Accreditation of a Dispensing and Pharmacy Assistant programme, Boots UK

Report of an accreditation event, 19 November 2010

Introduction

The General Pharmaceutical Council (GPhC) is the statutory regulator for pharmacists and pharmacy technicians and is the accrediting body for pharmacy education in Great Britain.

Boots UK (‘the provider’) approached the General Pharmaceutical Council (GPhC) with an application for accreditation of a training programme for dispensing assistants. Boots UK are a current provider of a GPhC accredited Medicines Counter Assistant training course. In line with the GPhC’s process for accreditation of dispensing and pharmacy assistant programmes, the provider submitted documentation to the GPhC and a pre-event meeting was held on 22 October 2010.

Documentation

The provided submitted copies of their application documentation in advance of the pre-event meeting in line with the agreed timescales. During the pre-event meeting the schedule for the main accreditation event was finalised and the provider was advised that during the event the accreditation team wished to view the Boots internal website ‘Mystorenet’ as well as the and course’s online learning system.

The team leader advised of the main areas that would be covered during the event and advised of a number of omissions within course documentation and some areas that could benefit from revision. The provider responded by providing update documents in advance of the 19 November event which indicated the changes that had been made to the content of the module workbooks.
The following documents were submitted by the provider in advance of the accreditation event:

- Completed application template for accreditation of a dispensing/pharmacy assistant programme
- Appendices:
  - Dispenser training modules booklets:
    - Module 1 – Foundation Module
    - Module 2 – Pharmacy Practice
    - Module 3 – Dispensing prescriptions
    - Module 4 – Issuing prescriptions and stock control
  - (i) Trainee Guide (including learning contract)
  - (ii) Tutor Guide
  - (iii) Sample certificate
  - (iv) Staff CVs
- Update documents (provided following pre-event meeting)
  - (i) Response to issues raised at pre-event
  - (ii) Additional section for module workbook ‘Patient Safety’
  - (iii) Additional section for module workbook ‘Limitations’
  - (iv) Additional text for Tutor Guide ‘Assessment standards and e-testing’

The accreditation process was based on the General Pharmaceutical Council’s Sept 2010 accreditation criteria for dispensing and pharmacy assistant courses.

The event

The event was held on 19 November 2010 at the Novotel Waterloo, 113 Lambeth Road, London

The Accreditation Team:

The GPhC accreditation team (‘the team’) comprised:

<table>
<thead>
<tr>
<th>Name</th>
<th>Designation at the time of accreditation event</th>
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<tbody>
<tr>
<td>Mrs Barbara Wensworth</td>
<td>Accreditation team leader</td>
</tr>
<tr>
<td>Mrs Cath Davies</td>
<td>Accreditation team member (Pharmacy technician)</td>
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<tr>
<td>Mr Alan Kershaw</td>
<td>Accreditation team member (Lay)</td>
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along with:

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<tr>
<th>Name</th>
<th>Designation at the time of visit</th>
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<tr>
<td>Ms Joanne Martin</td>
<td>Accreditation and Recognition Manager, General Pharmaceutical Council</td>
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<tr>
<td>Ms Philippa Strevens</td>
<td>Senior Administrator and Assistant to the Head of Education and Quality Assurance, General Pharmaceutical Council (Rapporteur)</td>
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<tr>
<td>Mrs Linda Stone</td>
<td>Accreditation team leader (Observer)</td>
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The accreditation criteria

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<tr>
<th>1. The Training Programme</th>
<th>Accreditation team’s commentary</th>
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<tr>
<td></td>
<td>Five of the seven criteria relating to the training programme are met.</td>
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<td></td>
<td>The training programme consists of four modules which have been mapped to the underpinning knowledge requirements relating to nine units of the NVQ level 2 (QCF). The team advised that further revision of the module workbooks was necessary to fully meet all the underpinning knowledge requirements.</td>
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<td></td>
<td>It will be a condition of accreditation that the learning materials within the workbook are revised to ensure that the underpinning knowledge is fully covered in relation to competence and referral, non-verbal communication, qualifications of pharmacy staff, urgent requests, and system back-up. It must also be made clear to trainees where relevant additional training is provided through separate online modules in the online ‘learning library’, by providing appropriate links/references within the module workbooks. (This relates to criteria 1c and 1f)</td>
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<td></td>
<td>The team suggested that the provider might consider including specific examples to help demonstrate the underpinning knowledge required for units 7 and 14. This would further enhance the learning materials.</td>
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<tr>
<th>2. Academic Management Structures</th>
<th>Two of the four criteria relating to Academic and Management Structures are met.</th>
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<td>The team reviewed the assessment process and viewed the online learning system. The team was satisfied that the online learning system appeared fit for purpose and that the assessment regulations in place would ensure a fair and robust assessment process.</td>
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The team noted the process for the monitoring and updating course content and was satisfied that this appeared sufficient to flag required updates and in turn alert trainees to these changes.

The provider’s processes for dealing with suspected plagiarism and malpractice, and for assessment appeals was explained to the team. The processes were not included within the course documentation and so the team indicated that it would be a condition of accreditation that the provider develops comprehensive course regulations in relation to suspected plagiarism and malpractice as well as assessment appeals. All these processes must be explained to trainees.

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<th>3. Resources</th>
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<td><strong>Seven of the Eight criteria relating to Resources are met.</strong></td>
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<td>The team was satisfied that the combination of individual tutors and the support teams described would provide sufficient staffing resource for the course. The team strongly suggested that all those tutoring dispensing assistants on this course should be encouraged to complete the provider’s ‘How to be a great tutor’ online training module before they take on the role of tutor. The team was otherwise satisfied with the tutoring arrangements and that contingency plans for tutor absence were in place.</td>
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<td>The assessment system appeared fit for purpose and there appeared to be appropriate systems in place for monitoring and for providing certificates. The team advised that the provider should amend their certificate to clarify that the holder has met the requirements equivalent to the NVQ 2 (QCF) underpinning knowledge units.</td>
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<td>The team agreed that adequate support is provided for trainees and that the module workbooks and online learning system and Mystorenet provide a good resource and learning platform for the trainee.</td>
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<td>The provider’s process for seeking feedback from trainees had not been fully developed, but the provider explained that they plan to provide an evaluation form to trainees and to tutors. The team advised that it would be a condition of accreditation that provider develop their student feedback mechanism and submit documentation to demonstrate how this feedback will be sought. If an evaluation form is used as the chosen method for collecting feedback a copy must be provided to the team for review.</td>
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Summary and conclusions

The accreditation team agreed to recommend to the Registrar of the General Pharmaceutical Council that the Boots Dispensing Assistant course should be accredited as for a period of three years subject to conditions and recommendations;

These are:

Conditions
1. All references to the RPSGB as the regulator must be removed from all teaching materials, handbooks and documentation. These must be replaced with the General Pharmaceutical Council as the body who regulates pharmacy. This must be done with immediate effect.
2. The provider must develop comprehensive course regulations and publish these for student information. (Criteria 2c and 2d)
3. The provider must make all the necessary changes with regard to:
   - Trainees understanding, and working within, their own competence especially after completion of course (Criterion 1c)
   - Adjustment to include activities regarding non verbal communication, roles and qualifications of pharmacy staff and referral to different and appropriate personnel (Criterion 1c)
   - Linking to other training packages that are delivered to all Boots employees to make it clearer within their specific modules. (Criterion 1c)
   - Revising urgent requests and back-up systems (Criterion 1c)
   - Development of a student evaluation feedback mechanism. (Criterion 3g)

Recommendations:
1. The provider may wish to consider putting the modules through a plain English assessment to improve consistency.

All revised and reformatted materials and documentation must be sent to the accreditation and recognition manager at the GPhC for approval by the accreditation panel before dissemination to trainees.

The accreditation team commended the provider on well resourced and comprehensive materials and resources.

The full record and report includes other comments from the team and the Registrar regards the record and report in its entirety as its formal view on provision. Providers are required to take all comments into account as part of the reaccreditation process.
The provider was reminded of the following:

1. The General Pharmaceutical Council has assumed responsibility for the regulation of pharmacy education. The Pharmacy Order, the legislation establishing the General Pharmaceutical Council as regulator, states that the General Pharmaceutical Council accept previous decisions of the Society. In this context, that means previous accreditation decisions of the Society will stand.
2. Our recommendations are not binding on the Registrar and the Registrar may add, remove or modify points on reflection and in light the accreditation panel views.
3. The General Pharmaceutical Council’s record and report will be sent to you shortly to comment on factual accuracy. The providers must respond to the definitive version of the record and report within three months of receipt.
4. Thereafter the summary report, along with your response, will be published on the General Pharmaceutical Council’s website and remain for the duration of the accreditation period. The record remains confidential to the institution and the General Pharmaceutical Council.
5. All accredited providers are required to inform the General Pharmaceutical Council annually of changes to the curriculum and/or resources.

Please note that the accreditation team’s feedback is confidential until it has been ratified by the Registrar of the General Pharmaceutical Council.

Following this accreditation event, satisfactory evidence was provided to meet all the above conditions of accreditation.

The programme was subsequently approved for accreditation by the Registrar of the General Pharmaceutical Council for a period of three years, until the end of February 2014.
Appendix 1 - Accreditation Criteria

1. The training programme
   a. The programme is equivalent to one or more units of the S/NVQ level 2 (QCF)
   b. The unit(s) the course is designed to cover are specified.
   c. The course content covers the relevant units of the ‘GPhC underpinning knowledge template’ (see mapping of the course to the programme requirements).
   d. For each unit, the transfer of underpinning knowledge into the workplace is demonstrated through the use of a variety of methods
   e. The programme is taught at Qualifications Credit framework level 2.
   f. The programme is planned with reference to the S/NVQ (QCF) level 2 underpinning knowledge template.
   g. Assessments have been developed by subject experts from the Pharmacy sector and directly relate to the relevant units of the S/NVQ (QCF) level 2 underpinning knowledge template.

2. Academic and Management Structures
   a. Assessment process and strategies assure appropriate standards in assessment and that students are able to demonstrate fitness for purpose.
   b. In the processes of programme review and development, the training provider has taken account of advances in pharmacy practice, for instance recent POM to P reclassifications, and developments potentially impacting on pharmacy.
   c. Course regulations include procedures for appeals against assessment decisions
   d. Course regulations include procedures for dealing with suspected plagiarism and/or malpractice

3. Resources
   a. Buildings, human, equipment, and other resources available to the training provider are sufficient for the effective delivery of the course to the numbers of students on the course, and overall.
   b. Record keeping systems are able to generate data on candidates completing, completion rates, student sector of practice and disability.
   c. Systems are in place for issuing certificates of completion to successful students in the GPhC’s approved format
   d. There is an appropriate mix of tutors, mentors and assessors.
   e. The student has access to a personal tutor or tutors for academic guidance and pastoral care.
   f. The student is instructed in the use of information resources.
   g. There are adequate student feedback mechanisms in place.
   h. The training provider seeks to provide the student with a positive learning experience.
Appendix 2

Mapping to the programmes requirements

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<th>1. Assist with the provision of a pharmacy service to meet individual needs</th>
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To demonstrate knowledge and understanding in this NOS, assistants should be able to apply:

**Legislation, policy and good practice:**
- A working knowledge of SOPs and the importance of adhering to them at all times
- A working knowledge of the importance of maintaining individual satisfaction, loyalty and confidence to the organisation and how you contribute towards it
- A working knowledge of the organisation’s policy on individual service and individual relationships and how this applies to your role
- A working knowledge of the organisations procedure for handling complaints
- A working knowledge of the importance of working within the limits of your competence and authority
- A working knowledge of the importance of establishing the requirements of individuals clearly and accurately
- A working knowledge of the importance of verbal and non verbal communication when communicating with individuals

**Provide information:**
- A working knowledge of how to give clear and accurate information and check the individual’s understanding
- A working knowledge of relevant products and services or advice for which information and/or advice is required
- A working knowledge of where to get assistance if you can’t provide information and advice yourself
- A working knowledge of what source of information to use, what information can be given to the individual
- A working knowledge of the source(s) of information that can be accessed and the information that can be given to individuals by the pharmacist

**Resolve queries and complaints**
- A working knowledge of how to manage conflict and/or individuals who are angry
- A working knowledge of how to assess complaints and what action to take
- A working knowledge of when you should refer complaints to a higher authority
2. Make sure your own actions reduce risks to health and safety

To demonstrate knowledge and understanding in this NOS, assistants should be able to apply knowledge of:

- What ‘hazards’ and ‘risks’ are
- Their responsibilities and legal duties for health and safety in the workplace
- Their responsibilities for health and safety as required by the law covering their job role
- The hazards which exist in their workplace and the safe working practices which they must follow
- The particular health and safety hazards which may be present in their own job and the precautions they must take
- The importance of remaining alert to the presence of hazards in the whole workplace
- The importance of dealing with, or promptly reporting risks
- The responsibilities of health and safety in their job description
- The safe working practices for their own job role
- The responsible people they should report health and safety matters to
- Where and when to get additional health and safety assistance
- Their scope and responsibility for controlling risks
- Workplace instructions for managing risks which they are unable to deal with
- Suppliers’ and manufacturers’ instructions for the safe use of equipment, materials and products which they must follow
- The importance of personal presentation in maintaining health and safety in their workplace
- The importance of personal behaviour in maintaining the health and safety of themselves and others
- The risks to the environment which may be present in their workplace and/or in their own job
3. **Contribute to the effectiveness of teams**

To demonstrate knowledge and understanding in this NOS, assistants should be able to apply:

**Values**
- A working knowledge of legal and organisational requirements on equality, diversity, discrimination and **rights** when working in teams.

**Legislation and organisational policy and procedures**
- A working knowledge of codes of practice and conduct, and standards and guidance relevant to their own roles, responsibilities, accountability and duties of others when working in teams to support individuals.
- A working knowledge of current local, UK and European legislation, and organisational requirements, procedures and practices for:
  - Accessing records
  - Recording, reporting, confidentiality and sharing information, including data protection
  - Team working
- A working knowledge of how to access up-to-date copies of the organisation’s workplace policies, procedures and systems, and practice and service standards related to team working.

**Theory and practice**
- A working knowledge of the principles that underpin effective team working.
- A working knowledge of individuals’ styles of interaction and how these can affect team working.
- A working knowledge of barriers to developing relationships within the team and how these can be overcome.
- A working knowledge of problems which may be encountered when relating to and interacting with other team members and how these can be best handled.
- A working knowledge of their own strengths and weaknesses as an individual worker and as a team member.
- A working knowledge of development and learning opportunities available to support them in team working and activities.
4. Assist in the Sale of medicines and products

To demonstrate knowledge and understanding in this NOS, assistants should be able to apply:

**Legislation, policy and good practice**
- A working knowledge of the pharmacy protocol on the sale of medicines and SOPs including:
  - a) What is listed in them
  - b) How to use them
  - c) Why it is important that SOPs should be followed at all times
- A factual knowledge of the legal responsibility and authority of the pharmacist and others in the organisation
- A working knowledge of legal and ethical requirements for confidentiality

**Specific health related knowledge and skills**
- A working knowledge of the main actions and side effects of the active ingredients within commonly used non-prescription medicines.
- A working knowledge of the differences between:
  - a) General Sales List (GSL) medicines
  - b) Pharmacy (P)
  - c) Prescription Only Medicines (POM) items

**Procedures and techniques**
- A working knowledge of the use of questioning techniques such as 2WHAM
- A working knowledge of the needs of different types of individuals
- A working knowledge of the sources of information to access
- A working knowledge of the information that is suitable to give individuals
- A working knowledge of the type of information/advice that needs to be referred to a pharmacist or a pharmacy technician
5. Receive prescriptions from individuals

To demonstrate knowledge and understanding in this NOS, assistants should be able to apply:

Legislation, policy and good practice
- A working knowledge of the importance of working within the limits of their own role and recognising when to refer to an appropriate person
- A working knowledge of Standard Operating Procedures regarding the receiving of prescriptions and the importance of adhering to them at all times
- A working knowledge of current legislation relating to prescription charges and exemptions and differences in practice across the UK
- A working knowledge of regulations and procedures relating to prescriptions for clinical trials
- A working knowledge of the relevant national and local guidelines, policies and procedures that are available and how and when they should be accessed
- A working knowledge of the different types of prescribers

Specific health related knowledge and skills
- A working knowledge of the different types of prescriptions and when they are used
- A working knowledge of exemptions and how individuals can claim refunds, including the use of official forms and prepayment certificates

Procedures and techniques
- A working knowledge of how to deal with individuals with special needs
- A working knowledge of the transactional and administration procedures as required by governmental regulations and those that apply to the workplace

Records and documentation
- A working knowledge of the importance of maintaining dispensary records
6. Assemble prescribed items

**To demonstrate knowledge and understanding in this NOS, assistants should be able to apply:**

**Legislation, policy and good practice**
- A working knowledge of the importance of working within the limits of their own role and recognising when to refer to an appropriate person
- A working knowledge of current ethical and legal requirements that govern the dispensing and issuing of a prescription
- A working knowledge of SOPs and the importance of adhering to them at all times
- A working knowledge of relevant national and local guidelines, policies and procedures that are available including when they should be used and how to use them
- A working knowledge of the importance of personal hygiene and correct use of protective clothing
- A working knowledge of basic hygiene and the importance of maintaining a clean working environment and equipment

**Specific health related knowledge and skills**
- A factual knowledge of the principles underlying the dispensing of sterile products
- A factual knowledge of factors which cause deterioration of stock including:
  a) Environmental conditions
  b) Storage conditions
  c) Microbial contamination
- A factual knowledge of sources of contamination and appropriate corrective action including:
  a) Microbial
  b) Cross-chemical
  c) Physical, environmental and storage conditions
- A factual knowledge of prescribing conventions and abbreviations
- A factual knowledge of the common proprietary and generic names
- A working knowledge of dosage forms and their properties and use
- A working knowledge of different strengths, doses and quantities of medicines, and why they are used and how to calculate them
7. Order pharmaceutical stock

To demonstrate knowledge and understanding in this NOS, assistants should be able to apply:

**Legislation, policy and good practice**
- A working knowledge of working within the limits of their own authority and when to refer to an appropriate person
- A factual awareness of current legislation that applies to the ordering of pharmaceutical stock
- A working knowledge of their responsibilities under current legislation when ordering pharmaceutical stock
- A working knowledge of local or regional pharmaceutical contracts

**Specific health related knowledge and skills**
- A working knowledge of the different formulation of drugs and why it is important to order sufficient quantities of the correct formulation and strength
- A working knowledge of the difference between branded and generic drugs
- A working knowledge of the importance of referring to current drug alerts and company recalls when ordering pharmaceutical stock

**Ordering stock**
- A working knowledge of the sources and suppliers of stock
- A working knowledge of the procedures for responding to urgent requests.
- A working knowledge of the importance of taking account of seasonal variations when ordering pharmaceutical stock
- A working knowledge of the action to be taken if stock is unavailable

**Records and documentation**
- A working knowledge of the input and retrieval of stock data
- A working knowledge of the parameters set for the computer ordering system
- A working knowledge of the importance of maintaining correct, accurate documentation, including backup systems to IT failure where appropriate.
8. Receive pharmaceutical stock

To demonstrate knowledge and understanding in this NOS, assistants should be able to apply:

**Legislation, policy and good practice**
- A working knowledge of working within the limits of their own authority and when to refer to an appropriate person
- A factual knowledge of current legislation and their responsibilities that apply to the receipt of pharmaceutical stock
- A working knowledge of the importance of following SOPs related to receiving pharmaceutical stock
- A working knowledge of the COSHH and **health and safety** requirements related to receipt of pharmaceutical stock
- A working knowledge of local or regional pharmaceutical contracts

**Specific health related knowledge and skills**
- A working knowledge of the different formulation of drugs and why it is important to stock sufficient quantities of the correct formulation and strength
- A working knowledge of the difference between branded and generic drugs
- A working knowledge of the importance of referring to current drug alerts and company recalls when receiving pharmaceutical stock

**Receiving stock**
- A working knowledge of the sources and suppliers of stock
- A working knowledge of the procedures that apply to receiving pharmaceutical stock, including:
  a) only receiving stock identified on the original order
  b) expiry dates and batch numbers
  c) identifying damaged, contaminated or deteriorated stock
  - A working knowledge of the action to be taken if stock is unavailable
- A working knowledge of the action to be taken if received stock:
  a) not on original order
  b) is not the complete order
  c) beyond expiry date
  d) has inconsistent batch number or batch number for which drug alerts/recalls have been issued
e) damaged or contaminated

- A working knowledge of promptly informing the appropriate person of the availability of the stock where the goods received are for a special or outstanding order.

**Incorporating received stock into storage**

- A working knowledge of the storage requirements of different types of products and why they are important
- A working knowledge of the importance placing received stock in a manner that allows stock rotation
- A working knowledge of the importance placing received stock in a safe storage environment

**Resolve queries and complaints**

- A working knowledge of the input and retrieval of stock data
- A working knowledge of the parameters set for the computer ordering system where appropriate
- A working knowledge of the importance of maintaining correct, accurate documentation, including back up systems to IT failure where appropriate
9. Maintain pharmaceutical stock

To demonstrate knowledge and understanding in this NOS, assistants should be able to apply:

**Legislation, policy and good practice**

- A working knowledge of working within the limits of their own authority and when to refer to an appropriate person
- A working knowledge of your responsibilities and current legislation that applies to maintaining pharmaceutical stock
- A working knowledge of the importance of following SOPs related to maintaining pharmaceutical stock
- A working knowledge of the health and safety requirements related to:
  a) maintaining pharmaceutical stock
  b) disposing of outdated, damaged or decontaminated stock

**Specific health related knowledge and skills**

- A working knowledge of the different formulation of drugs and why it is important to stock sufficient quantities of the correct formulation and strength
- A working knowledge of the difference between branded and generic drugs
- A working knowledge of the action to take immediately when drug alerts and company recalls are received

**Maintaining stock**

- A working knowledge of the importance of maintaining a safe storage environment
- A working knowledge of the storage requirements of different types of products and why they are important
- A working knowledge of the importance of storing stock into the correct:
  a) storage area
  b) location
- A working knowledge of the importance of taking any special storage requirements into consideration
- A working knowledge of the importance of good stock management, including:
  a) the rotation of stock
  b) checking expiry dates of stock
  c) the quantity of stock - taking account of seasonal variations
  d) identifying damaged, contaminated or deteriorated stock
• A working knowledge of the action to be taken if stock is unavailable
• A working knowledge of the action to be taken if stock:
  a) is beyond expiry date
  b) is damaged or contaminated
  c) has inconsistent batch number or batch number for which drug alerts/recalls have been issued

**Records and documentation**

• A working knowledge of the input and retrieval of stock data
• A working knowledge of the parameters set for the computer ordering system
• A working knowledge of the importance of maintaining correct, accurate documentation, including back up systems to IT failure where appropriate.
10. Issue pharmaceutical stock

To demonstrate knowledge and understanding in this NOS, assistants should be able to apply:

**Legislation, policy and good practice**
- A working knowledge of working within the limits of your authority and when to refer to an appropriate person
- A factual knowledge of current legislation that applies to issuing pharmaceutical stock
- A working knowledge of your responsibilities under current legislation when issuing pharmaceutical stock
- A working knowledge of the importance of following SOPs related to issuing pharmaceutical stock
- A working knowledge of the health and safety requirements related to issuing pharmaceutical stock

**Specific health related knowledge and skills**
- A working knowledge of the different formulation of drugs and why it is important to issue sufficient quantities of the correct formulation and strength
- A working knowledge of the difference between branded and generic drugs

**Issuing stock**
- A working knowledge of the action to be taken if stock is **not fit for purpose**
- A working knowledge of the importance of checking stock for issue against current drug alerts/recalls
- A working knowledge of the procedures for responding to urgent requests
- A working knowledge of which products need special packaging and transportation and why it is important to adhere to these special requirements.
- A working knowledge of the importance of labelling containers correctly
- A working knowledge of issuing stock to the correct destination using the correct delivery method

**Records and documentation**
- A working knowledge of the input and retrieval of stock data
- A working knowledge of the importance of maintaining correct, accurate documentation, including back up systems to IT failure where appropriate
11. **Assist in the manufacture and assembly of medicinal products**

To demonstrate knowledge and understanding in this NOS, assistants should be able to apply:

**Legislation, policy and good practice**
- A working knowledge of the basic principles of quality assurance relating to manufacture of medicinal products
- A working knowledge of the principles of current good manufacturing practice (cGMP)
- A working knowledge of the difference between preparation for individuals and preparation for stock and how this is generally implemented in the workplace
- A factual knowledge of current health and safety legislation and how it applies to the working environment, including COSHH
- A working knowledge of the principles of SOPs and why it is important to work within these procedures
- A working knowledge of the limits of their own role and the referral procedures

**Specific health related knowledge and skills**
- A working knowledge of basic hygiene and the importance of maintaining a clean working environment
- A working knowledge of personal hygiene and the use of protective / clean room clothing
- A working knowledge of the possible sources of contamination
- A working knowledge of environmental parameters, their importance and how to carry out their monitoring
- A working knowledge of the principles of weights and measures

**Materials and Equipment**
- A working knowledge of the preparation, assembly and maintenance of equipment

**Procedures and techniques**
- A working knowledge of principles and procedure of different processes in manufacturing medicinal products and when to use them
- A working knowledge of labelling and packaging requirements
- A working knowledge of the reasons for and importance of carrying out in-process checks, end product quality checks and quarantine requirements
- A working knowledge of the disposal of waste materials and cleaning material
• A working knowledge of dismantling, cleaning, decontaminating and storing equipment
• A working knowledge of cleaning and decontamination of preparation area

**Records and documentation**
• A working knowledge of the importance of recording information clearly, accurately and in a systematic, timely manner and of the storing of this information
12. Assist in the preparation of documentation, material and other items for manufacture and assembly of medicinal products

To demonstrate knowledge and understanding in this NOS, assistants should be able to apply:

**Legislation, policy and good practice**
- A working knowledge of the basic principles of quality assurance including current good manufacturing practice (cGMP)
- An understanding of the difference between preparation for individual patients and preparation for stock and how this is generally implemented in the workplace
- A factual knowledge of their responsibilities under COSHH and current health and safety legislation and how it applies to the working environment
- A working knowledge of the importance of SOPs and why they must always work within these procedures
- A working knowledge of the importance of working within the limits of their role

**Specific health related knowledge and skills**
- A working knowledge of basic hygiene and the importance of maintaining a clean working environment including conducting a weekly and monthly clean
- A working knowledge of the importance of personal hygiene and the correct use of protective / clean room clothing
- A working knowledge of the different types of environmental areas and when they should be used
- A working knowledge of the possible sources of contamination

**Materials health related knowledge and skills**
- A working knowledge of the materials, consumables and equipment necessary for the preparation of medicinal products
- A working knowledge of the principles of formulae calculations, weights and measures

**Procedures and techniques**
- A working knowledge of the procedures for cleaning, decontamination, and preparing the environment and equipment
- A working knowledge of labelling and packaging requirements and conventions

**Records and documentation**
• A working knowledge of the importance of recording information clearly, accurately and in a systematic, timely manner and of the storing of this information

13. Prepare aseptic products

To demonstrate knowledge and understanding in this NOS, assistants should be able to apply:

**Legislation, policy and good practice**
- A working knowledge of the basic principles of quality assurance including (cGMP) current good manufacturing practice
- An working knowledge of the difference between preparation for individual patients and preparation for stock and how this is generally implemented in the workplace
- A working knowledge and understanding of the recognised guidelines relating to aseptic preparation
- A factual knowledge of current health and safety legislation and how it applies to the working environment, including COSHH
- A working knowledge of the importance of SOPs and why they must always work within these procedures
- A working knowledge of the limits of their own role and the referral procedures to an appropriate person

**Specific health related knowledge and skills**
- A working knowledge of basic hygiene and the importance of maintaining a clean working environment
- A working knowledge of the importance of personal hygiene and the correct use of protective / clean room clothing
- A working knowledge of the different types of environmental areas and when they should be used
- A working knowledge of the possible sources of contamination and the appropriate methods of prevention
- A working knowledge of the importance of storing products correctly (including any quarantine requirements) especially in relation to maintaining the cold chain from both chemical and microbiological aspects
- A working knowledge (including action and uses) of the various types of products

**Materials and equipment**
- A working knowledge of the different types of equipment and consumables and which products they must be used for
- A working knowledge of the procedures for preparing, cleaning and decontaminating equipment and environmental areas
- A working knowledge of the importance of storing equipment safely and in a condition ready for use
• A working knowledge of the principles of formulae calculations, weights and measures

**Procedures and techniques**
• A working knowledge of the **environmental parameters** that govern the working area, their importance, and how to carry out their monitoring
• A working knowledge of the correct handling of **cytotoxic drugs** and how to minimise the risks
• A working knowledge of the importance of carrying out accuracy and quality checks
• A working knowledge of the importance of label and product reconciliation
• A working knowledge of the methods and materials used for packaging
• A working knowledge of the procedures for the safe handling and disposal of **waste materials**

**Records and documentation**
• A working knowledge of the importance of recording information clearly, accurately and in a systematic, timely manner and of the storing information that includes:
  a) paper based
  b) electronic
• A working knowledge and understanding of the importance of using validated documentation
• A working knowledge of local error reporting procedures and communication channels
• A working knowledge of national error reduction policies/strategies
14. Prepare documentation, material, and other items for the preparation of aseptic products

To demonstrate knowledge and understanding in this NOS, assistants should be able to apply:

**Legislation, policy and good practice**
- A working knowledge of the basic principles of quality assurance including current good manufacturing practice (cGMP)
- A working knowledge of the difference between preparation for individual patients and preparation for stock and how this is generally implemented in the workplace
- A working knowledge and understanding of the recognised guidelines relating to aseptic preparation
- A factual knowledge of their responsibilities under COSHH and current health and safety legislation and how it applies to the working environment
- A working knowledge of the importance of SOPs and why they must always work within these procedures
- A working knowledge of the importance of working within the limits of their own role

**Specific health related knowledge and skills**
- A working knowledge of basic hygiene and the importance of maintaining a clean working environment
- A working knowledge of the importance of personal hygiene and the correct use of protective / clean room clothing
- A working knowledge of the different types of environmental areas and when they should be used
- A working knowledge of the possible sources of contamination
- A working knowledge of the various types of products

**Materials and equipment**
- A working knowledge of the materials and equipment necessary for the preparation of aseptic products
- A working knowledge of the principles of formulae calculations, weights and measures
- A working knowledge for the safe handling of cytotoxic drugs

**Procedures and techniques**
- A working knowledge of the procedures for cleaning, decontamination, and preparing the environment and components

**Records and documentation**
• A working knowledge of the importance of recording information clearly, accurately and in a systematic, timely manner and of the storing of this information

15. Assist in the issuing of prescribed items

To demonstrate knowledge and understanding in this NOS, assistants should be able to apply:

Legislation, policy and good practice
• A working knowledge of the limits of their own role and when to refer to an appropriate person
• A working knowledge of principles for issuing dispensed medicines and products and the local Standard Operating Procedures that relate to this
• A working knowledge of the current ethical and legal requirements that govern the issuing of a prescription

Procedures and techniques
• A working knowledge of how to deal with individuals with special needs
• A working knowledge of the importance of confirming the individual’s identity before issuing dispensed items
• A working knowledge of the importance of providing information on:
  a) the storage and maintenance of prescribed items
  b) possible side effects

Records and documentation
• A factual knowledge of the importance of maintaining dispensary records including the use of the dispensary computer
• A factual knowledge of how medicines are administered

Materials and equipment
• A working knowledge of the importance of selecting the correct equipment for use
• A working knowledge of the properties of different types of container types and when to use each
16. Undertake an in-process accuracy check of assembled prescribed items prior to the final accuracy check

To demonstrate knowledge and understanding in this NOS, assistants should be able to apply:

**Legislation, policy and good practice**
- An in-depth understanding of the limits of their own role and recognising when to refer to an appropriate person
- An in-depth understanding of Standard Operating Procedures and the importance of adhering to them at all times
- A working knowledge of current ethical and legal and professional requirements that govern the dispensing of a prescription
- A working knowledge of the different *types of check* on a prescription
- A working knowledge of different types of prescribers
- A working knowledge of the *types of medicines supply*
- A working knowledge of how to identify near misses and dispensing errors
- A basic awareness of the causes and consequences of near misses and dispensing errors
- A basic awareness of error recording

**Specific health related knowledge and skills**
- A working knowledge of the details required on a prescription and why these are necessary
- A working knowledge of the prescribing conventions and abbreviations
- A working knowledge of the common proprietary and generic names
- A factual knowledge of how medicines are administered
- A working knowledge of different strengths, doses and quantities of medicines
- A working knowledge of different relevant national and local guidelines, policies, procedures that are available including:
  a) when they should be used
  b) how to use them

**Records and documentation**
- A working knowledge of when and why Patient Medication Records (PMRs) are used
- A working knowledge of the importance of maintaining dispensary records.