4. Contracts/agreements for hired teachers from other institutions
       5. List of teaching equipment(s)/aids available (flip chart stands, projector, blackboard)

8. Please give the number and capacity of classes available for ADDO training

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**SECTION C: APPLICABLE FEES**

The institution will charge Tsh…………………………………. per person for potential ADDO dispensers training and Tsh…………………………….. for potential ADDO owners training. The costs include training manuals, dispensing coat, certification, PC interviews and supervision.

**SECTION D: DECLARATION BY APPLICANT**

I, the above applicant, declare that, the information furnished herewith is true and correct.

# Application Date:

# Applicant’s Signature/Stamp

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**Appendix II: Application form for ADDO Dispenser Training Applicant**

Each institution will prepare its application form for ADDO dispenser training, and below is the template that can be adapted.

WIZARA YA AFYA NA USTAWI WA JAMII

*Name and logo of applying institution*

**FOMU YA MAOMBI YA KUJIUNGA NA MAFUNZO YA WATOA DAWA DLDM**

1. **TAARIFA ZA MWOMBAJI:**

Jina: ………………………………………….

Umri: …………………………………………

Jinsia: …………………………………………

Unaishi: Mtaa/Kijiji……………………………………

Kata: ………………… Wilaya: ........................

Mkoa: ………………………………

Elimu yako ni : Darasa la saba……………. Kidato cha nne…………….

Kidato cha Sita………………….

1. **SIFA ZA MWOMBAJI**

* Fundi Dawa Sanifu (Pharmaceutical Technician); ………………
* Fundi Dawa Sanifu Msaidizi (Pharmaceutical Assistant); ……………..
* Tabibu (Clinical Officer); ………………….
* Tabibu Msaidizi (Assistant Clinical Officer)………………….
* MgangaMsaidizi (Assistant Medical Officer); …………………
* Muuguzi (Nurse Midwife); ……………………..
* Afisa Muuguzi (Nurse Officer); …………………..
* Trained Nurse; ………………………..
* Mhudumu wa Afya (Nurse assistant)………………………
* Nyingineyo; (taja)………………………………………..

1. **UZOEFU WA KAZI**

Unafanyakazikatika duka la dawa? (NDIYO………../HAPANA…………..) kama **NDIYO**, Jina la duka ni ………… Mmiliki anaitwa ………………………

Duka lipo mtaa/kijiji;………………… Kata; ……… …Wilaya; ………………

Unafanya kazi katika kituo cha Afya? (Ndiyo/hapana), kamandiyo, Jina la kituoni ………………… Kata…………………….Wilaya ………………………

1. **MAONI YA CHUO**

Anastahili/Hastahilikuitwa kwenye usaili; ……………………………..

Mapendekezoya Msajili wa Baraza; ………………………………...