



Unregistered
pharmacy staff -
Dispensing Assistant
programme

Boots

Report of a reaccreditation event
November 2018

Event summary and conclusions

Provider	Boots
Course	Dispensing Assistant programme (known as the Dispensing Support Pharmacy Operative Programme)
Event type	Reaccreditation
Event date	9 November 2018
Accreditation period	January 2019 – January 2022
Outcome	Approval The accreditation team agreed to recommend to the Registrar of the General Pharmaceutical Council (GPhC) that the Medicine Counter Assistant and Dispensing Assistant combined programme (known as the Pharmacy Advisor Programme) provided by Boots should be reaccredited for a period of three years.
Conditions	There were no conditions
Standing conditions	Please refer to Appendix 1
Recommendations	No recommendations were made
Registrar decision	The Registrar of the GPhC accepted the team's recommendation and approved the reaccreditation of the programme for a further period of 3 years.
Key contact (provider)	Kirti Solanki, Pharmacy Learning and Development Manager
Accreditation team	Ms Leonie Milliner, accreditation team chair (lay member), Chief Executive, Association for Nutrition Ms Donna Bartlett, accreditation team member (pharmacy technician), Locum Technician, Lancashire Teaching Hospitals Dr Ruth Edwards, accreditation team member (pharmacist), Head of Professional Experience, Aston Pharmacy School Ms Laura McEwen-Smith, accreditation team member (pharmacy technician), Principal Pharmacy Technician; Health Education Kent Surrey & Sussex Pharmacy Education
GPhC representative	Mr Chris McKendrick, Quality Assurance Officer, GPhC
Rapporteur	Mrs Jane Smith, Chief Executive Officer, European Association for Cancer Research

Introduction

Role of the GPhC

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. The accreditation process is based on the GPhC's Accreditation and Recognition of unregistered pharmacy staff training programme(s) – interim guidance (September 2018).

The powers and obligations of the GPhC in relation to the accreditation of pharmacy education are legislated in the Pharmacy Order 2010. For more information, visit:

<http://www.legislation.gov.uk/uksi/2010/231/contents/made>

Background

The programme was accredited by the GPhC for a period of three years in August 2014. There were no conditions or recommendations and three areas of strength were identified:

- Use of a salary allocation model to allow for protected training time
- The ambitions and aspirations of the programme which are closely aligned to the objectives of the GPhC in terms of patient safety.
- The evaluation process, which goes beyond a standard evaluation form to receive more meaningful feedback.

Extensions to this accreditation was subsequently granted until January 2019. In line with the GPhC's process for accreditation of Accreditation and Recognition of unregistered pharmacy staff, an event was scheduled 9 November 2018 to review the programme's suitability for reaccreditation.

Documentation

Prior to the event, the provider submitted documentation to the GPhC in line with the agreed timescales. The documentation was reviewed by the accreditation team and it was deemed to be satisfactory to provide a basis for discussion.

The event

The event was held at the GPhC offices on 9 November 2018 and comprised a number of meetings between the GPhC accreditation team and representatives of Boots. A pre-visit meeting was held by teleconference on 26 October 2018 where the content of the submission and mapping of the programme was discussed.

Declarations of interest

There were no declarations of interest.

Key findings

Section 1: The training programme

The team was satisfied that all four criteria relating to the training programme are met. (See Appendix 2 for criteria)

The programme is taught at RQF level 2 / SCQF level 5 or equivalent and meets the requirements of the following units of the Pharmacy National Occupational Standards (NOS):

1. Assist with the provision of a pharmacy service
2. Make sure your own actions reduce risks to health and safety
3. Contribute to the effectiveness of teams
5. Receive prescriptions
6. Assemble prescribed items
7. Order pharmaceutical stock
8. Receive pharmaceutical stock
9. Maintain pharmaceutical stock
15. Assist in the issuing of prescribed items

The programme is designed specifically for staff working in the provider's Dispensing Support Pharmacy (DSP), a registered pharmacy which is closed to public and which acts as a centralised distribution hub serving a number of Boots in-store pharmacies. The performance standards met by this programme have been aligned to the company standard operating procedures, which integrates the course more closely with the work undertaken day-to-day by staff.

The team reviewed the provider's mapping document (Appendix 3) which cross references the requirements of each of the nine units of the national standards with the programme content. The team was satisfied that all areas are covered and are mapped appropriately.

The programme is delivered via distance learning and is paper-based and comprises four modules:

- Module 1: Foundation module
- Module 2: Pharmacy Practice in the DSP
- Module 3: Assembly
- Module 4: Handling Stock

All four modules are assessed formatively and summatively. The programme and all assessments are developed by a panel of pharmacists within the Boots Pharmacy Learning & Development team and reviewed by a NVQ Level 2 Assessor.

The average completion time for the programme is six months. Students who have not completed in 12 months are reviewed and steps are put in place to provide support if required. In all cases, the programme must be successfully completed within 3 years of registration.

Section 2: Academic and management structures

The team was satisfied that all four criteria relating to the academic and management structures are met.

The programme is reviewed quarterly by the programme team. Patients and the public are involved in the process of programme review through the Boots Insight Team which takes feedback from a customer panel consisting of more than 2,000 people.

The course assessments consist of:

- Achieving all performance standards by showing competence in the practical skills needed in the pharmacy area. Students must be assessed as competent by their tutor in 100% of the standards.
- An eTest at the end of each of the four modules. The pass mark for these tests is 70% with a maximum of three attempts allowed. The tests are automatically marked and the tutor is responsible for ensuring the tests are taken under exam conditions. Students receive feedback if they fail a test; they are pointed to the topic area(s) they have failed so that they can review that particular section in the module.

Pharmacists acting as tutors are provided with training on assessing and regular on-site inspections are carried out to ensure that tutors are assessing appropriately. Visits are more frequent if concerns have been raised by students or as a result of previous inspections.

Appropriate policies and processes are in place for dealing with student appeals and to identify and deal with suspected plagiarism.

Section 3: Resources

The team was satisfied that all eight criteria relating to the resources are met.

The programme is developed and supported by the Pharmacy Learning & Development team at the provider's Head Office. The team consists of three pharmacists and a team of experienced Learning & Development co-ordinators. In addition, any programme-related queries which come through the general stores helpline are referred to the Pharmacy Support Group helpdesk, a team of eight staff trained to deal with general programme queries and consisting of a pharmacy advisor, three pharmacy technicians and four pharmacists. Queries which cannot be dealt with by this team are referred on to the Learning & Development team. This includes any extenuating circumstances, special arrangements and appeals and investigations, to ensure consistency in line with programme regulations.

The Learning and Development team are enabled to keep up to date in pharmacy and educational developments through development days and digital workshops. Pharmacy-specific developments are regularly highlighted to staff by the Insights Team and information is also passed on by the provider's Healthcare Academy Trainers who work in universities.

Students are given one hour's paid study time each week. The provision of this time is closely monitored. The team spoke to two students on the programme who confirmed that this time is made available to them.

Appropriate record-keeping systems are in place. At an individual level, students who declare special learning requirements are offered appropriate support or adjustments, and this was confirmed by a student on the programme. At the programme development level, the provider ensures that the course materials recognise diversity in terms of names and images. The provider has a Diversity and Inclusion team which audits all documentation and provides advice in this area.

Feedback is collected from students and the tutor via a form completed at the same time as the final declaration. In addition, feedback is also gained from conversations with students and tutors during site visits. Queries received by the helpdesk are analysed quarterly and are also used to inform future programme developments.

Tutors on the programme must be a registered pharmacy technician or pharmacist. Other staff can act as mentors and buddies, and support is made available to them in this role. Apart from their tutor, who might also be their line manager, pastoral care is available to students via a confidential and independent helpline

available to all employees. The helpline can provide support for non-work related matters. Boots also has an internal charity to support staff in difficulty. This is well-publicised and available to all employees.

Systems are in place to issue digital certificates of completion and checks are made to ensure that these are only issued to students who have successfully completed the programme.

Appendix 1 – Standing conditions

The following are standing conditions of accreditation and apply to all providers:

1. The record and report include other comments from the team, and providers are required to take all comments into account as part of the accreditation process. The provider must confirm to the GPhC that required amendments have been made.
2. The provider must respond to the definitive version of the record and report within three months of receipt. The summary report, along with the provider's response, will be published on the GPhC's website for the duration of the accreditation period.
3. The provider must seek approval from the GPhC for any substantial change (or proposed change) which is, or has the potential to be, material to the delivery of an accredited course. This includes, but is not limited to:
 - a. the content, structure or delivery of the accredited programme;
 - b. ownership or management structure of the institution;
 - c. resources and/or funding;
 - d. student numbers and/or admissions policy;
 - e. any existing partnership, licensing or franchise agreement;
 - f. staff associated with the programme.
4. The provider must make students and potential students aware that successful completion of an accredited course is not a guarantee of employment.
5. The provider must make students and potential students aware of the existence and website address where they can view the GPhC's accreditation reports and the timescales for future accreditations.
6. Whenever required to do so by the GPhC, providers must give such information and assistance as the GPhC may reasonably require in connection with the exercise of its functions. Any information in relation to fulfilment of these standing conditions must be provided in a proactive and timely manner.

Appendix 2 – Accreditation criteria

GPhC accreditation criteria for unregistered pharmacy staff training programme(s)

Section 1: The training programme

- 1.a For the MCA provision, the programme content is mapped to unit 4 (SFHPHARM04), unit 5 (SFHPHARM07) and unit 15 (SFHPHARM32).
- 1.b For the DA provision, the unit(s) are relevant, specific and mapped clearly to the programme being developed.
- 1.c For the MCA and DA 'combined' provision, the programme content is mapped to unit 4 (SFHPHARM04), unit 5 (SFHPHARM07) and unit 15 (SFHPHARM32) and additional units are relevant, specific and mapped clearly to the programme being developed.
- 1.d The programme(s) is (are) aligned and thought to the Pharmacy National Occupational Standards (NOS) at RQF level 2 / SCQF level 5 or equivalent.
- 1.e For each unit, the transfer of underpinning knowledge into the workplace is demonstrated through the use of a variety of methods.
- 1.f Assessments have been developed by subject experts from the Pharmacy sector and directly relate to the relevant units of the Pharmacy National Occupational Standards (NOS) at RQF level 2 / SCQF level 5 or equivalent.

Section 2: Academic and management structures

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

Section 3: Resources

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

Appendix 3 – Mapping

Unregistered staff training programme(s) mapping

Please demonstrate how the training programme has been designed to meet one or more units of the Pharmacy National Occupational Standards (NOS) at RQF level 2 / SCQF level 5 or equivalent.

Any units which are NOT covered by your training programme should be DELETED.

1.	Assist with the provision of a pharmacy service		
	General Pharmaceutical Council (GPhC) Learning Outcomes		
	To demonstrate knowledge and understanding in this NOS, assistants should be able to apply:	Name of document and unit/module number	Accreditation team use only
1.1	A working knowledge of the Standard Operating Procedures and the importance of adhering to them at all times	<ul style="list-style-type: none"> DSP Operative Training Programme Module 1: Section 3 – Standard Operating Procedures 	Maps
1.2	A working knowledge of the importance of working within the limits of your competence and authority, when to seek agreement or permission from others and when to refer on to an appropriate person	<ul style="list-style-type: none"> DSP Operative Training Programme Module 1: Introduction DSP Operative Training Programme Module 2: Introduction DSP Operative Training Programme Module 3: Introduction DSP Operative Training Programme Module 4: Introduction Trainee guide 	Maps

1.3	A working knowledge of the current health and safety legislation and how it applies to the working environment	<ul style="list-style-type: none"> DSP Operative Training Programme Module 2: Section 1 : Health & Safety Law DSP Operative Training Programme Module 2: Section 2: Health & Safety regulations 	Maps
1.4	A working knowledge of the legal, organisational and policy requirements relevant to your role, the role of others in your organisation and the activities being carried out	<ul style="list-style-type: none"> DSP Operative Training Programme Module 1: Section 3 – Standard Operating Procedures DSP Operative Training Programme Module 1: Section 2 – Customer Care and confidentiality 	Maps
1.5	A working knowledge of the relevant national and local guidelines, policies and procedures that are available and how and when they should be accessed	<ul style="list-style-type: none"> DSP Operative Training Programme Module 2: Section 3: Pharmacy regulations 	Maps
1.6	A working knowledge of the importance of adhering to information governance policies and maintaining confidentiality when sharing information about individuals with others	<ul style="list-style-type: none"> DSP Operative Training Programme Module 1: Section 2 – Customer Care and confidentiality 	Maps
1.7	A working knowledge of the duty to report any acts or omissions that could be detrimental to individuals, yourself, colleagues or your employer	<ul style="list-style-type: none"> Trainee guide DSP Operative Training Programme Module 1: Introduction DSP Operative Training Programme Module 2: Introduction DSP Operative Training Programme Module 3: Introduction DSP Operative Training Programme Module 4: Introduction DSP Operative Training Programme Module 1: Section 3 – Standard Operating Procedures 	Maps
1.8	A working knowledge of what constitutes good customer service	<ul style="list-style-type: none"> DSP Operative Training Programme Module 1: Section 2 – Customer Care and confidentiality 	Maps

1.9	A working knowledge of the organisation's policy on the service provided to individuals and how this applies to your role	<ul style="list-style-type: none"> • DSP Operative Training Programme Module 1: Section 1 – The DSP team • DSP Operative Training Programme Module 1: Section 2 – Customer Care and confidentiality 	Maps
1.10	A working knowledge of the organisation's procedure for handling complaints	<ul style="list-style-type: none"> • DSP Operative Training Programme Module 1: Section 2 – Customer Care and confidentiality 	Maps
1.11	A working knowledge of how to assess complaints and what action to take	<ul style="list-style-type: none"> • DSP Operative Training Programme Module 1: Section 2 – Customer Care and confidentiality 	Maps
1.12	A working knowledge of when you should refer complaints and to whom	<ul style="list-style-type: none"> • DSP Operative Training Programme Module 1: Section 2 – Customer Care and confidentiality 	Maps
1.13	A working knowledge of the methods of enabling effective communication and supporting individuals to communicate their needs, views and preferences	<ul style="list-style-type: none"> • DSP Operative Training Programme Module 1: Section 1 – Your DSP team • DSP Operative Training Programme Module 1: Section 2 – Customer Care and confidentiality 	Maps
1.14	A working knowledge of the importance of establishing the requirements of individuals clearly and accurately	<ul style="list-style-type: none"> • DSP Operative Training Programme Module 1: Section 1 – Your DSP team • DSP Operative Training Programme Module 1: Section 2 – Customer Care and confidentiality 	Maps
1.15	A working knowledge of the importance of collecting the relevant information about the individual and their problem	<ul style="list-style-type: none"> • DSP Operative Training Programme Module 1: Section 1 – Your DSP team • DSP Operative Training Programme Module 1: Section 2 – Customer Care and confidentiality 	Maps
1.16	A working knowledge of the importance of verbal and non-verbal communication when communicating with individuals	<ul style="list-style-type: none"> • DSP Operative Training Programme Module 1: Section 1 – Your DSP team • DSP Operative Training Programme Module 1: Section 2 – Customer Care and confidentiality 	Maps
1.17	A working knowledge of how to give clear and accurate information and check the individual's understanding	<ul style="list-style-type: none"> • DSP Operative Training Programme Module 1: Section 1 – Your DSP team • DSP Operative Training Programme Module 1: Section 2 – Customer Care and confidentiality 	Maps
1.18	A working knowledge of how to manage conflict and/or individuals who are distressed	<ul style="list-style-type: none"> • DSP Operative Training Programme Module 1: Section 1 – Your DSP team • DSP Operative Training Programme Module 1: Section 2 – Customer Care and confidentiality 	Maps

1.19	A working knowledge of the relevant products and services or advice for which information and/or advice is required	<ul style="list-style-type: none"> DSP Operative Training Programme Module 1: Section 1 – Your DSP team DSP Operative Training Programme Module 1: Section 2 – Customer Care and confidentiality 	Maps
1.20	A working knowledge of the where to get assistance if you cannot provide information and advice yourself	<ul style="list-style-type: none"> DSP Operative Training Programme Module 1: Section 1 – Your DSP team 	Maps
1.21	A working knowledge of the source(s) of information that can be accessed and the information that can be given to individuals by you and other colleagues	<ul style="list-style-type: none"> Trainee guide DSP Operative Training Programme Module 1: Section 2 – Customer Care and confidentiality 	Maps
1.22	A working knowledge of the importance of recording, storing and retrieving information in accordance with organisational procedures	<ul style="list-style-type: none"> DSP Operative Training Programme Module 1: Section 2 – Customer Care and confidentiality DSP Operative Training Programme Module 2: Section 3: Pharmacy regulations 	Maps

2	Make sure your own actions reduce risks to health and safety		
	General Pharmaceutical Council (GPhC) Learning Outcomes		
	To demonstrate knowledge and understanding in this NOS, assistants should be able to apply:	Name of document and unit/module number	Accreditation team use only
2.1	A working knowledge of what 'hazards' and 'risks' are	<ul style="list-style-type: none"> DSP Operative Training Programme Module 2: Section 1 : Health & Safety Law 	Maps
2.2	A working knowledge of what their own responsibilities and legal duties for health and safety in the workplace	<ul style="list-style-type: none"> DSP Operative Training Programme Module 2: Section 1 : Health & Safety Law DSP Operative Training Programme Module 2: 	Maps

		Section 2: Health & Safety regulations	
2.3	A working knowledge of their own responsibilities for health and safety as required by the law covering their job role	<ul style="list-style-type: none"> • DSP Operative Training Programme Module 2: Section 1 : Health & Safety Law • DSP Operative Training Programme Module 2: Section 2: Health & Safety regulations 	Maps
2.4	A working knowledge of the hazards which exist in their workplace and the safe working practices which they must follow	<ul style="list-style-type: none"> • DSP Operative Training Programme Module 2: Section 1 : Health & Safety Law • DSP Operative Training Programme Module 2: Section 2: Health & Safety regulations 	Maps
2.5	A working knowledge of the particular health and safety hazards which may be present in their own job and the precautions they must take	<ul style="list-style-type: none"> • DSP Operative Training Programme Module 2: Section 1 : Health & Safety Law • DSP Operative Training Programme Module 2: Section 2: Health & Safety regulations 	Maps
2.6	A working knowledge of the importance of remaining alert to the presence of hazards in the whole workplace	<ul style="list-style-type: none"> • DSP Operative Training Programme Module 2: Section 1 : Health & Safety Law • DSP Operative Training Programme Module 2: Section 2: Health & Safety regulations 	Maps
2.7	A working knowledge of the importance of dealing with, or promptly reporting risks	<ul style="list-style-type: none"> • DSP Operative Training Programme Module 2: Section 1 : Health & Safety Law • DSP Operative Training Programme Module 2: Section 2: Health & Safety regulations 	Maps
2.8	A working knowledge of the responsibilities of health and safety in their job description	<ul style="list-style-type: none"> • DSP Operative Training Programme Module 2: Section 1 : Health & Safety Law • DSP Operative Training Programme Module 2: Section 2: Health & Safety regulations 	Maps
2.9	A working knowledge of the safe working practices for their own job role	<ul style="list-style-type: none"> • DSP Operative Training Programme Module 2: Section 1 : Health & Safety Law • DSP Operative Training Programme Module 2: Section 2: Health & Safety regulations 	Maps
2.10	A working knowledge of the responsible people they should report health and safety matters to	<ul style="list-style-type: none"> • DSP Operative Training Programme Module 2: Section 1 : Health & Safety Law • DSP Operative Training Programme Module 2: Section 2: Health & Safety regulations 	Maps

2.11	A working knowledge of where and when to get additional health and safety assistance	<ul style="list-style-type: none"> DSP Operative Training Programme Module 2: Section 1 : Health & Safety Law DSP Operative Training Programme Module 2: Section 2: Health & Safety regulations 	Maps
2.12	A working knowledge of their own scope and responsibility for controlling risks	<ul style="list-style-type: none"> DSP Operative Training Programme Module 2: Section 1 : Health & Safety Law DSP Operative Training Programme Module 2: Section 2: Health & Safety regulations 	Maps
2.13	A working knowledge of workplace instructions for managing risks which they are unable to deal with	<ul style="list-style-type: none"> DSP Operative Training Programme Module 2: Section 1 : Health & Safety Law DSP Operative Training Programme Module 2: Section 2: Health & Safety regulations 	Maps
2.14	A working knowledge of suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which they must follow	<ul style="list-style-type: none"> DSP Operative Training Programme Module 2: Section 1 : Health & Safety Law DSP Operative Training Programme Module 2: Section 2: Health & Safety regulations 	Maps
2.15	A working knowledge of the importance of personal presentation in maintaining health and safety in their workplace	<ul style="list-style-type: none"> DSP Operative Training Programme Module 2: Section 1 : Health & Safety Law DSP Operative Training Programme Module 2: Section 2: Health & Safety regulations 	Maps
2.16	A working knowledge of the importance of personal behaviour in maintaining the health and safety of themselves and others	<ul style="list-style-type: none"> DSP Operative Training Programme Module 2: Section 1 : Health & Safety Law DSP Operative Training Programme Module 2: Section 2: Health & Safety regulations 	Maps

3	Contribute to the effectiveness of teams		
	General Pharmaceutical Council (GPhC) Learning Outcomes		

	To demonstrate knowledge and understanding in this NOS, assistants should be able to apply:	Name of document and unit/module number	Accreditation team use only
3.1.	A working knowledge of legal and organisational requirements on equality, diversity, discrimination and rights when working in teams	<ul style="list-style-type: none"> DSP Operative Training Programme Module 1: Section 1 – The DSP team DSP Operative Training Programme Module 1: Section 2 – Customer Care and confidentiality 	Maps
3.2.	A working knowledge of codes of practice and conduct, standards and guidance relevant to their own roles, responsibilities, accountability and duties of others when working in teams to support individuals	<ul style="list-style-type: none"> DSP Operative Training Programme Module 1: Section 1 – The DSP team 	Maps
3.3.	A working knowledge of current local, UK and European legislation, and organisational requirements, procedures and practices for: <ol style="list-style-type: none"> Accessing records Recording, reporting, confidentiality and sharing information, including data protection Team working 	<ul style="list-style-type: none"> DSP Operative Training Programme Module 1: Section 1 – The DSP team DSP Operative Training Programme Module 1: Section 2 – Customer Care and confidentiality 	Maps
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	<ul style="list-style-type: none"> DSP Operative Training Programme Module 1: Section 1 – The DSP team DSP Operative Training Programme Module 1: Section 2 – Customer Care and confidentiality 	Maps
3.5.	A working knowledge of the principles that underpin effective team working	<ul style="list-style-type: none"> DSP Operative Training Programme Module 1: Section 1 – The DSP team 	Maps
3.6.	A working knowledge of individuals’ styles of interaction and how these can affect team working	<ul style="list-style-type: none"> DSP Operative Training Programme Module 1: Section 1 – The DSP team 	Maps

3.7.	A working knowledge of barriers to developing relationships within the team and how these can be overcome	<ul style="list-style-type: none"> DSP Operative Training Programme Module 1: Section 1 – The DSP team 	Maps
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	<ul style="list-style-type: none"> DSP Operative Training Programme Module 1: Section 1 – The DSP team 	Maps
3.9.	A working knowledge of their own strengths and weaknesses as an individual worker and as a team member	<ul style="list-style-type: none"> DSP Operative Training Programme Module 1: Section 1 – The DSP team 	Maps
3.10.	A working knowledge of development and learning opportunities available to support them in team working and activities	<ul style="list-style-type: none"> DSP Operative Training Programme Module 1: Section 1 – The DSP team 	Maps

5	Receive prescriptions		
	General Pharmaceutical Council (GPhC) Learning Outcomes		
	To demonstrate knowledge and understanding in this NOS, assistants should be able to apply:	Name of document and unit/module number	Accreditation team use only
5.1	A working knowledge of the Standard Operating Procedures regarding the receiving and retrieving of prescriptions and the importance of adhering to them at all times	<ul style="list-style-type: none"> DSP Operative Training Programme Module 1: Section 3 – Standard Operating Procedures 	Maps
5.2	A working knowledge of the importance of working within the limits of your competence and authority, when to seek agreement or permission from others and when to refer on to an appropriate person	<ul style="list-style-type: none"> Trainee guide DSP Operative Training Programme Module 1: Introduction DSP Operative Training Programme Module 2: Introduction DSP Operative Training Programme Module 3: 	Maps

		<ul style="list-style-type: none"> Introduction DSP Operative Training Programme Module 4: Introduction DSP Operative Training Programme Module 1: Section 3 – Standard Operating Procedures 	
5.3	A working knowledge of the current legislation relating to prescription charges and exemptions and differences in practice across the UK	DSP Operative Training Programme Module 1: Section 4 – The DSP prescription journey	Maps
5.4	A working knowledge of the legal, organisational and policy requirements relevant to your role, the role of others in your organisation and the activities being carried out	<ul style="list-style-type: none"> DSP Operative Training Programme Module 2: Section 3: Pharmacy regulations 	Maps
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	<ul style="list-style-type: none"> DSP Operative Training Programme Module 2: Section 3: Pharmacy regulations 	Maps
5.6	A working knowledge of the importance of adhering to information governance policies and maintaining confidentiality when sharing information about individuals with others	<ul style="list-style-type: none"> DSP Operative Training Programme Module 1: Section 1 – The DSP team DSP Operative Training Programme Module 1: Section 2 – Customer Care and confidentiality 	Maps
5.7	A working knowledge of the duty to report any acts or omissions that could be detrimental to individuals, yourself, colleagues or your employer	<ul style="list-style-type: none"> DSP Operative Training Programme Module 1: Introduction DSP Operative Training Programme Module 2: Introduction DSP Operative Training Programme Module 3: Introduction DSP Operative Training Programme Module 4: Introduction 	Maps
5.8	A working knowledge of regulations and procedures relating to different types of prescriptions and medicines	<ul style="list-style-type: none"> DSP Operative Training Programme Module 3: Section 1 – Labels and prescriptions 	Maps

5.9	A working knowledge of methods of enabling effective communication and supporting individuals to communicate their needs, views and preferences	<ul style="list-style-type: none"> • DSP Operative Training Programme Module 1: Section 2 – Customer Care and confidentiality • DSP Operative Training Programme Module 3: Section 1 – Labels and prescriptions 	Maps
5.10	A working knowledge of the different types of prescribers	<ul style="list-style-type: none"> • DSP Operative Training Programme Module 1: Section 4 – The DSP prescription journey • DSP Operative Training Programme Module 3: Section 1 – Labels and prescriptions 	Maps
5.11	A working knowledge of the different types of prescriptions and when they are used	<ul style="list-style-type: none"> • DSP Operative Training Programme Module 1: Section 4 – The DSP prescription journey • DSP Operative Training Programme Module 3: Section 1 – Labels and prescriptions 	Maps
5.12	A working knowledge of the different ways of receiving prescriptions	<ul style="list-style-type: none"> • DSP Operative Training Programme Module 1: Section 4 – The DSP prescription journey • DSP Operative Training Programme Module 3: Section 1 – Labels and prescriptions 	Maps
5.13	A working knowledge of the details required on a prescription and why they are necessary	<ul style="list-style-type: none"> • DSP Operative Training Programme Module 1: Section 4 – The DSP prescription journey • DSP Operative Training Programme Module 3: Section 1 – Labels and prescriptions 	Maps
5.14	A working knowledge of exemptions and how individuals can claim refunds, including the use of official forms and prepayment certificates	<ul style="list-style-type: none"> • DSP Operative Training Programme Module 3: Section 1 – Labels and prescriptions 	Maps
5.15	A working knowledge of the transactional and administration procedures as required by government regulations and those that apply to your workplace	<ul style="list-style-type: none"> • DSP Operative Training Programme Module 3: Section 1 – Labels and prescriptions 	Maps
5.16	A working knowledge of the importance of recording, storing and retrieving information in accordance with organisational procedures	<ul style="list-style-type: none"> • DSP Operative Training Programme Module 1: Section 2 – Customer Care and confidentiality • DSP Operative Training Programme Module 2: Section 3: Pharmacy regulations • DSP Operative Training Programme Module 3: Section 3 – Accuracy at the DSP 	Maps

6	Assemble prescribed items		
General Pharmaceutical Council (GPhC) Learning Outcomes			
	To demonstrate knowledge and understanding in this NOS, assistants should be able to apply:	Name of document and unit/module number	Accreditation team use only
6.1.	A working knowledge of the Standard Operating Procedures and the importance of adhering to them at all times	<ul style="list-style-type: none"> • DSP Operative Training Programme Module 1: Section 3 – Standard Operating Procedures 	Maps
6.2.	A working knowledge of the importance of working within the limits of your competence and authority, when to seek agreement or permission from others and when to refer on to an appropriate person	<ul style="list-style-type: none"> • Trainee guide • DSP Operative Training Programme Module 1: Introduction • DSP Operative Training Programme Module 2: Introduction • DSP Operative Training Programme Module 3: Introduction • DSP Operative Training Programme Module 4: Introduction • DSP Operative Training Programme Module 1: Section 3 – Standard Operating Procedures 	Maps
6.3.	A working knowledge of the current health and safety legislation and how it applies to the working environment	<ul style="list-style-type: none"> • DSP Operative Training Programme Module 2: Section 1 : Health & Safety Law • DSP Operative Training Programme Module 2: Section 2: Health & Safety regulations 	Maps
6.4.	A working knowledge of the legal, organisational and policy requirements relevant to your role, the role of others in your organisation and the activities being carried out	<ul style="list-style-type: none"> • DSP Operative Training Programme Module 2: Section 3: Pharmacy regulations • DSP Operative Training Programme Module 1: Section 3 – Standard Operating Procedures 	Maps

6.5.	A working knowledge of the relevant national and local guidelines, policies and procedures that are available and how and when they should be accessed	<ul style="list-style-type: none"> • DSP Operative Training Programme Module 2: Section 3: Pharmacy regulations • DSP Operative Training Programme Module 1: Section 3 – Standard Operating Procedures 	Maps
6.6.	A working knowledge of the importance of adhering to information governance policies and maintaining confidentiality when sharing information about individuals with others	<ul style="list-style-type: none"> • DSP Operative Training Programme Module 1: Section 2 – Customer Care and confidentiality 	Maps
6.7.	A working knowledge of the duty to report any acts or omissions that could be detrimental to individuals, yourself, colleagues or your employer	<ul style="list-style-type: none"> • DSP Operative Training Programme Module 1: Introduction • DSP Operative Training Programme Module 2: Introduction • DSP Operative Training Programme Module 3: Introduction • DSP Operative Training Programme Module 4: Introduction 	Maps
6.8.	A working knowledge of the importance of personal hygiene and correct use of protective clothing	<ul style="list-style-type: none"> • DSP Operative Training Programme Module 2: Section 1 : Health & Safety Law • DSP Operative Training Programme Module 2: Section 2: Health & Safety regulations • DSP Operative Training Programme Module 3: Section 2 – Assembling customer orders 	Maps
6.9.	A working knowledge of the importance of maintaining a clean working environment and equipment	<ul style="list-style-type: none"> • DSP Operative Training Programme Module 2: Section 1 : Health & Safety Law • DSP Operative Training Programme Module 2: Section 2: Health & Safety regulations • DSP Operative Training Programme Module 3: Section 2 – Assembling customer orders 	Maps
6.10.	A working knowledge of the factors which cause deterioration of stock	<ul style="list-style-type: none"> • DSP Operative Training Programme Module 2: Section 1 : Health & Safety Law • DSP Operative Training Programme Module 2: Section 2: Health & Safety regulations • DSP Operative Training Programme Module 3: Section 2 – Assembling customer orders 	Maps

6.11.	A working knowledge of the sources of contamination and appropriate corrective action	<ul style="list-style-type: none"> DSP Operative Training Programme Module 4: Section 3 – Handling and storing stock 	Maps
6.12.	A working knowledge of the prescribing conventions, abbreviations and medical terminology	<ul style="list-style-type: none"> DSP Operative Training Programme Module 3: Section 1 – Labels and prescriptions 	Maps
6.13.	A working knowledge of the proprietary and generic names of medicines within your scope of practice	<ul style="list-style-type: none"> DSP Operative Training Programme Module 3: Section 1 – Labels and prescriptions 	Maps
6.14.	A working knowledge of how medicines are administered	<ul style="list-style-type: none"> DSP Operative Training Programme Module 3: Section 1 – Labels and prescriptions 	Maps
6.15.	A working knowledge of the different strengths, forms, doses and quantities of medicines, and why they are used and how to calculate them	<ul style="list-style-type: none"> DSP Operative Training Programme Module 3: Section 1 – Labels and prescriptions 	Maps
6.16.	A working knowledge of the different stages of the checking procedure	<ul style="list-style-type: none"> DSP Operative Training Programme Module 3: Section 3 – Accuracy at the DSP 	Maps
6.17.	A working knowledge of the how to identify near misses and dispensing errors	<ul style="list-style-type: none"> DSP Operative Training Programme Module 3: Section 3 – Accuracy at the DSP 	Maps
6.18.	A working knowledge of the causes and consequences of near misses and dispensing errors	<ul style="list-style-type: none"> DSP Operative Training Programme Module 3: Section 3 – Accuracy at the DSP 	Maps
6.19.	A working knowledge of the local and/or national error reporting procedures and communication channels	<ul style="list-style-type: none"> DSP Operative Training Programme Module 3: Section 3 – Accuracy at the DSP 	Maps
6.20.	A working knowledge of the importance of selecting the correct equipment for use	<ul style="list-style-type: none"> DSP Operative Training Programme Module 3: Section 2 – Assembling customer orders 	Maps
6.21.	A working knowledge of the properties of different types of container types and when to use each	<ul style="list-style-type: none"> DSP Operative Training Programme Module 3: Section 2 – Assembling customer orders 	Maps
6.22.	A working knowledge of the safe handling and storage of hazardous material and procedures to minimise risk	<ul style="list-style-type: none"> DSP Operative Training Programme Module 2: Section 1: Health & Safety Law DSP Operative Training Programme Module 2: Section 2: Health & Safety regulations 	Maps

6.23.	A working knowledge of the processes for reconstitution	<ul style="list-style-type: none"> DSP Operative Training Programme Module 3: Section 1 – Labels and prescriptions 	Maps
6.24.	A working knowledge of the labelling requirements and conventions	<ul style="list-style-type: none"> DSP Operative Training Programme Module 3: Section 1 – Labels and prescriptions 	Maps
6.25.	A working knowledge of when and why patient medication records are used	<ul style="list-style-type: none"> DSP Operative Training Programme Module 3: Section 1 – Labels and prescriptions 	Maps
6.26.	A working knowledge of the importance of recording, storing and retrieving information in accordance with organisational procedures	<ul style="list-style-type: none"> DSP Operative Training Programme Module 1: Section 2 – Customer Care and confidentiality DSP Operative Training Programme Module 1: Section 3 – Standard Operating Procedures DSP Operative Training Programme Module 2: Section 3: Pharmacy regulations DSP Operative Training Programme Module 3: Section 3 – Accuracy at the DSP 	Maps

7		Order pharmaceutical stock	
General Pharmaceutical Council (GPhC) Learning Outcomes			
	To demonstrate knowledge and understanding in this NOS, assistants should be able to apply:	Name of document and unit/module number	Accreditation team use only
7.1	A working knowledge of the Standard Operating Procedures and the importance of adhering to them at all times	<ul style="list-style-type: none"> DSP Operative Training Programme Module 1: Section 3 – Standard Operating Procedures 	Maps
7.2	A working knowledge of the importance of working within the limits of your competence and authority, when to seek agreement or permission from others and when to refer on to an appropriate person	<ul style="list-style-type: none"> Trainee guide DSP Operative Training Programme Module 1: Introduction DSP Operative Training Programme Module 2: Introduction DSP Operative Training Programme Module 3: Introduction 	Maps

		<ul style="list-style-type: none"> DSP Operative Training Programme Module 4: Introduction DSP Operative Training Programme Module 1: Section 3 – Standard Operating Procedures 	
7.3	A working knowledge of the current health and safety legislation and how it applies to the working environment	<ul style="list-style-type: none"> DSP Operative Training Programme Module 2: Section 1 : Health & Safety Law DSP Operative Training Programme Module 2: Section 2: Health & Safety regulations 	Maps
7.4	A working knowledge of the legal, organisational and policy requirements relevant to your role, the role of others in your organisation and the activities being carried out	<ul style="list-style-type: none"> DSP Operative Training Programme Module 2: Section 1 : Health & Safety Law DSP Operative Training Programme Module 2: Section 2: Health & Safety regulations 	Maps
7.5	A working knowledge of the relevant national and local guidelines, policies and procedures that are available and how and when they should be accessed	<ul style="list-style-type: none"> DSP Operative Training Programme Module 2: Section 1 : Health & Safety Law DSP Operative Training Programme Module 2: Section 2: Health & Safety regulations DSP Operative Training Programme Module 2: Section 3: Pharmacy regulations 	Maps
7.6	A working knowledge of the importance of adhering to information governance policies and maintaining confidentiality when sharing information about individuals with others	<ul style="list-style-type: none"> DSP Operative Training Programme Module 1: Section 2 – Customer Care and confidentiality 	Maps
7.7	A working knowledge of the duty to report any acts or omissions that could be detrimental to individuals, yourself, colleagues or your employer	<ul style="list-style-type: none"> DSP Operative Training Programme Module 1: Introduction DSP Operative Training Programme Module 2: Introduction DSP Operative Training Programme Module 3: Introduction DSP Operative Training Programme Module 4: Introduction 	Maps
7.8	A working knowledge of the different procurement processes and legislation that	<ul style="list-style-type: none"> DSP Operative Training Programme Module 4: Section 2: Ordering stock 	Maps

	applies to the ordering of pharmaceutical stock		
7.9	A working knowledge of your responsibilities and current guidelines that apply when ordering pharmaceutical stock	<ul style="list-style-type: none"> DSP Operative Training Programme Module 4: Section 2: Ordering stock 	Maps
7.10	A working knowledge of the difference between proprietary and generic medicines	<ul style="list-style-type: none"> DSP Operative Training Programme Module 3: Section 1 – Labels and prescriptions 	Maps
7.11	A working knowledge of the different forms of medicines and why it is important to order appropriate quantities of the correct form and strength	<ul style="list-style-type: none"> DSP Operative Training Programme Module 3: Section 1 – Labels and prescriptions 	Maps
7.12	A working knowledge of how to place an order with the appropriate supplier	<ul style="list-style-type: none"> DSP Operative Training Programme Module 4: Section 2: Ordering stock 	Maps
7.13	A working knowledge of the importance of ensuring that stock is available based on the needs of individuals	<ul style="list-style-type: none"> DSP Operative Training Programme Module 4: Section 2: Ordering stock 	Maps
7.14	A working knowledge of the impact stock availability may have on the care of individuals	<ul style="list-style-type: none"> DSP Operative Training Programme Module 4: Section 2: Ordering stock 	Maps
7.15	A working knowledge of the importance of taking account of seasonal variations when ordering pharmaceutical stock	<ul style="list-style-type: none"> DSP Operative Training Programme Module 4: Section 2: Ordering stock 	Maps
7.16	A working knowledge of the action to be taken if stock is unavailable	<ul style="list-style-type: none"> DSP Operative Training Programme Module 4: Section 2: Ordering stock 	Maps
7.17	A working knowledge of the input and retrieval of stock data to ensure levels are appropriate for stock management	<ul style="list-style-type: none"> DSP Operative Training Programme Module 4: Section 2: Ordering stock 	Maps
7.18	A working knowledge of the importance of recording, storing and retrieving information in accordance with organisational procedures	<ul style="list-style-type: none"> DSP Operative Training Programme Module 1: Section 3 – Standard Operating Procedures DSP Operative Training Programme Module 2: Section 3: Pharmacy regulations DSP Operative Training Programme Module 4: 	Maps

		Section 2: Ordering stock	
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8 Receive pharmaceutical stock			
General Pharmaceutical Council (GPhC) Learning Outcomes			
	To demonstrate knowledge and understanding in this NOS, assistants should be able to apply:	Name of document and unit/module number	Accreditation team use only
8.1	A working knowledge of the Standard Operating Procedures and the importance of adhering to them at all times	<ul style="list-style-type: none"> DSP Operative Training Programme Module 1: Section 3 – Standard Operating Procedures 	Maps
8.2	A working knowledge of the importance of working within the limits of your competence and authority, when to seek agreement or permission from others and when to refer on to an appropriate person	<ul style="list-style-type: none"> Trainee guide DSP Operative Training Programme Module 1: Introduction DSP Operative Training Programme Module 2: Introduction DSP Operative Training Programme Module 3: Introduction DSP Operative Training Programme Module 4: Introduction DSP Operative Training Programme Module 1: Section 3 – Standard Operating Procedures 	Maps
8.3	A working knowledge of the current health and safety legislation and how it applies to the working environment	<ul style="list-style-type: none"> DSP Operative Training Programme Module 2: Section 1 : Health & Safety Law DSP Operative Training Programme Module 2: Section 2: Health & Safety regulations 	Maps
8.4	A working knowledge of the legal, organisational and policy requirements relevant	<ul style="list-style-type: none"> DSP Operative Training Programme Module 2: Section 1 : Health & Safety Law DSP Operative Training Programme Module 2: 	Maps

	to your role, the role of others in your organisation and the activities being carried out	Section 2: Health & Safety regulations	
8.5	A working knowledge of the relevant national and local guidelines, policies and procedures that are available and how and when they should be accessed	<ul style="list-style-type: none"> • DSP Operative Training Programme Module 2: Section 1 : Health & Safety Law • DSP Operative Training Programme Module 2: Section 2: Health & Safety regulations • DSP Operative Training Programme Module 2: Section 3: Pharmacy regulations 	Maps
8.6	A working knowledge of the importance of adhering to information governance policies and maintaining confidentiality when sharing information about individuals with others	<ul style="list-style-type: none"> • DSP Operative Training Programme Module 1: Section 2 – Customer Care and confidentiality 	Maps
8.7	A working knowledge of the duty to report any acts or omissions that could be detrimental to individuals, yourself, colleagues or your employer	<ul style="list-style-type: none"> • DSP Operative Training Programme Module 1: Introduction • DSP Operative Training Programme Module 2: Introduction • DSP Operative Training Programme Module 3: Introduction • DSP Operative Training Programme Module 4: Introduction 	Maps
8.8	A working knowledge of the current guidelines that apply to the receipt of pharmaceutical stock	<ul style="list-style-type: none"> • DSP Operative Training Programme Module 3: Section 2: Receiving stock 	Maps
8.9	A working knowledge of the different forms of medicines and why it is important to stock appropriate quantities of the correct form and strength	<ul style="list-style-type: none"> • DSP Operative Training Programme Module 3: Section 2: Receiving stock 	Maps
8.10	A working knowledge of the importance of how receiving the correct form and quantity of stock can affect the care of individuals	<ul style="list-style-type: none"> • DSP Operative Training Programme Module 3: Section 2: Receiving stock 	Maps
8.11	A working knowledge of the importance of referring to current drug alerts and company recalls when receiving pharmaceutical stock	<ul style="list-style-type: none"> • DSP Operative Training Programme Module 3: Section 3: Handling stock 	Maps
8.12	A working knowledge of the sources and suppliers of stock	<ul style="list-style-type: none"> • DSP Operative Training Programme Module 3: Section 2: Receiving stock 	Maps

8.13	A working knowledge of the equipment used when receiving pharmaceutical stock	<ul style="list-style-type: none"> DSP Operative Training Programme Module 3: Section 2: Receiving stock 	Maps
8.14	<p>A working knowledge of the action to be taken if received stock:</p> <p>a) is not on the original order</p> <p>b) is not the complete order</p> <p>c) is short dated or expired</p> <p>d) has the wrong batch number</p> <p>e) has a batch number for which drug alerts/recalls have been issued</p> <p>f) is damaged, contaminated or suspected to be counterfeit</p> <p>g) has not been stored correctly during transportation</p>	<ul style="list-style-type: none"> DSP Operative Training Programme Module 3: Section 2: Receiving stock DSP Operative Training Programme Module 3: Section 3: Handling stock 	Maps
8.15	A working knowledge of the action to be taken if stock is unavailable	<ul style="list-style-type: none"> DSP Operative Training Programme Module 3: Section 2: Receiving stock 	Maps
8.16	A working knowledge of how to promptly inform the appropriate person of the availability of the stock where the goods received are for a special or outstanding order	<ul style="list-style-type: none"> DSP Operative Training Programme Module 3: Section 2: Receiving stock 	Maps
8.17	A working knowledge of the storage requirements of different types of products and why they are important	<ul style="list-style-type: none"> DSP Operative Training Programme Module 3: Section 2: Ordering stock 	Maps
8.18	A working knowledge of the importance of stock rotation and the safe storage of stock	<ul style="list-style-type: none"> DSP Operative Training Programme Module 1: Section 3 – Standard Operating Procedures DSP Operative Training Programme Module 2: Section 3: Pharmacy regulations DSP Operative Training Programme Module 4: Section 2: Ordering stock 	Maps
8.19	A working knowledge of how to receive an order into stock	<ul style="list-style-type: none"> DSP Operative Training Programme Module 3: Section 2: Receiving stock 	Maps
8.20	A working knowledge of the input and retrieval of stock data to ensure levels are appropriate	<ul style="list-style-type: none"> DSP Operative Training Programme Module 3: Section 2: Receiving stock 	Maps

8.21	A working knowledge of the importance of recording, storing and retrieving information in accordance with organisational procedures	<ul style="list-style-type: none"> DSP Operative Training Programme Module 1: Section 3 – Standard Operating Procedures DSP Operative Training Programme Module 2: Section 3: Pharmacy regulations DSP Operative Training Programme Module 3: Section 2: Receiving stock 	Maps
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9		Maintain pharmaceutical stock	
General Pharmaceutical Council (GPhC) Learning Outcomes			
	To demonstrate knowledge and understanding in this NOS, assistants should be able to apply:	Name of document and unit/module number	Accreditation team use only
9.1	A working knowledge of the Standard Operating Procedures and the importance of adhering to them at all times	<ul style="list-style-type: none"> DSP Operative Training Programme Module 1: Section 3 – Standard Operating Procedures 	Maps
9.2	A working knowledge of the importance of working within the limits of your competence and authority, when to seek agreement or permission from others and when to refer on to an appropriate person	<ul style="list-style-type: none"> Trainee guide DSP Operative Training Programme Module 1: Introduction DSP Operative Training Programme Module 2: Introduction DSP Operative Training Programme Module 3: Introduction DSP Operative Training Programme Module 4: Introduction DSP Operative Training Programme Module 1: Section 3 – Standard Operating Procedures 	Maps

9.3	A working knowledge of the current health and safety legislation and how it applies to the working environment	<ul style="list-style-type: none"> DSP Operative Training Programme Module 2: Section 1 : Health & Safety Law DSP Operative Training Programme Module 2: Section 2: Health & Safety regulations 	Maps
9.4	A working knowledge of the legal, organisational and policy requirements relevant to your role, the role of others in your organisation and the activities being carried out	<ul style="list-style-type: none"> DSP Operative Training Programme Module 1: Section 1 – The DSP team 	Maps
9.5	A working knowledge of the relevant national and local guidelines, policies and procedures that are available and how and when they should be accessed	<ul style="list-style-type: none"> DSP Operative Training Programme Module 1: Section 3 – Standard Operating Procedures DSP Operative Training Programme Module 2: Section 3 – Pharmacy Regulations 	Maps
9.6	A working knowledge of the importance of adhering to information governance policies and maintaining confidentiality when sharing information about individuals with others	<ul style="list-style-type: none"> DSP Operative Training Programme Module 1: Section 2 – Customer Care and confidentiality 	Maps
9.7	A working knowledge of the duty to report any acts or omissions that could be detrimental to individuals, yourself, colleagues or your employer	<ul style="list-style-type: none"> DSP Operative Training Programme Module 1: Introduction DSP Operative Training Programme Module 2: Introduction DSP Operative Training Programme Module 3: Introduction DSP Operative Training Programme Module 4: Introduction 	Maps
9.8	A working knowledge of the current guidelines that apply to maintaining pharmaceutical stock	<ul style="list-style-type: none"> DSP Operative Training Programme Module 3: Section 3: Handling stock 	Maps
9.9	A working knowledge of the different forms of medicines and why it is important to stock appropriate quantities of the correct formulation and strength	<ul style="list-style-type: none"> DSP Operative Training Programme Module 3: Section 1 – Labels and prescriptions 	Maps

9.10	A working knowledge of the action to take immediately when drug alerts and company recalls are received	<ul style="list-style-type: none"> DSP Operative Training Programme Module 3: Section 3: Handling stock 	Maps
9.11	A working knowledge of the importance of monitoring and maintaining a safe, secure and clean environment	<ul style="list-style-type: none"> DSP Operative Training Programme Module 2: Section 1 : Health & Safety Law DSP Operative Training Programme Module 2: Section 2: Health & Safety regulations DSP Operative Training Programme Module 3: Section 3: Handling stock 	Maps
9.12	A working knowledge of the storage requirements of different types of products and why they are important	<ul style="list-style-type: none"> DSP Operative Training Programme Module 2: Section 1 : Health & Safety Law DSP Operative Training Programme Module 2: Section 2: Health & Safety regulations 	Maps
9.13	A working knowledge of the importance of good stock management, including: <ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> DSP Operative Training Programme Module 3: Section 3: Handling stock 	Maps
9.14	A working knowledge of the importance of taking appropriate action if stock is unavailable	<ul style="list-style-type: none"> DSP Operative Training Programme Module 3: Section 1: Ordering stock 	Maps
9.15	A working knowledge of the action to be taken if stock: <ul style="list-style-type: none"> a) is short dated or expired b) is damaged or contaminated c) has a batch number for which drug alerts/recalls have been issued d) has been returned to the pharmacy 	<ul style="list-style-type: none"> DSP Operative Training Programme Module 3: Section 3: Handling stock 	Maps

9.16	A working knowledge of the procedures for the safe handling and disposal of waste materials	<ul style="list-style-type: none"> DSP Operative Training Programme Module 2: Section 1 : Health & Safety Law DSP Operative Training Programme Module 2: Section 2: Health & Safety regulations 	Maps
9.17	A working knowledge of how automation is used to control stock	<ul style="list-style-type: none"> DSP Operative Training Programme Module 3: Section 1: Ordering stock 	Maps
9.18	A working knowledge of how to ensure that stock levels are maintained to meet demand	<ul style="list-style-type: none"> DSP Operative Training Programme Module 3: Section 1: Ordering stock 	Maps
9.19	A working knowledge of the input and retrieval of stock data to ensure levels are appropriate	<ul style="list-style-type: none"> DSP Operative Training Programme Module 3: Section 1: Ordering stock 	Maps
9.20	A working knowledge of the importance of recording, storing and retrieving information in accordance with organisational procedures	<ul style="list-style-type: none"> DSP Operative Training Programme Module 1: Section 3 – Standard Operating Procedures DSP Operative Training Programme Module 2: Section 3: Pharmacy regulations DSP Operative Training Programme Module 3: Section 2: Receiving stock DSP Operative Training Programme Module 3: Section 1: Ordering stock 	Maps

15	Assist in the issuing of prescribed items		
	General Pharmaceutical Council (GPhC) Learning Outcomes		
	To demonstrate knowledge and understanding in this NOS, assistants should be able to apply:	Name of document and unit/module number	Accreditation team use only
15.1	A working knowledge of the Standard Operating Procedures and the importance of adhering to them at all times	<ul style="list-style-type: none"> Trainee guide DSP Operative Training Programme Module 1: 	Maps

		<ul style="list-style-type: none"> Introduction DSP Operative Training Programme Module 2: Introduction DSP Operative Training Programme Module 3: Introduction DSP Operative Training Programme Module 4: Introduction DSP Operative Training Programme Module 1: Section 3 – Standard Operating Procedures 	
15.2	A working knowledge of the importance of working within the limits of your competence and authority, when to seek agreement or permission from others and when to refer on to an appropriate person	<ul style="list-style-type: none"> DSP Operative Training Programme Module 2: Section 1 : Health & Safety Law DSP Operative Training Programme Module 2: Section 2: Health & Safety regulations 	Maps
15.3	A working knowledge of the current health and safety legislation and how it applies to the working environment	<ul style="list-style-type: none"> DSP Operative Training Programme Module 1: Section 1 – The DSP team 	Maps
15.4	A working knowledge of the legal, organisational and policy requirements relevant to your role, the role of others in your organisation and the activities being carried out	<ul style="list-style-type: none"> DSP Operative Training Programme Module 1: Section 3 – Standard Operating Procedures DSP Operative Training Programme Module 2: Section 3 – Pharmacy Regulations 	Maps
15.5	A working knowledge of the relevant national and local guidelines, policies and procedures that are available and how and when they should be accessed	<ul style="list-style-type: none"> DSP Operative Training Programme Module 1: Section 2 – Customer Care and confidentiality 	Maps
15.6	A working knowledge of the importance of adhering to information governance policies and maintaining confidentiality when sharing information about individuals with others	<ul style="list-style-type: none"> DSP Operative Training Programme Module 1: Introduction DSP Operative Training Programme Module 2: Introduction DSP Operative Training Programme Module 3: Introduction DSP Operative Training Programme Module 4: Introduction 	Maps

15.7	A working knowledge of the duty to report any acts or omissions that could be detrimental to individuals, yourself, colleagues or your employer	<ul style="list-style-type: none"> • Trainee guide • DSP Operative Training Programme Module 1: Introduction • DSP Operative Training Programme Module 2: Introduction • DSP Operative Training Programme Module 3: Introduction • DSP Operative Training Programme Module 4: Introduction • DSP Operative Training Programme Module 1: Section 3 – Standard Operating Procedures 	Maps
15.8	A working knowledge of methods of enabling effective communication and supporting individuals to communicate their needs, views and preferences	<ul style="list-style-type: none"> • DSP Operative Training Programme Module 1: Section 1 – The DSP team • DSP Operative Training Programme Module 1: Section 2 – Customer Care and confidentiality 	Maps
15.9	A working knowledge of the current ethical and legal requirements that govern the issuing of a prescription	<ul style="list-style-type: none"> • DSP Operative Training Programme Module 1: Section 4 – The DSP prescription journey 	Maps
15.10	A working knowledge of the importance of confirming the individual's identity before issuing dispensed items	<ul style="list-style-type: none"> • DSP Operative Training Programme Module 1: Section 4 – The DSP prescription journey 	Maps
15.11	A working knowledge of the importance of providing relevant information on the prescribed item within your scope of practice	<ul style="list-style-type: none"> • Trainee guide • DSP Operative Training Programme Module 1: Introduction • DSP Operative Training Programme Module 2: Introduction • DSP Operative Training Programme Module 3: Introduction • DSP Operative Training Programme Module 4: Introduction 	Maps

		<ul style="list-style-type: none"> DSP Operative Training Programme Module 1: Section 4 – The DSP prescription journey 	
15.12	A working knowledge of how medicines are administered and how to safely store them	<ul style="list-style-type: none"> DSP Operative Training Programme Module 2: Section 3: Pharmacy regulations DSP Operative Training Programme Module 3: Section 1: Prescriptions DSP Operative Training Programme Module 4: Section 3: Handling and storing stock 	Maps
15.13	A working knowledge of the importance of ensuring that the appropriate packaging is used for issued medication	<ul style="list-style-type: none"> DSP Operative Training Programme Module 2: Section 3: Pharmacy regulations DSP Operative Training Programme Module 3: Section 1: Prescriptions DSP Operative Training Programme Module 3: Section 2: Assembling customer orders 	Maps
15.14	A working knowledge of the importance of recording, storing and retrieving information in accordance with organisational procedures	<ul style="list-style-type: none"> DSP Operative Training Programme Module 1: Section 3 – Standard Operating Procedures DSP Operative Training Programme Module 1: Section 4 – The DSP prescription journey DSP Operative Training Programme Module 2: Section 3: Pharmacy regulations DSP Operative Training Programme Module 3: Section 2: Receiving stock DSP Operative Training Programme Module 3: Section 1: Ordering stock 	Maps

Assessment summary		
Assessment method	Pass mark	Weighting
Module eTest assessment x 4 (not optional)	70% or more	Equal weighting - essential component

Final declaration of Competence (not optional)	100%	Equal weighting - essential component
Total		100%