

Reaccreditation of a Dispensing / Pharmacy Assistant programme, Buttercups Training Ltd.

Report of a reaccreditation event, 24 June 2014

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.

Buttercups Training Ltd ('the provider') was originally accredited by the previous regulator, the Royal Pharmaceutical Society of Great Britain, in 2007 to provide a dispensing assistant training course. It was subsequently reaccredited by the GPhC in January/February 2011 subject to three conditions. These were:

- i. The provider must submit a full report on the risk assessment model used. This report must include the rationale for the model along with explanations of your grading system. The provider will also need to include a detailed explanation of how this system supports the monitoring of safe and effective practice. This is to meet criterion 2a. In response to this condition, Buttercups provided a report that included a description of the rationale for the model ; this indicated how the system supported the monitoring of safe and effective practice.
- ii. The provider must clarify within the course materials of how students with learning and specific needs are supported and addressed. This is to meet Criterion 3h. In response to this condition, the training materials have been edited to address teaching on professionalism and approaches to ethical problems and the documentation provided for the reaccreditation includes these changes.
- iii. The provider must liaise with the GPhC to confirm the requirements of the awarding certificate and submit the certificate for approval by the GPhC. This is to meet criterion 3c. This condition was addressed through liaison with the GPhC's Quality Assurance Manager for Education and submission of sample certificates.

In line with the General Pharmaceutical Council's (GPhC's) process for reaccreditation of dispensing assistant courses, an event was scheduled for 24 June 2014 to review the programme's suitability for reaccreditation.

Reaccreditation was carried out in line with the General Pharmaceutical Council's processes and was to the General Pharmaceutical Council's 2010 standards for accreditation of dispensing and pharmacist assistant courses, which reflect the knowledge and understanding equivalent to the Pharmacy Services Skills level 2 NVQ (QCF).

Documentation

Documentation was submitted to the GPhC and a pre-event meeting was held on 2 June 2014. At the pre-event the provider was advised of a number of areas within the course documentation that required updating prior to the reaccreditation event. These included an overview of how the programme has developed since the last reaccreditation including a summary of any changes, information about the number of trainees and how Buttercups had responded to the conditions of the 2010 reaccreditation. Some of this information could be found within the submission documents but should have been summarised for the accreditation team.

The provider responded to the feedback by providing updated documentation for review by the team before the reaccreditation event.

The event

The reaccreditation event was held on 24 June 2014 at the General Pharmaceutical Council, 129 Lambeth Road, London.

The Accreditation Team:

The GPhC's accreditation team ('the team') comprised:

Name	Designation at the time of accreditation event
Mr Peter Curphey*	Accreditation team leader, Community Pharmacy Consultant
Mrs Catherine Davies	Accreditation team member (Pharmacy Technician), Health Science Co-ordinator, Stoke on Trent College
Mrs Sylvia Hikins	Accreditation team member (Lay), Non-Executive Director and Vice-Chair, UC24 Ltd

along with:

Name	Designation at the time of event
Ms Joanne Martin*	Quality Assurance Manager (Education), General Pharmaceutical Council
Professor Brian Furman	Rapporteur, Emeritus Professor of Pharmacology, University of Strathclyde
Ms Jenny Clapham*	Observer, General Pharmaceutical Council

*attended pre-event meeting on 2 June 2014

Declarations of interest

No conflicts of interest were declared.

The accreditation criteria

	Accreditation team's commentary
1. The Training Programme	<p>The programme covers all relevant units of the NVQ level 2 (QCF) Pharmacy Services. All trainees take 12 modules with two additional modules required for those involved in the manufacture and assembly of aseptic products. After each module candidates undertake a series of activities stated in their workbooks, which include stating the roles and responsibilities of team members in relation to the topic covered, describing processes and procedures, and undergoing observation while performing a variety of tasks; they also undertake a review with their supervisor, and attempt some short answer questions. The workbook activities are reviewed by the supervising pharmacist or pharmacy technician and a declaration is made by the student and the supervising pharmacy professional after each module to confirm that the knowledge is being correctly applied to practice. This declaration must be made prior to the student attempting the multiple-choice questions (MCQs) for the module and is submitted with the completed MCQs for each module. The course is delivered entirely by distance learning but may be taken either on-line or using paper-based materials, according to personal preference; those trainees opting for the paper-based course also have access to the on-line materials; MCQs are generally completed on-line. The course material is supported by on-line interactive tutorials. The company uses a Learning Management System (LMS) that allows tracking of learners, who are monitored monthly, with contact being made by Buttercups if they fall behind. Managers can see their own learners using the on-line tool, which is especially valuable for training managers in hospitals or multiples, who can see the progress of their trainees. The assessments have been developed by senior pharmacists at Buttercups, advised by the pharmacy team who have recent or current experience in the relevant sectors. All members of the project team are experienced assessors of the Level 2 apprenticeship programme.</p> <p>All of the seven criteria relating to the Training Programme are met.</p>
2. Academic Management Structures	<p>An initial risk assessment is undertaken on trainees and their place of work and there is frequent contact by telephone with the host pharmacists and all trainees. The risk assessment covers a variety of points, each of which is assigned a tariff, according to the company's view of the degree of risk incurred by the premises or the trainee. Depending on the outcome of the risk assessment, there may be more frequent professional discussions and/or personal visits to the place of work; risk assessments achieving above a certain score will trigger a visit to the premises. The programme has been developed by taking into account the relevant National Occupational Standard, and the requirements of the NVQ (QCF) qualification, demonstrating practical application of knowledge and competence in the workplace. The course material is informed by input from awarding bodies, feedback from learners and from</p>

	<p>Buttercups' staff and stakeholders (employers and colleges), and by changes occurring within the profession of pharmacy. The in-house development team reviews the available literature on a weekly basis, ensuring that the course can be updated quickly and regularly. Changes in pharmacy practice are posted on the website and notified by e-mail to those trainees using the paper-based course. Where changes are expected to occur, these are reflected in the course materials. The course is assessed using MCQs for each module. In addition to the MCQ tests, there are workbook tasks that must be completed; these tasks involve putting knowledge into practice. A team of pharmacists is responsible for overseeing the assessment of MCQs and sampling of pharmacy workbooks, as well as processing submitted paperwork by workplace pharmacists. Two resit attempts are allowed; where candidates fail to achieve the required standard, the issue is discussed with the pharmacist in charge. Failure on the third attempt normally results in withdrawal from the programme. There are procedures for appeals and for dealing with suspected malpractice/plagiarism.</p> <p>All of the four criteria relating to Academic and Management Structures are met.</p>
<p>3. Resources</p>	<p>Buttercups employs 65 members of staff, most of whom work at the company's base in Nottingham. Although training is done through distance learning, where additional training is required, Buttercups staff members travel to the learner's workplace. Two teams, consisting of pharmacists, pharmacy technicians and science graduates, are responsible for the tutoring and assessing of programmes and assisting in the development of materials, the last being under the direction of the management team and supported by a dedicated course development pharmacist. There is a learning support team consisting of mathematics and English tutors, and a Professional Services team who are responsible for the processing of queries and administration support. The company also has an in-house IT team. There is a bespoke learning management system (LMS), which holds data on trainees, including special needs, ethnicity and any disability. The system can produce reports on current learners, withdrawals and completers and permits learners and employers to access learner's records relating to their progress; it can create automated reports for employers and can generate completion rates as well as workplace sector and data relevant to equal opportunities.</p> <p>Buttercups has a help-line which operates 24 hours per day and seven days per week and learners can access a tutor at any time. Through its partnership with local Further Education Colleges, Buttercups has access to other resources, including counselling services, key skills tutors, and welfare officers, who can signpost trainees to the appropriate agencies. The company uses feedback from learners and employers, and conducts exit interviews with completing trainees; the feedback thus obtained is used to inform course development. Post qualification learners are encouraged to continue with their learning through free membership of the company's MCA Academy, which is also open to other learners such as technicians. The Academy provides continuing professional development, allowing members to keep up to date.</p> <p>All of the eight criteria relating to Resources are met.</p>

Summary and conclusions

The accreditation team agreed to recommend to the Registrar of the General Pharmaceutical Council that the Dispensing Assistant programme delivered by Buttercups should be reaccredited for a full period of 3 years. There were no conditions or recommendations.

The accreditation team identified an area of strength in the innovative e-learning opportunities provided for the learners.

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.

As a result of this event, a private record and a public report will be prepared and sent to the provider for comment on matters of factual accuracy. Once agreed by the Registrar, both documents will be sent to the provider for its records and the report, along with a formal response from the provider, will be posted on the Council's website for the duration of the accreditation period.

There is a *standing condition* for all course providers, which is that documentary references to the pharmacy regulator must be to the General Pharmaceutical Council. Also, if any other amendments are required to be made to documents for accuracy or completeness, they will be detailed in the record. The provider must detail the changes which have been made with reference the mapping document that the GPhC will send. Each of the provider's certificates must also forward to the GPhC for approval.

Please note that the team's recommendations are not binding on the Registrar, who may accept, modify or reject them. Please note that the accreditation team's feedback is confidential until it has been ratified by the Registrar of the General Pharmaceutical Council but it may be shared it with staff and students internally.

Following the above event, the Registrar of the General Pharmaceutical Council subsequently accepted the accreditation team's recommendation and approved the course for reaccreditation for a further period of three years, until the end of September 2017.

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

Mapping of this training programme to units of the NVQ level 2 (QCF) Pharmacy Services

Note: Any units that are shaded grey are not covered by this training programme

Unit 1 - Assist with the provision of a pharmacy service to meet individual needs		
To demonstrate knowledge and understanding in this NOS , assistants should be able to apply:	Name of document and unit/module number	Page
Legislation, policy and good practice		
1.1 A working knowledge of SOPs and the importance of adhering to them at all times	Mod 1 Standard Operating Procedures	12
1.2 A working knowledge of the importance of maintaining individual satisfaction, loyalty and confidence to the organisation and how you contribute towards it	Mod 2 Communicating with Customers Mod 2 Recognising and Meeting the Needs of the Individual	2 3
1.3 A working knowledge of the organisation's policy on individual service and individual relationships and how this applies to your role	Mod 2 Customer Care - Organisational Procedures and Policies	2
1.4 A working knowledge of the organisations procedure for handling complaints	Mod 2 Handling Complaints and Difficult Customers	12
1.5 A working knowledge of the importance of working within the limits of your competence and authority	Mod 1 Relationships within the Pharmacy Team	2-4
1.6 A working knowledge of the importance of establishing the requirements of individuals clearly and accurately	Mod 2 Establishing What the Customer Wants	6
1.7 A working knowledge of the importance of verbal and non verbal communication when communicating with individuals	Mod 2 Introduction to Communication	4
Provide information		
1.8 A working knowledge of how to give clear and accurate information and check the individual's understanding	Mod 2 Providing Information Mod 2 Checking the Customer's Understanding	9 - 11 12
1.9 A working knowledge of relevant products and services or advice for which information and/or advice is required	Mod 2 Providing Information	9 - 11
1.10 A working knowledge of where to get assistance if you can't provide information and advice	Mod 2 Responding to the Customer	7

yourself		
1.11 A working knowledge of what source of information to use, what information can be given to the individual	Mod 1 Pharmacy Reference Sources Mod 2 Responding to the Customer Mod 2 Information about Services Mod 9 Supplying Prescribed Items Mod 9 Medication and Supplements Mod 9 Patient Counselling	14-16 7 10 -11 2 6-7 8 - 11
1.12 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	Mod 1 Pharmacy Reference Sources Mod 2 Responding to the Customer Mod 8 Commonly Used Cautionary Labels Mod 9 Patient Counselling	14-16 7 7-8 8-11
Resolve queries and complaints		
1.13 A working knowledge of how to manage conflict and/or individuals who are angry	Mod 2 Handling Complaints and Difficult Customers	12
1.14 A working knowledge of how to assess complaints and what action to take	Mod 2 Handling Complaints and Difficult Customers Mod 12 Managing an Error	12 10
1.15 A working knowledge of when you should refer complaints to a higher authority	Mod 2 Handling Complaints and Difficult Customers Mod 12 Managing an Error	12 10

Unit 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:	Name of document and unit/module number	Page
2.1 What 'hazards' and 'risks' are	Mod 3 Hazards and Risks	10
2.2 Their responsibilities and legal duties for health and safety in the workplace	Mod 3 HASAW	8-9
2.3 Their responsibilities for health and safety as required by the law covering their job role	Mod 3 HASAW	8-9

2.4	The hazards which exist in their workplace and the safe working practices which they must follow	Mod 3 Workplace Health and Safety	6
2.5	The particular health and safety hazards which may be present in their own job and the precautions they must take	Mod 3 Workplace Health and Safety Mod 3 Hazards and Risks	6 10
2.6	The importance of remaining alert to the presence of hazards in the whole workplace	Mod 3 HASAW	8-9
2.7	The importance of dealing with, or promptly reporting risks	Mod 3 HASAW	8-9
2.8	The responsibilities of health and safety in their job description	Mod 3 Workplace Health and Safety	7-9
2.9	The safe working practices for their own job role	Mod 3 Workplace Health and Safety	7-9
2.10	The responsible people they should report health and safety matters to	Mod 3 Hazards and Risks	10
2.11	Where and when to get additional health and safety assistance	Mod 3 HASAW	8-9
2.12	Their scope and responsibility for controlling risks	Mod 3 Hazards and Risks	10
2.13	Workplace instructions for managing risks which they are unable to deal with	Mod 3 Hazards and Risks	10
2.14	Suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which they must follow	Mod 3 Workplace Health and Safety	7-9
2.15	The importance of personal presentation in maintaining health and safety in their workplace	Mod 1 Standards of Personal Hygiene	5
2.16	The importance of personal behaviour in maintaining the health and safety of themselves and others	Mod 3 Hazards and Risks	10
2.17	The risks to the environment which may be present in their workplace and/or in their own job	Mod 3 Chemical (Hazard Information and Packaging for Supply) Regulations 2009	14-15

Unit 3 - Contribute to the effectiveness of teams

To demonstrate knowledge and understanding in this NOS , assistants should be able to apply:	Name of document and unit/module number	Page
Values		

3.1	A working knowledge of legal and organisational requirements on equality, diversity, discrimination and rights when working in teams	Mod 1 An Introduction to Teamwork	2
Legislation and organisational policy and procedures			
3.2	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	Mod 1 Standards of Behaviour Mod 1 The General Pharmaceutical Council Mod 1 Medicines, Ethics and Practice Guide Mod 2 Confidentiality	4 10 15 7-8
3.3	A working knowledge of current local, UK and European legislation, and organisational requirements, procedures and practices for: a) Accessing records b) Recording, reporting, confidentiality and sharing information, including data protection c) Team working	a) Mod 2 Confidentiality	7- 8
		b)Mod 2 Confidentiality	7 -8
		c) Mod 1 An Introduction to Teamwork	2
3.4	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	Mod 1 Effective Teamwork in Pharmacy Mod 1 SOPs	2 12
Theory and practice			
3.5	A working knowledge of the principles that underpin effective team working	Mod 1 An Introduction to Teamwork Mod 1 Team objectives	2 7
3.6	A working knowledge of individuals' styles of interaction and how these can affect team working	Mod 1 An Introduction to Teamwork Mod 1 Roles within teams	2 2
3.7	A working knowledge of barriers to developing relationships within the team and how these can be overcome	Mod 1 Relationships within the Pharmacy Team	5-6
3.8	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	Mod 1 Relationships within the Pharmacy Team Mod 12 Team Factors	5-6 6
3.9	A working knowledge of their own strengths and weaknesses as an individual worker and as a team member	Mod 1 SWOT Analysis (and WB Activity 1.2)	6
3.10	A working knowledge of development and learning opportunities available to support them in team working and activities	Mod 1 SWOT Analysis (and WB Activity 1.2) Mod 1 Learning and Development	6 13

Unit 4 - Assist in the sale of medicines and products

To demonstrate knowledge and understanding in this NOS , assistants should be able to apply:	Name of document and unit/module number	Page
<i>Legislation, policy and good practice</i>		
4.1. A working knowledge of the pharmacy protocol on the sale of medicines and SOPs including: <ul style="list-style-type: none"> a) What is listed in them b) How to use them c) Why it is important that SOPs should be followed at all times 		
4.2. A factual knowledge of the legal responsibility and authority of the pharmacist and others in the organisation		
4.3. A working knowledge of legal and ethical requirements for confidentiality		
4.4. A working knowledge of the main actions and side effects of the active ingredients within commonly used non-prescription medicines		
4.5. A working knowledge of the differences between: <ul style="list-style-type: none"> a) General Sales List (GSL) medicines b) Pharmacy (P) c) Prescription Only Medicines (POM) items 		
<i>Procedures and techniques</i>		
4.6. A working knowledge of the use of questioning techniques such as 2WHAM		
4.7. A working knowledge of the needs of different types of individuals		
4.8. A working knowledge of the sources of information to access		
4.9. A working knowledge of the information that is suitable to give individuals		
4.10. A working knowledge of the type of information/advice that needs to be referred to a pharmacist or a pharmacy technician		

Unit 5 - Receive prescriptions from individuals		
To demonstrate knowledge and understanding in this NOS , assistants should be able to apply:	Name of document and unit/module number	Page
Legislation, policy and good practice		
5.1 A working knowledge of the importance of working within the limits of their own role and recognising when to refer to an appropriate person	Mod 4 Introduction	2
	Mod 4 Outpatient prescriptions presented for dispensing in community	5
	Mod 4 Common Errors on Prescriptions	14
	Mod 4 NHS Repeat Dispensing Service/The Chronic Medication Service	16
	Mod 5 Receipts and Refunds for Prescription Payments	16
5.2 A working knowledge of Standard Operating Procedures regarding the receiving of prescriptions and the importance of adhering to them at all times	Mod 4 Introduction	2
5.3 A working knowledge of current legislation relating to prescription charges and exemptions and differences in practice across the UK	Mod 5 Prescription Charges	12-16
5.4 A working knowledge of regulations and procedures relating to prescriptions for clinical trials	Mod 4 Clinical Trial Prescriptions	5
5.5 A working knowledge of the relevant national and local guidelines, policies and procedures that are available and how and when they should be accessed	Mod 1 Local and National Guidelines, Policies and Procedures	16
	Mod 4 Prescription Payments	17
	Mod 4 Tickets	17
	Mod 8 Dispensing a Prescription	9
5.6 A working knowledge of the different types of prescribers	Mod 4 Types of Prescriber	8-9
Specific health related knowledge and skills		
5.7 A working knowledge of the different types of prescriptions and when they are used	Mod 4 Types of Prescription	2-5
	Mod 4 Electronic Prescriptions	7
5.8 A working knowledge of exemptions and how individuals can claim refunds, including the use of official forms and prepayment certificates	Mod 5 Prescription Charges	12-16
Procedures and techniques		
5.9 A working knowledge of how to deal with individuals with special needs	Mod 2 Recognising and Meeting the Needs of the	3

	Individual	
5.10 A working knowledge of the transactional and administration procedures as required by governmental regulations and those that apply to the workplace	Mod 5 Prescription endorsement Mod 5 Prescription Charges Mod 5 Filing and Storage Mod 5 Submission of Prescriptions for Payment	9-12 12-16 16 17-18
Records and documentation		
5.11 A working knowledge of the importance of maintaining dispensary records	Mod 2 Confidentiality Mod 9 Interactions, Contra-indications, Cautions and Special Needs	7- 8 6-7

Unit 6 - Assemble prescribed items		
To demonstrate knowledge and understanding in this NOS , assistants should be able to apply:	Name of document and unit/module number	Page
Legislation, policy and good practice		
6.1 A working knowledge of the importance of working within the limits of their own role and recognising when to refer to an appropriate person	Mod 1 The Pharmacy Team Mod 1 Standard Operating Procedures Mod 8 The Dispensary	3-4 12 2
6.2 A working knowledge of current ethical and legal requirements that govern the dispensing and issuing of a prescription	Mod 1 The Pharmacy Team Mod 3 Medicines Legislation Mod 6 Prescriptions for Controlled Drugs Mod 6 Collecting Controlled Drugs Mod 6 The Supply of Drugs to Drug Misusers Mod 11 Prescription requirements	3-4 2-6 6-9 11 16-18 4
6.3 A working knowledge of SOPs and the importance of adhering to them at all times	Mod 1 Standard Operating Procedures	12
6.4 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	Mod 1 Local and National Guidelines, Policies and Procedures Mod 9 Supplying Prescribed Items Mod 12 Records of Errors and Near Misses	16 7-8 8-9
6.5 A working knowledge of the importance of personal hygiene and correct use of protective	Mod 1 Standards of Personal Hygiene	4

clothing	Mod 3 Personal Protective Equipment Mod 8 Dispensing	13 11
6.6 A working knowledge of basic hygiene and the importance of maintaining a clean working environment and equipment	Mod 8 General Dispensary Guidelines Mod 8 General Dispensary Equipment Mod 8 Dispensing	2 4 11-12
Specific health related knowledge and skills		
6.7 A factual knowledge of the principles underlying the dispensing of sterile products	Mod 8 Additional Information on Dispensing Prescriptions, Dispensing	11-12
6.8 A factual knowledge of factors which cause deterioration of stock including: <ul style="list-style-type: none"> • Environmental conditions • Storage conditions • Microbial contamination 	Mod 10 Factors Affecting the Stability of Medicines	8-9
6.9 A factual knowledge of sources of contamination and appropriate corrective action including: <ul style="list-style-type: none"> • Microbial • Cross-chemical • Physical, environmental and storage conditions 	Mod 10 Factors Affecting the Stability of Medicines	8-9
6.10 A factual knowledge of prescribing conventions and abbreviations	Mod 4 Quantity Mod 4 Directions Mod 5 Number of charges	13 14 16
6.11 A factual knowledge of the common proprietary and generic names	Mod 4 Drug Names	10
6.12 A working knowledge of dosage forms and their properties and use	Mod 4 Dosage Formulation	11-13
6.13 A working knowledge of different strengths, doses and quantities of medicines, and why they are used and how to calculate them	Mod 4 Drug Strength Mod 4 Quantity Mod 7 Calculations	11 13

Unit 7 - Order pharmaceutical stock

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

Legislation, policy and good practice

Name of document and unit/module number

Page

7.1	A working knowledge of working within the limits of their own authority and when to refer to an appropriate person	Mod 10 Creating an Order	5
7.2	A factual awareness of current legislation that applies to the ordering of pharmaceutical stock	Module 10 Creating an Order	5
7.3	A working knowledge of their responsibilities under current legislation when ordering pharmaceutical stock	Module 10 Creating an Order	5
7.4	A working knowledge of the importance of following ordering SOPs	Mod 10 Creating an Order	5
7.5	A working knowledge of the health and safety requirements related to ordering of pharmaceutical stock	Mod 3 Health and Safety Mod 10 Storage Space and Special Storage Conditions	8-15 2
7.6	A working knowledge of local or regional pharmaceutical contracts	Mod 5 Pack Size Mod 5 Brand Equalisation Mod 10 Creating an Order	9 9 5
Specific health related knowledge and skills			
7.7	A working knowledge of the different formulation of drugs and why it is important to order sufficient quantities of the correct formulation and strength	Mod 4 Dosage Formulation Mod 10 Creating an Order	11-13 5
7.8	A working knowledge of the difference between branded and generic drugs	Mod 4 Drug Names	10
7.9	A working knowledge of the importance of referring to current drug alerts and company recalls when ordering pharmaceutical stock	Mod 10 Drug Alerts and Recalls	14-15
Ordering stock			
7.10	A working knowledge of the sources and suppliers of stock	Mod 10 Sources of Stock	5
7.11	A working knowledge of the procedures for responding to urgent requests.	Mod 10 Urgent Orders	6
7.12	A working knowledge of the importance of taking account of seasonal variations when ordering pharmaceutical stock	Mod 10 Managing Stock	2
7.13	A working knowledge of the action to be taken if stock is unavailable	Mod 10 Discrepancies or Problems	7
Records and documentation			
7.14	A working knowledge of the input and retrieval of stock data	Mod 6 Controlled Drugs Registers Mod 6 Recording the Receipt of Controlled Drugs	10 10 - 11

	Mod 6 Records of the Supply and Collection of Controlled Drugs Mod 10 Stock Management Systems Mod 10 Records of Stock Checks	11 - 12 3-4 12
7.15 A working knowledge of the parameters set for the computer ordering system	Mod 10 Stock Management Systems	3-4
7.16 A working knowledge of the importance of maintaining correct, accurate documentation, including backup systems to IT failure where appropriate.	Mod 10 Stock Management Systems Mod 10 Processing Documentation Related to the Receipt of Stock Mod 10 Drug Alerts and Recalls	3-4 7 14-15

Unit 8 - Receive pharmaceutical stock		
To demonstrate knowledge and understanding in this NOS , assistants should be able to apply :	Name of document and unit/module number	Page
Legislation, policy and good practice		
8.1 A working knowledge of working within the limits of their own authority and when to refer to an appropriate person	Mod 10 Receiving Stock	6
8.2 A factual knowledge of current legislation and their responsibilities that apply to the receipt of pharmaceutical stock	Mod 10 Receiving Stock	6
8.3 A working knowledge of the importance of following SOPs related to receiving pharmaceutical stock	Mod 10 Receiving Stock	6
8.4 A working knowledge of the COSHH and health and safety requirements related to receipt of pharmaceutical stock	Mod 3 Health and Safety Mod 10 Storage Space and Special Storage Conditions	8-15 2
8.5 A working knowledge of local or regional pharmaceutical contracts	Mod 5 Pack Size Mod 5 Brand Equalisation Mod 10 Creating an Order	9 9 5
Specific health related knowledge and skills		
8.6 A working knowledge of the different formulation of drugs and why it is important to stock sufficient quantities of the correct formulation and strength	Mod 4 Dosage Formulation Mod 10 Managing Stock	11-13 2

	Mod 10 Creating an Order	5
8.7 A working knowledge of the difference between branded and generic drugs	Mod 4 Drug Names	10
8.8 A working knowledge of the importance of referring to current drug alerts and company recalls when receiving pharmaceutical stock	Mod 10 Drug Alerts and Recalls	14-15
Receiving stock		
8.9 A working knowledge of the sources and suppliers of stock	Mod 10 Sources of Stock	5
8.10 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	Mod 10 Receiving Stock	6-7
8.11 A working knowledge of the action to be taken if stock is unavailable	Mod 10 Discrepancies or Problems	7
8.12 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 damaged or contaminated	Mod 10 Discrepancies or Problems	7
8.13 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	Mod 10 Items Requiring Special Storage Conditions	10
Incorporating received stock into storage		
8.14 A working knowledge of the storage requirements of different types of products and why they are important	Mod 6 Storage of Controlled Drugs	4
	Mod 10 Storage Space and Special Storage Requirements	2
	Mod 10 Items Requiring Special Storage Conditions	10
8.15 A working knowledge of the importance placing received stock in a manner that allows stock rotation	Mod 10 General Points	10
8.16 A working knowledge of the importance placing received stock in a safe storage environment	Mod 10 Putting Stock Away	9
Resolve queries and complaints		
8.17 A working knowledge of the input and retrieval of stock data	Mod 6 Controlled Drugs Registers	10
	Mod 6 Recording the Receipt of Controlled Drugs	10

	Mod 6 Records of the Supply and Collection of Controlled Drugs Mod 10 Stock Management Systems Mod 10 Records of Stock Checks	11-12 3-4 12
8.18 A working knowledge of the parameters set for the computer ordering system where appropriate	Mod 10 Stock Management Systems	3-4
8.19 A working knowledge of the importance of maintaining correct, accurate documentation, including back up systems to IT failure where appropriate	Mod 10 Stock Management Systems Mod 10 Processing Documentation Related to the Receipt of Stock Mod 10 Drug Alerts and Recalls	3-4 7 15

Unit 9 - Maintain pharmaceutical stock		
To demonstrate knowledge and understanding in this NOS , assistants should be able to apply :	Name of document and unit/module	Page
Legislation, policy and good practice		
9.1 A working knowledge of working within the limits of their own authority and when to refer to an appropriate person	Mod 10 Maintaining Stock	11
9.2 A working knowledge of your responsibilities and current legislation that applies to maintaining pharmaceutical stock	Mod 10 Maintaining Stock	11
9.3 A working knowledge of the importance of following SOPs related to maintaining pharmaceutical stock	Mod 10 Maintaining Stock	11
9.4 A working knowledge of the health and safety requirements related to: a) maintaining pharmaceutical stock b) disposing of outdated, damaged or decontaminated stock	a) Mod 10 Maintaining Stock b) Mod 10 Managing Damaged or Waste Stock	11 11
9.5 A working knowledge of the different formulation of drugs and why it is important to stock sufficient quantities of the correct formulation and strength	Mod 4 Dosage Formulation Mod 10 Managing Stock	11-13 2

9.6	A working knowledge of the difference between branded and generic drugs	Mod 4 Drug Names	10
9.7	A working knowledge of the of the action to take immediately when drug alerts and company recalls are received	Mod 10 Drug Alerts and Recalls	14-15
Maintaining stock			
9.8	A working knowledge of the importance of maintaining a safe storage environment	Mod 10 Maintaining Stock	11
9.9	A working knowledge of the storage requirements of different types of products and why they are important	Mod 6 Storage of Controlled Drugs Mod 10 Storage Space and Special Storage Requirements Mod 10 Items Requiring Special Storage Conditions	4 2 10
9.10	A working knowledge of the importance of storing stock into the correct: a) storage area b) location	a) and b) Mod 10 Putting Stock Away	9-10
9.11	A working knowledge of the importance of taking any special storage requirements into consideration	Mod 3 The Poisons Act 1972 Mod 6 Storage of Controlled Drugs Mod 10 Storage Space and Special Storage Conditions Mod 10 Items requiring Special Storage Conditions	17 4 2 10
9.12	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) Mod 10 General Points b) Mod 10 Checking the Expiry Dates of Stock c) Mod 10 Managing Stock Mod 10 Maintaining Stock d) Mod 10 Maintaining Stock	10 11 2 11 11
9.13	A working knowledge of the action to be taken if stock is unavailable	Mod 10 Managing Damaged or Waste Stock	11
9.14	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	a) and b) Mod 10 Managing Damaged or Waste Stock c) Mod 10 Drug Alerts and Recalls	11 14 -15

issued		
Records and documentation		
9.15 A working knowledge of the input and retrieval of stock data	Mod 6 Controlled Drugs Registers Mod 6 Recording the Receipt of Controlled Drugs Mod 6 Recording the Supply and Collection of Controlled Drugs Mod 10 Managing Stock Mod 10 Stock Management Systems Mod 10 Records of Stock Checks	10 10 11-12 2 3-4 12
9.16 A working knowledge of the parameters set for the computer ordering system	Mod 10 Stock Management Systems	3-4
9.17 A working knowledge of the importance of maintaining correct, accurate documentation, including back up systems to IT failure where appropriate.	Mod 10 Stock Management Systems Mod 10 Checking the Expiry Dates of Stock Mod 10 Records of Stock Checks	3-4 11 12

Unit 10 - Issue pharmaceutical Stock		
To demonstrate knowledge and understanding in this NOS , assistants should be able to apply :	Name of document and unit/module number	Page
<i>Legislation, policy and good practice</i>		
10.1 A working knowledge of working within the limits of your their authority and when to refer to an appropriate person	Mod 10 Supplying Stock	12-13
10.2 A factual knowledge of current legislation that applies to issuing pharmaceutical stock	Mod 10 Supplying Stock	12-13
10.3 A working knowledge of your responsibilities under current legislation when issuing pharmaceutical stock	Mod 10 Supplying Stock	12-13
10.4 A working knowledge of the importance of following SOPs related to issuing pharmaceutical stock	Mod 10 Supplying Stock	12-13
10.5 A working knowledge of the health and safety requirements related to issuing pharmaceutical	Mod 3 Health and Safety Mod 10 Packing and Delivering Issued Stock	8-15 13

stock		
Specific health related knowledge and skills		
10.6 A working knowledge of the different formulation of drugs and why it is important to issue sufficient quantities of the correct formulation and strength	Mod 4 Dosage Formulation Mod 10 Issuing Stock & Ensuring Stock is Fit for Purpose	11-13 12
10.7 A working knowledge of the difference between branded and generic drugs	Mod 4 Drug Names	10
Issuing stock		
10.8 A working knowledge of the action to be taken if stock is not fit for purpose	Mod 10 Managing Damaged or Waste Stock	11
10.9 A working knowledge of the importance of checking stock for issue against current drug alerts/recalls	Mod 10 Drug Alerts and Recalls	14-15
10.10 A working knowledge of the procedures for responding to urgent requests	Mod 10 Urgent Orders	6
10.11 A working knowledge of which products need special packaging and transportation and why it is important to adhere to these special requirements.	Mod 10 Packaging and Delivering Issued Stock	13
10.12 A working knowledge of the importance of labelling containers correctly	Mod 10 Packaging and Delivering Issued Stock	13
10.13 A working knowledge of issuing stock to the correct destination using the correct delivery method	Mod 10 Packaging and Delivering Issued Stock	13
10.14 A working knowledge of the input and retrieval of stock data	Mod 6 Controlled Drugs Registers	10
	Mod 6 Recording the Receipt of Controlled Drugs	10
	Mod 6 Recording the Supply and Collection of Controlled Drugs	11-12
	Mod 10 Managing Stock	2
	Mod 10 Stock Management Systems	3-4
10.15 A working knowledge of the importance of maintaining correct, accurate documentation, including back up systems to IT failure where appropriate	Mod 10 Records of Stock Checks	12
	Mod 10 Stock Management Systems	3-4
	Mod 10 Processing Documentation Related to the Receipt of Stock	7
	Mod 10 Checking the Expiry Dates of Stock	11
	Mod 10 Records of Stock Checks	12

	Mod 10 Records of Supply Mod 10 Drug Alerts and Recalls	13 14-15
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Unit 11 - Assist in the manufacturer and assembly of medicinal products		
To demonstrate knowledge and understanding in this NOS , assistants should be able to apply :	Name of document and unit/module number	Page
<i>Legislation, policy and good practice</i>		
11.1 A working knowledge of the basic principles of quality assurance relating to manufacture of medicinal products	Module 14 Module 13	4-7 4-8
11.2 A working knowledge of the principles of current good manufacturing practice (cGMP)	Module 14 Module 13	4-7 7-8
11.3 A working knowledge of the difference between preparation for individuals and preparation for stock and how this is generally implemented in the workplace	Module 14 Module 13	2,3,18 2,3,19
11.4 A factual knowledge of current health and safety legislation and how it applies to the working environment, including COSHH	Module 3 Module 14 Module 13	9-15 6,16 8,21
11.5 A working knowledge of the principles of SOPs and why it is important to work within these procedures	Module 14 Module 13	1,4-6 6,8,16,18
11.6 A working knowledge of the limits of their own role and the referral procedures	Module 14 Module 13	1,4-6 6,8,16,18
<i>Specific health related knowledge and skills</i>		
11.7 A working knowledge of basic hygiene and the importance of maintaining a clean working environment	Module 14 Module 13	7-12 9-15
11.8 A working knowledge of personal hygiene and the use of protective / clean room clothing	Module 14 Module 13	7-12 9-15
11.9 A working knowledge of the possible sources of contamination	Module 14	7-12

	Module 13	9-15
11.10 A working knowledge of environmental parameters, their importance and how to carry out their monitoring	Module 14 Module 13	13-18 15-16
11.11 A working knowledge of the principles of weights and measures	Module 7	15
Materials and Equipment		
11.12 A working knowledge of the preparation, assembly and maintenance of equipment	Module 14 Module 13	13-16 12-15
Procedures and techniques		
11.13 A working knowledge of principles and procedure of different processes in manufacturing medicinal products and when to use them	Module 14 Module 13	19-20 21-25
11.14 A working knowledge of labelling and packaging requirements	Module 14 Module 13	21 19-20
11.15 A working knowledge of the reasons for and importance of carrying out in-process checks, end product quality checks and quarantine requirements	Module 14 Module 13	4,5,6,17,18,20 17,18,21
11.16 A working knowledge of the disposal of waste materials and cleaning material	Module 14 Module 13	22,23 8
11.17 A working knowledge of dismantling, cleaning, decontaminating and storing equipment	Module 14 Module 13	12, 14, 16, 20 11-15,18
11.18 A working knowledge of cleaning and decontamination of preparation area	Module 14 Module 13	8, 16-20 11-15
Records and documentation		
11.19 A working knowledge of the importance of recording information clearly, accurately and in a systematic, timely manner and of the storing of this information	Module 14 Module 13	18-19 16-17

Unit 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 :	Name of document and unit/module number	Page
Legislation, policy and good practice		
12.1 A working knowledge of the basic principles of quality assurance including current good manufacturing practice (cGMP)	Module 14	4-7
12.2 An understanding of the difference between preparation for individual patients and preparation for stock and how this is generally implemented in the workplace	Module 14	2,3,18
12.3 A factual knowledge of their responsibilities under COSHH and current health and safety legislation and how it applies to the working environment	Module 3 Module 14	9-15 6,16
12.4 A working knowledge of the importance of SOPs and why they must always work within these procedures	Module 14	1,4,6
12.5 A working knowledge of the importance of working within the limits of their role	Module 14	1,4,5,6
Specific health related knowledge and skills		
12.6 A working knowledge of basic hygiene and the importance of maintaining a clean working environment including conducting a weekly and monthly clean	Module 14	7-12
12.7 A working knowledge of the importance of personal hygiene and the correct use of protective / clean room clothing	Module 14	7-12
12.8 A working knowledge of the different types of environmental areas and when they should be used	Module 14	2, 13-18
12.9 A working knowledge of the possible sources of contamination	Module 14	7-12
Materials health related knowledge and skills		
12.10 A working knowledge of the materials, consumables and equipment necessary for the preparation of medicinal products	Module 14	10,11,14,15
12.11 A working knowledge of the principles of formulae calculations, weights and measures	Module 7	15
Procedures and techniques		
12.12 A working knowledge of the procedures for cleaning, decontamination, and preparing the environment and equipment	Module 14	12,14,16, 20
12.13 A working knowledge of labelling and packaging requirements and conventions	Module 14	21

Records and documentation		
12.14 A working knowledge of the importance of recording information clearly, accurately and in a systematic, timely manner and of the storing of this information	Module 14	18-19

Unit 13 - Prepare aseptic products		
To demonstrate knowledge and understanding in this NOS , assistants should be able to apply :	Name of document and unit/module number	Page
Legislation, policy and good practice		
13.1 A working knowledge of the basic principles of quality assurance including (cGMP) current good manufacturing practice	Module 13	4-8
13.2 An working knowledge of the difference between preparation for individual patients and preparation for stock and how this is generally implemented in the workplace	Module 13	2,3,19
13.3 A working knowledge and understanding of the recognised guidelines relating to aseptic preparation	Module 13	2-8
13.4 A factual knowledge of current health and safety legislation and how it applies to the working environment, including COSHH	Module 13 Module 3	8,21 9-15
13.5 A working knowledge of the importance of SOPs and why they must always work within these procedures	Module 13	6,8,16,18
13.6 A working knowledge of the limits of their own role and the referral procedures to an appropriate person	Module 13	6,8,16,18
Specific health related knowledge and skills		
13.7 A working knowledge of basic hygiene and the importance of maintaining a clean working environment	Module 13	9-15
13.8 A working knowledge of the importance of personal hygiene and the correct use of protective / clean room clothing	Module 13	9-15
13.9 A working knowledge of the different types of environmental areas and when they should be	Module 13	12-16

used		
13.10 A working knowledge of the possible sources of contamination and the appropriate methods of prevention	Module 13	9-15
13.11 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	Module 13	20-21
13.12 A working knowledge (including action and uses) of the various types of products	Module 13	21-25
<i>Materials and equipment</i>		
13.13 A working knowledge of the different types of equipment and consumables and which products they must be used for	Module 13	11,12,13,18
13.14 A working knowledge of the procedures for preparing, cleaning and decontaminating equipment and environmental areas	Module 13	11-15
13.15 A working knowledge of the importance of storing equipment safely and in a condition ready for use	Module 13	14
13.16 A working knowledge of the principles of formulae calculations, weights and measures	Module 13 Module 7	17
<i>Procedures and techniques</i>		
13.17 A working knowledge of the environmental parameters that govern the working area, their importance, and how to carry out their monitoring	Module 13	15-16
13.18 A working knowledge of the correct handling of cytotoxic drugs and how to minimise the risks	Module 13	21,25
13.19 A working knowledge of the importance of carrying out accuracy and quality checks	Module 13	7,15,16,21
13.20 A working knowledge of the importance of label and product reconciliation	Module 13	16-18
13.21 A working knowledge of the methods and materials used for packaging	Module 13	20
13.22 A working knowledge of the procedures for the safe handling and disposal of waste materials	Module 13	8,21
<i>Records and documentation</i>		

13.23 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	Module 13	16-17
13.24 A working knowledge and understanding of the importance of using validated documentation	Module 13	5-6
13.25 A working knowledge of local error reporting procedures and communication channels	Module 13	7,8
13.26 A working knowledge of national error reduction policies/strategies	Module 13	8

Unit 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 :	Name of document and unit/module number	Page
<i>Legislation, policy and good practice</i>		
14.1 A working knowledge of the basic principles of quality assurance including current good manufacturing practice (cGMP)	Module 14 Module 13	4-7 4-8
14.2 A working knowledge of the difference between preparation for individual patients and preparation for stock and how this is generally implemented in the workplace	Module 14 Module 13	2,3,18 2,3,19
14.3 A working knowledge and understanding of the recognised guidelines relating to aseptic preparation	Module 13	2-8
14.4 A factual knowledge of their responsibilities under COSHH and current health and safety legislation and how it applies to the working environment	Module 3 Module 14 Module 13	9-15 6,16 8,21
14.5 A working knowledge of the importance of SOPs and why they must always work within these procedures	Module 14 Module 13	1,4-6 6,8,16,18
14.6 A working knowledge of the importance of working within the limits of their own role	Module 14 Module 13	1,4-6 6,8,16,18

Specific health related knowledge and skills		
14.7 A working knowledge of basic hygiene and the importance of maintaining a clean working environment	Module 14 Module 13	7-12 9-15
14.8 A working knowledge of the importance of personal hygiene and the correct use of protective / clean room clothing	Module 14 Module 13	7-12 9-15
14.9 A working knowledge of the different types of environmental areas and when they should be used	Module 14	2, 13-18
14.10 A working knowledge of the possible sources of contamination	Module 14 Module 13	7-12 9-15
14.11 A working knowledge of the various types of products	Module 13	21-25
Materials and equipment		
14.12 A working knowledge of the materials and equipment necessary for the preparation of aseptic products	Module 13	11,12,13,18
14.13 A working knowledge of the principles of formulae calculations, weights and measures	Module 7 Module 13	17
14.14 A working knowledge for the safe handling of cytotoxic drugs	Module 13	21,25
Procedures and techniques		
14.15 A working knowledge of the procedures for cleaning, decontamination, and preparing the environment and components	Module 13	11-15
Records and documentation		
14.16 A working knowledge of the importance of recording information clearly, accurately and in a systematic, timely manner and of the storing of this information	Module 13	16-17

Unit 15 - Assist in the issuing of prescribed items

To demonstrate knowledge and understanding in this NOS , assistants should be able to apply :	Name of document and unit/module number	Page
Legislation, policy and good practice		
15.1 A working knowledge of the limits of their own role and when to refer to an appropriate person	Mod 1 The Pharmacy Team Mod 1 Relationships within the Pharmacy Team Mod 9 Supplying Prescribed Items	3-4 5-6 2
15.2 A working knowledge of principles for issuing dispensed medicines and products and the local Standard Operating Procedures that relate to this	Mod 9 Supplying Prescribed Items	2, 7-11
15.3 A working knowledge of the current ethical and legal requirements that govern the issuing of a prescription	Mod 4 Prescription Payments Mod 5 Prescription Charges Mod 6 Records of the Supply and Collection of Controlled Drugs Mod 9 Supplying Prescribed Items Mod 11 Supplying Veterinary Medicines	17 12-16 11-12 7-11 6
Procedures and techniques		
15.4 A working knowledge of how to deal with individuals with special needs	Mod 2 Recognising and Meeting the Needs of the Individual	3-4
15.5 A working knowledge of the importance of confirming the individual's identity before issuing dispensed items	Mod 9 Confirmation of the Patient's Name and Address	7
15.6 A working knowledge of the importance of providing information on: a) the storage and maintenance of prescribed items b) possible side effects	Mod 9 Patient Counselling Mod 11 Supplying Veterinary Medicines	8-11 6
Records and documentation		
15.7 A factual knowledge of the importance of maintaining dispensary records including the use of the dispensary computer	Mod 2 Confidentiality Mod 3 Prescription Records Mod 6 Records of the Supply and Collection of Controlled Drugs Mod 8 A computer with a label printer	7-8 5 11-12 3
15.8 A factual knowledge of how medicines are administered	Mod 4 Dosage Formulation Mod 9 Supplying Prescribed Items	11-13 2-5
Materials and equipment		
15.9 A working knowledge of the importance of selecting the correct equipment for use	Mod 8 General Dispensary Equipment	4

	Mod 8 Additional Information on Dispensing Prescriptions - Dispensing	11-12
15.10 A working knowledge of the properties of different types of container types and when to use each	Mod 8 Dispensing Mod 10 Suitable Containers for Medicines	11-12 9

Unit 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 :	Name of document and unit/module number	Page
<i>Legislation, policy and good practice</i>		
16.1 an in-depth understanding of the limits of their own role and recognising when to refer to an appropriate person	Mod 1 The Pharmacy Team Mod 1 Relationships within the Pharmacy Team Mod 8 Assembling a Prescription in the Dispensary	3-4 5-6 2
16.2 an in-depth understanding of Standard Operating Procedures and the importance of adhering to them at all times	Mod 1 Standard Operating Procedures	12
16.3 a working knowledge of current ethical and legal and professional requirements that govern the dispensing of a prescription	Mod 1 The Pharmacy Team Mod 3 Medicines Legislation Mod 6 The Misuse of Drugs Regulations Mod 6 Prescriptions for Controlled Drugs Mod 6 Records of the Supply and Collection of Controlled Drugs Mod 8 Assembling a Prescription in the Dispensary Mod 8 Facilities and Equipment in the Dispensary Mod 8 Information Needed on the Label of a Dispensed Medicine Mod 8 Dispensing a Prescription Mod 10 Suitable Containers for Medicines	3-4 2-4 3 2 6-9 11-12 2 3-5 6-8 9-14 9

16.4 a working knowledge of the different types of check on a prescription	Mod 8 Dispensing a Prescription Mod 8 Clinical Prescription Checks performed by the pharmacist Mod 8 The Final Accuracy Check Mod 8 Checking the Assembled Items Against the Prescription	9 & 10 11 13 15-16
16.5 a working knowledge of different types of prescribers	Mod 4 Types of Prescriber	8-9
16.6 a working knowledge of the types of medicines supply	Mod 4 Types of Prescription	2-5
16.7 a working knowledge of how to identify near misses and dispensing errors	Mod 12 Introduction Mod 12 Classification of Errors	2 3
16.8 a basic awareness of the causes and consequences of near misses and dispensing errors	Mod 12 Consequences of Errors Mod 12 Causes of Dispensing Errors	4 5-7
16.9 a basic awareness of error recording	Mod 12 Records of Errors and Near Misses	8 & 9
<i>Specific health related knowledge and skills</i>		
16.10 a working knowledge of the details required on a prescription and why these are necessary	Mod 4 Information on a Prescription Mod 4 Legal Requirements for Prescriptions Mod 4 Information about Prescribed Items Mod 5 The Selected List Scheme Mod 5 Borderline Substances Mod 5 Appliances Mod 6 Prescriptions for Controlled Drugs Mod 6 The Supply of Drugs to Drug Misusers Mod 11 Prescription Requirements	6 6 -7 9-14 4 5 7-8 6-9 16-18 4
16.11 a working knowledge of the prescribing conventions and abbreviations	Mod 4 Quantity Mod 4 Directions Mod 5 Numbers of Charges	13 14 15-16
16.12 a working knowledge of the common proprietary and generic names	Mod 4 Drug Names	10

16.13 a factual knowledge of how medicines are administered	Mod 4 Dosage Formulations Mod 9 Supplying Prescribed Items	11-13 2-5
16.14 a working knowledge of different strengths, doses and quantities of medicines	Mod 4 Drug Strength Mod 4 Quantity Mod 7 Calculations	11 13
16.15 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	Mod 1 Local and National Guidelines, Policies and Procedures	16
Records and documentation		
16.16 a working knowledge of when and why Patient Medication Records (PMRs) are used	Mod 2 Confidentiality Mod 3 Prescription Records Mod 9 Interactions, Contra-indications, Cautions and Special Needs	7-8 5 6-7
16.17 a working knowledge of the importance of maintaining dispensary records.	Mod 2 Confidentiality Mod 9 Interactions, Contra-Indications, Cautions and Special Needs	7- 8 6-7