

**Boots UK pharmacy support staff course
reaccreditation event report, Pharmacy Advisor
Programme part 3, March 2022**



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Event summary and conclusions

Provider	Boots UK
Course name	Pharmacy Advisor Programme
Event type	Reaccreditation
Event date	29 March 2022
Approval period	June 2022 - June 2025
Relevant requirements	Requirements for the education and training of pharmacy support staff, October 2020
Framework used	National Occupational Standards
Outcome	Please refer to parts 1 and 2.
Standing conditions	A link to the standing conditions can be found here .
Recommendations	Please refer to parts 1 and 2.
Minor amendments	Please refer to parts 1 and 2.
Registrar decision	Please refer to parts 1 and 2.

Technical knowledge and skills

The technical knowledge and skills content of the course/qualification must be derived from, and mapped to, an appropriate national framework for pharmacy knowledge and skills recognised in the UK.

Part 3: Role-specific learning outcomes (National Occupational Standards)

PHARM01 - Assist with the provision of a pharmacy service

How and where does the course/qualification support trainees to achieve this NOS outcome?

This NOS outcome is covered at various places within the programme. The whole programme is designed to provide trainees with the required knowledge to assist with the provision of pharmacy services. Please refer to the table below for more information on where to find this. Additional information can be found in the programme overview and trainee guide. The trainee will undertake several assessment eTests throughout the programme to assess their understanding of the topics.

Module	Document	Section	Page	Knowledge and Understanding Point Covered
Programme Overview		All of document	1-30	1, 2, 20, 21
Core	SOP	All of module – points covered at various places throughout the module	57-70	1, 4, 7, 9, 17, 21
	Activity Pack	The importance of SOP	31	1
		TBHW – Role Play Scenarios	57	6
	Your Pharmacy Team	All of module – points covered at various places throughout the module	3-28	2, 4, 13, 18, 20, 21
	Patient Safety and Clinical Governance	Recognising your limitations	42	2
		Clinical Governance	47-49	7, 22
	Patient-centred Care	Pre-work activity: familiarise yourself with the 'Providing advice and support to customers' SOP	98	8,9
		All of module – points covered at various places throughout the module	96-115	8, 10, 11, 12, 13, 17, 18, 19, 20
	Health & Safety	All of module – points covered at various places throughout the module	291-307	3, 7
	Pharmacy Regulations	All of module – points covered at various places throughout the module	211-231	4, 5

	Receiving and issuing prescriptions	All of module – points covered at various places throughout the module	259-290	6, 15, 19, 21
	Why people use pharmacies	Pharmacy services	35	19, 20, 21
	Confidentiality & data protections	All of module – points covered at various places throughout the module	194-210	6, 9, 22
	Effective communication	Performance standard – handling a customer complaint regarding the pharmacy business	72	10, 11, 12
		All of module – points covered at various places throughout the module	71-95	10, 11, 12, 13, 14, 15, 16, 17, 18
	Introduction to medicines	Common Product groups	136-142	19
		Patient Information Leaflet	132	21
	The Boots Healthcare Way	People and symptoms	155-157	20
		All of module – points covered at various places throughout the module	148-193	9, 14, 15, 16, 19, 21
Dispensing	Recording Keeping	All of module – points covered at various places throughout the module	96-119	7, 22
	Stock management	All of module – point covered at various places throughout the module	120-142	3
	Creating a label	All of module – point covered at various places throughout the module	34-59	22

Healthcare	All Healthcare Modules	All of module – point covered at various places throughout the module	-	19
	All Healthcare Modules	All modules – role play. Trainees informed when to refer to pharmacist	-	20

How and where does the course/qualification assess the trainee's achievement of this NOS outcome at the stated competency level?

This NOS outcome is assessed at various places within the programme. Please refer to the table below for more information on where this will be assessed within the programme. Additional information can be found in the programme overview and trainee guide.

The final declaration is the final check that the designated supervisor makes to ensure that the trainee has demonstrated that they have achieved the NOS outcome throughout the programme.

Module	Document	Section	Page	Performance Criteria Point Covered
Core	Activities pack	Effective communications	33-38	1, 2, 5, 8, 9
		TBHW -Role Play	57	1, 5, 6, 8, 9
		The importance of SOPs	31	3
		Patient centred care	40-44	7, 8, 9
	Confidentiality & data protection	Performance standard - updating patient information and responding to a request to provide records	195	4, 12
	TBHW	Performance standard – TBHW: Medicines Counter Consultations	147	4, 5, 6, 7, 8, 9, 10
	Effective communication	Performance standard - handling a customer	72	4, 5, 6, 8, 10, 11

		complaint regarding the pharmacy business		
	Pharmacy Regulations	Performance standards – roles and responsibility of pharmacy staff	212	12
Dispensing	Activities pack	The importance of pharmacy records	33	12
	Dispensing modules	All performance standards in module	-	3, 4, 8, 9, 10, 11, 12
Healthcare	Healthcare modules	All performance standards in modules	-	1
Programme overview		Final Declaration	12	1 to 12

Accreditation/recognition team's commentary.

NOS met/will be met? Yes ☒ No ☐

On the basis of the submission and discussions during the event, the accreditation team agreed that this NOS was met

PHARM04 - Provide advice on non-prescribed medicines and products

How and where does the course/qualification support trainees to achieve this NOS outcome?

This NOS outcome is covered at various places within the programme. The whole programme is designed to provide trainees with the required knowledge to assist with the provision of pharmacy services. Please refer to the table below for more information on where to find this. Additional information can be found in the programme overview and trainee guide. The trainee will undertake several assessment eTests throughout the programme to assess their understanding of the topics.

Module	Document	Section	Page	Knowledge and Understanding Point Covered
Programme overview		All of document	1-30	1, 2, 18, 19
		Performance standards	9-10	1, 2, 5
Core	The Boots Healthcare Way	All of module – points covered at various places throughout the module	146-193	1, 2, 4, 5, 7, 8, 9, 10, 11, 12, 13, 14, 16, 17, 18, 19
		Products which may be misused or abused	158-160	13, 19
		Product requests to refer	158	19

	Why people use pharmacies	All of module – points covered at various places throughout the module	28-37	18, 19
	Introduction to medicines	All of module – points covered at various places throughout the module	116-145	3, 4, 5, 8, 9, 10, 11, 12, 14,
		Common Product Groups	137-142	10, 12
		Classifications of medicines	120-123	11
	Effective communication	All of module – points covered at various places throughout the module	71-95	4, 5, 8, 14, 15, 16, 18
	SOP	All of module – points covered at various places throughout the module	57-70	1, 2, 4, 5, 7, 18, 19
	Your Pharmacy Team	All of module – points covered at various places throughout the module	3-27	2, 4, 5, 18, 19
	Patient Safety and Clinical Governance	Recognising your limitations	42	1, 2, 7, 20
		Clinical Governance	47-49	7, 20
	Health & Safety	All of module – points covered at various places throughout the module	291-307	3, 4, 5, 7,
	Pharmacy Regulations	All of module – points covered at various places throughout the module	211-231	4, 5, 7, 9, 10, 11, 12, 14
	Confidentiality & data protections	All of module – points covered at various places throughout the module	194-210	6, 15, 20

	Activities Pack	TBHW – Role Play Scenarios	57	6
	Patient centred care	All of module – points covered at various places throughout the module	96-115	14, 15, 16, 17
		Patients who are embarrassed	108	15
Healthcare	All Healthcare modules	The Boots Healthcare Way sections in each Healthcare module	-	9, 18, 19
		All of modules – points covered at various places throughout the modules	-	1, 2, 5, 8, 9, 10, 11, 12, 14, 16, 18, 19
		Pain	1-48	13
		Coughs, colds & sore throats	1-46	13
		Gastrointestinal health	1-55	13
		Sleep	1-31	13
		Children's health	1-53	13
Dispensing	Recording Keeping	All of module – point covered at various places throughout the module	96-119	20

How and where does the course/qualification assess the trainee's achievement of this NOS outcome at the stated competency level?

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The final declaration is the final check that the designated supervisor makes to ensure that the trainee has demonstrated that they have achieved the NOS outcome throughout the programme.

Module	Document	Section	Page	Performance Criteria Point Covered
Core	Activity Pack	Effective communication	33-38	3
		The Boots Healthcare way	54-59	4, 5, 6, 7, 8, 9, 10, 11, 12, 14

	Patient-Centred Care	Performance standard – providing advice and support to customers	97	1, 2, 4, 5, 6, 7, 8, 9, 10, 11, 12, 14, 15
	TBHW	Performance standard – TBHW: Medicines Counter Consultations	147	1, 2, 4, 5, 6, 7, 8, 9, 10, 11, 12, 14
	Confidentiality & Data protection	Learning outcomes	195	13
Healthcare	All Healthcare modules	All of modules – points covered at various places throughout the modules	-	3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 14
Programme overview		Final Declaration	12	1 to 15

Accreditation/recognition team's commentary.

NOS met/will be met? Yes ☒ No ☐

This learning outcome was tested at the event.

The team was told that there are two modules, the Core module and a Healthcare module. There are eTests and module reviews. All the topic areas are covered in eTests and trainees are signed off in 19 topic areas. The designated supervisor makes a final declaration based on a final check to ensure that the trainee has demonstrated that they have achieved the NOS outcome throughout the programme.

PHARM07 - Receive prescriptions

How and where does the course/qualification support trainees to achieve this NOS outcome?

This NOS outcome is covered at various places within the programme. The whole programme is designed to provide trainees with the required knowledge to assist with the provision of pharmacy services. Please refer to the table below for more information on where to find this. Additional information can be found in the programme overview and trainee guide. The trainee will undertake several assessment eTests throughout the programme to assess their understanding of the topics.

Module	Document	Section	Page	Knowledge and Understanding Point Covered
Programme overview		All of document	1-30	1, 2
		Performance standards	9-10	1, 2, 5, 7
Core	The prescription	All of module – points covered at various places throughout the module	232-258	3, 8, 10, 11, 12, 13
		Who can prescribe?	236-237	10

		Type of NHS prescription forms	237-242	11
		What must be included on a prescription for it to be legally valid	245-247	13
	SOP	All of module – points covered at various places throughout the module	57-70	1, 2, 4, 5, 7,
		Performance standard – Pre-dispensing assessment and processing of a prescription	58	1
	Your Pharmacy Team	All of module – points covered at various places throughout the module	3-27	2, 4,
	Patient Safety and Clinical Governance	All of module – points covered at various places throughout the module	38-56	1, 2, 7, 16
		Recognising your limitations	42	2
		Clinical Governance	47-49	7
	Pharmacy Regulations	All of module – points covered at various places throughout the module	211-231	4, 5, 7, 8
	The Boots Healthcare Way	All of module – point covered at various places throughout the module	146-193	1
	Patient- centred care	All of module – points covered at various places throughout the module	96-115	4, 9
	Introduction to medicines	All of module – points covered at various places throughout the module	116-145	4, 5, 8,

	Health & Safety	All of module – points covered at various places throughout the module	291-307	4, 5, 7, 8
	Confidentiality & data protections	All of module – points covered at various places throughout the module	194-210	6, 7, 16
	Activity Pack	TBHW – Role Play Scenarios	57	6
	Effective communication	All of module – point covered at various places throughout the module	71-95	9
	Receiving & issuing prescriptions	All of module – points covered at various places throughout the module	259-290	1, 2, 3, 4, 5, 6, 7, 8, 9, 12, 13, 14, 15, 16
		Prescription charges & exemptions	269-274	14, 15
		Prescription charge exemptions in England	275	14, 15
		Receiving the prescription	262-263	12
Dispensing	Introduction to dispensing	All of module – points covered at various places throughout the module	3-16	8, 12, 13,
	Creating a label	All of module – points covered at various places throughout the module	34-59	7, 8, 16
	Recording Keeping	All of module – points covered at various places throughout the module	96-119	7, 16
	Prescription information	All of module – points covered at various places throughout the module	17-33	8, 10, 11, 12, 13,

How and where does the course/qualification assess the trainee's achievement of this NOS outcome at the stated competency level?

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Module	Document	Section	Page	Performance Criteria Point Covered
Core	Activity Pack	The Prescription – all activities	76-80	4
		Receiving & issuing prescriptions – all activities	81-87	4, 5, 6
	SOP	Performance standard – Pre-dispensing assessment and processing a prescription	58	1 to 9
	Pharmacy Regulations	Performance standard – roles and responsibilities of pharmacy staff	212	8
Programme overview		Final Declaration	12	1 to 9

Accreditation/recognition team's commentary.

NOS met/will be met? Yes ☒ No ☐

On the basis of the submission and discussions during the event, the accreditation team agreed that this NOS was met

PHARM09 - Assemble prescribed items

How and where does the course/qualification support trainees to achieve this NOS outcome?

This NOS outcome is covered at various places within the programme. The whole programme is designed to provide trainees with the required knowledge to assist with the provision of pharmacy services. Please refer to the table below for more information on where to find this. Additional information can be found in the programme overview and trainee guide. The trainee will undertake several assessment eTests throughout the programme to assess their understanding of the topics.

Module	Document	Section	Page	Knowledge and Understanding Point Covered
Programme overview		All of document	1-30	2
		Performance standards	9-10	2, 5, 7
Core	Introduction to medicine	All of module – points covered at various places throughout the module	116-145	4, 5, 10, 11, 12, 13, 14, 15, 20, 21,
		Medication containers	130-131	10, 11, 21
		Medicine formulations	126-129	14, 23
	SOP	All of module – points covered at various places throughout the module	57-70	1, 2, 4, 5, 7
		Why do we need SOPs?	61-64	18
	Your Pharmacy Team	All of module – points covered at various places throughout the module	3-27	2, 4
	Patient Safety and Clinical Governance	All of module – points covered at various places throughout the module	38-56	2, 7, 17, 18, 19, 26
		Recognising your limitations	42	2
		How patient safety is affected by our actions	44-47	18
		Clinical Governance	47-49	7, 26
	Pharmacy Regulations	All of module – points covered at various places throughout the module	211-231	4, 5, 7
	Patient-centred care	All of module – point covered at various places throughout the module	96-115	4

	Receiving and issuing prescriptions	All of module – points covered at various places throughout the module	259-290	14, 15, 26
	Confidentiality & data protections	All of module – points covered at various places throughout the module	194-210	6, 7, 25, 26
	Activity Pack	TBHW – Role Play Scenarios	57	6
	Health & Safety	COSHH regulations	299	22
		All of module – points covered at various places throughout the module	291-307	3, 4, 5, 7, 8, 9, 20, 22
Dispensing	Dispensing prescribed items	All of module – points covered at various places throughout the module	60-82	1, 2, 3, 4, 5, 7, 8, 9, 10, 11, 13, 14, 15, 16, 20, 21, 22, 23
		Dispensary Standards	78	8, 9
		Personal standards/hygiene	79	8, 9
		Counting and measuring	68-70	20
		Suitable containers	71	21
	Creating a label	All of module – points covered at various places throughout the module	34-59	7, 12, 24, 25, 26
		Abbreviations used on prescriptions	45-47	12
	Activity pack	All of pack	1-55	13, 15, 23
	Introduction to dispensing	All of module – point covered at various places throughout the module	3-16	16
	Accuracy checking	All of module – points covered at various	83-95	16, 17, 18, 19

		places throughout the module		
	Stock management	All of module – points covered at various places throughout the module	120-142	3, 8, 9, 10, 11, 22
	Record Keeping	Error Recording	113-115	17, 18, 19
		All of module – points covered at various places throughout the module	96-119	7, 17, 18, 19, 26

How and where does the course/qualification assess the trainee's achievement of this NOS outcome at the stated competency level?

This NOS outcome is assessed at various places within the programme. Please refer to the table below for more information on where this will be assessed within the programme. Additional information can be found in the programme overview and trainee guide.

The final declaration is the final check that the designated supervisor makes to ensure that the trainee has demonstrated that they have achieved the NOS outcome throughout the programme.

Module	Document	Section	Page	Performance Criteria Point Covered
Dispensing	Dispensing Prescribed items	Performance standard – assemble a prescribed item(s)	61	1, 2, 3, 4, 5, 6, 7
	Accuracy checking	Performance standard – accuracy checking a prescribed item(s)	84	1, 4, 5, 9, 10
	Creating a label	Performance standard – prescription data entry	35	1, 8
	Record keeping	Performance standard – dispensing a schedule 2 or 3 controlled drug from a prescription	97	1, 3
	Activity pack	Creating a label – all activities	9-15	8
		Dispensing prescribed items – all activities	16-22	6, 7
		Dispensing prescribed items: Pre-work activities	17	1
		Accuracy checking	25	4, 9
	Programme overview	Final Declaration	12	1 to 13

Accreditation/recognition team's commentary.

NOS met/will be met? Yes ☒ No ☐

This learning outcome was tested at the event.

The team was told that the material relevant to this learning outcome can be found on the programme portal for the Pharmacy Advisor and Dispensing programmes. The Core module contains Introduction to Medicine with information on containers and formulations, and a section on SOPs which is built upon in the subsequent Dispensing module. There is also a labelling activity in the Dispensing module,

including creating a label, and an activity pack which includes accuracy checking. The designated supervisor makes a final declaration based on a final check to ensure that the trainee has demonstrated that they have achieved the NOS outcome throughout the programme.

PHARM12 - Order pharmaceutical stock

How and where does the course/qualification support trainees to achieve this NOS outcome?

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Module	Document	Section	Page	Knowledge and Understanding Point Covered
Programme overview		All of document	1-30	1, 2
		Performance standards	9-10	1, 2, 5, 7
Core	Introduction to medicines	All of module – points covered at various places throughout the module	116-145	4, 5, 10, 11
		Medicine formulations	126-129	11
		Branded and generic drugs	126	10
	SOP	All of module – points covered at various places throughout the module	57-70	1, 2, 4, 5, 7
	Your Pharmacy Team	All of module – points covered at various places throughout the module	3-27	2, 4
	Patient Safety and Clinical Governance	All of module – points covered at various places throughout the module	38-56	1, 2, 7
		Recognising your limitations	42	2
		Clinical Governance	47-49	7, 18

	Health & Safety	All of module – points covered at various places throughout the module	291-307	3, 4, 5, 7
	The Boots Healthcare Way	All of module – point covered at various places throughout the module	146-193	1
	Pharmacy Regulations	All of module – points covered at various places throughout the module	211-231	4, 5, 7
	Receiving and issuing prescriptions	All of module – point covered at various places throughout the module	259-290	14
	Patient-centred care	All of module – point covered at various places throughout the module	96-115	4
	Confidentiality & data protections	All of module – points covered at various places throughout the module	194-210	6, 7, 18
	Activity Pack	TBHW – Role Play Scenarios	57	6
	Receiving & issuing prescriptions	Checking stock availability	267	13
Dispensing	Activity Pack	Stock management – all activities	32-45	
		MHRA alerts, recalls and notifications	44	
	Recording Keeping	All of module – points covered at various places throughout the module	96-119	7, 18
	Dispensing prescribed items	All of module – points covered at various places throughout the module	60-82	3, 4, 7, 10, 11,

	Stock management	All of module – points covered at various places throughout the module	120-142	1, 2, 3, 4, 5, 8, 9, 10, 11, 12, 13 14, 15, 16, 17, 18
		Ordering stock	125-131	

How and where does the course/qualification assess the trainee's achievement of this NOS outcome at the stated competency level?

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The final declaration is the final check that the designated supervisor makes to ensure that the trainee has demonstrated that they have achieved the NOS outcome throughout the programme.

Module	Document	Section	Page	Performance Criteria Point Covered
Core	Pharmacy regulations	Performance standard – roles and responsibilities of pharmacy staff	212	5, 9
Dispensing	Activity Pack	Stock management – all activities	32-45	2, 3, 4, 6, 7
	Record Keeping	Performance standards – receiving a schedule 2 or 3 controlled drug	97	2, 3, 5, 6, 7, 8
	Stock management	Performance standards – safe and effective ordering and storage of medicines	121	1, 2, 3, 4, 5, 6, 7, 8, 10
Programme overview		Final Declaration	12	1 to 10

Accreditation/recognition team's commentary.

NOS met/will be met? Yes ☒ No ☐

On the basis of the submission and discussions during the event, the accreditation team agreed that this NOS was met

PHARM13 - Receive pharmaceutical stock

How and where does the course/qualification support trainees to achieve this NOS outcome?

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services. Please refer to the table below for more information on where to find this. Additional information can be found in the programme overview and trainee guide. The trainee will undertake several assessment eTests throughout the programme to assess their understanding of the topics.

Module	Document	Section	Page	Knowledge and Understanding Point Covered
Programme overview		All of document	1-30	1, 2
		Performance standards	9-10	1, 2, 5, 7
Core	Introduction to medicines	All of module – points covered at various places throughout the module	116-145	4, 5, 14
		Medicine formulations	126-129	9
	SOP	All of module – points covered at various places throughout the module	57-70	1, 2, 4, 5, 7
	Your Pharmacy Team	All of module – points covered at various places throughout the module	3-27	2, 4
	Patient Safety and Clinical Governance	All of module – points covered at various places throughout the module	38-56	1, 2, 7,
		Recognising your limitations	42	2, 21
		Clinical Governance	47-49	7
	Health & Safety	All of module – points covered at various places throughout the module	291-307	3, 4, 5, 7, 13
	Patient-centred care	All of module – point covered at various places throughout the module	96-115	4
	Receiving and issuing prescriptions	All of module – points covered at various	259-290	6, 16, 17, 18

		places throughout the module		
	The Boots Healthcare Way	All of module – point covered at various places throughout the module	146-193	1
	Pharmacy Regulations	All of module – points covered at various places throughout the module	211-231	4, 5, 7
	Activity Pack	TBHW – Role Play Scenarios	57	6
	Confidentiality & data protections	All of module – points covered at various places throughout the module	194-210	6, 7, 21
Dispensing	Activity Pack	Stock management – all activities	32-45	
		MHRA alerts, recalls and notifications	44	11
	Recording Keeping	All of module – points covered at various places throughout the module	96-119	7, 21
	Creating a label	All of module – point covered at various places throughout the module	34-59	7
	Dispensing prescribed items	All of module – points covered at various places throughout the module	60-82	3, 4, 7
	Stock management	All of module – points covered at various places throughout the module	120-142	1, 2, 3, 4, 5, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21

How and where does the course/qualification assess the trainee's achievement of this NOS outcome at the stated competency level?

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Module	Document	Section	Page	Performance Criteria Point Covered
Core	Introduction to medicines	Medicine formulations	126-129	9
	Health & safety	Performance standard – receipt and disposal of returned medicines from the public and residential care homes	292	1, 2, 3, 4, 5, 8, 9
	Pharmacy regulations	Performance standard – roles and responsibilities of pharmacy staff	212	2, 7
Dispensing	Activity Pack	Stock management – all activities	32-45	1, 2, 3, 4, 5, 6, 7, 8
	Record Keeping	Performance standards – receiving a schedule 2 or 3 controlled drug	97	1, 2, 3, 4, 5, 6, 7, 8
	Stock management	Performance standards – safe and effective ordering and storage of medicines	121	1, 2, 3, 4, 5, 6, 7, 8
Programme overview		Final Declaration	12	1 to 8

Accreditation/recognition team's commentary.

NOS met/will be met? Yes ☒ No ☐

On the basis of the submission and discussions during the event, the accreditation team agreed that this NOS was met

PHARM14 - Maintain pharmaceutical stock

How and where does the course/qualification support trainees to achieve this NOS outcome?

This NOS outcome is covered at various places within the programme. The whole programme is designed to provide trainees with the required knowledge to assist with the provision of pharmacy services. Please refer to the table below for more information on where to find this. Additional information can be found in the programme overview and trainee guide. The trainee will undertake several assessment eTests throughout the programme to assess their understanding of the topics.

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Programme overview		All of document	1-30	1, 2
		Performance standards	9-10	1, 2, 5, 7
Core	Introduction to medicines	All of module – points covered at various places throughout the module	116-145	4, 5, 8, 9, 12, 13, 15,
		Medicine formulations	126-129	9
	SOP	All of module – points covered at various places throughout the module	57-70	1, 2, 3, 4, 5, 7,
	Your Pharmacy Team	All of module – points covered at various places throughout the module	3-27	2, 4
	Patient Safety and Clinical Governance	All of module – points covered at various places throughout the module	38-56	1, 2, 7
		Recognising your limitations	42	2
		Clinical Governance	47-49	7, 20
	Pharmacy Regulations	All of module – points covered at various places throughout the module	211-231	4, 5, 7
	The Boots Healthcare Way	All of module – point covered at various places throughout the module	146-193	1
	Patient-centred care	All of module – point covered at various places throughout the module	96-115	4
	Receiving and issuing prescriptions	All of module – points covered at various	259-290	6, 9, 13, 14,

		places throughout the module		
	Activity Pack	TBHW – Role Play Scenarios	57	6
	Confidentiality & data protections	All of module – points covered at various places throughout the module	194-210	6, 7, 20
	Health & Safety	COSHH regulations	299-300	11
		All of module – points covered at various places throughout the module	291-307	3, 4, 5, 7, 11, 16
		Disposal of waste	302	15, 16
		Performance standard – receipt and disposal of returned medicines from the public and residential care homes	292	15
Dispensing	Activity Pack	Drug alerts and recalls	44	10, 15
		Storage conditions and maintaining stock	41-42	8, 11, 12
	Recording Keeping	All of module – points covered at various places throughout the module	96-119	7, 20
	Dispensing prescribed items	All of module – points covered at various places throughout the module	60-82	4, 7, 11
	Creating a label	All of module – point covered at various places throughout the module	34-59	7
	Introduction to dispensing	All of module – point covered at various places throughout the module	3-16	17

	Stock management	All of module – points covered at various places throughout the module	120-142	1, 2, 3, 4, 5, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20
		Date checking and dispensary cleaning	134-135	11, 13
		Stock Rotation	134	13
		Discrepancies/damaged goods in the order	133	13, 15
		Unavailable items	130-131	14

How and where does the course/qualification assess the trainee's achievement of this NOS outcome at the stated competency level?

This NOS outcome is assessed at various places within the programme. Please refer to the table below for more information on where this will be assessed within the programme. Additional information can be found in the programme overview and trainee guide.

The final declaration is the final check that the designated supervisor makes to ensure that the trainee has demonstrated that they have achieved the NOS outcome throughout the programme.

Module	Document	Section	Page	Performance Criteria Point Covered
Core	Health & safety	Performance standard – receipt and disposal of returned medicines from the public and residential care homes	292	2, 4
	Pharmacy regulations	Performance standard – roles and responsibilities of pharmacy staff	212	6
Dispensing	Stock management	Performance standard- safe and effective ordering and storage of medicines	121	1, 2, 3, 4, 5, 7
	Activity pack	Stock management – all activities	34-45	1, 2, 3, 4, 5, 7
		Storage conditions and maintaining stock	41-42	
		MHRA alerts, recalls and notifications	44	

Programme overview	Final Declaration	12	1 to 7
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Accreditation/recognition team's commentary.

NOS met/will be met? Yes ☒ No ☐

On the basis of the submission and discussions during the event, the accreditation team agreed that this NOS was met

PHARM32 - Assist in the issuing of prescribed items

How and where does the course/qualification support trainees to achieve this NOS outcome?

This NOS outcome is covered at various places within the programme. The whole programme is designed to provide trainees with the required knowledge to assist with the provision of pharmacy services. Please refer to the table below for more information on where to find this. Additional information can be found in the programme overview and trainee guide. The trainee will undertake several assessment eTests throughout the programme to assess their understanding of the topics.

Module	Document	Section	Page	Knowledge and Understanding Point Covered
Programme overview		All of document	1-30	1, 2
		Performance standards	9-10	1, 2, 4, 5, 7
Core	Receiving & issuing prescriptions	All of module – points covered at various places throughout the module	259-290	1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14
		Issuing prescriptions	279	9
		Checking patient identity	280	10
		Other considerations when issuing prescriptions	282	11, 12
		Providing appropriate advice	284-285	11, 12
		Storage of medicines	286	12
	SOP	All of module – points covered at various places throughout the module	57-70	1, 2, 4, 5, 7
	Your Pharmacy Team	All of module – points covered at various	3-27	2, 4

		places throughout the module		
	The Boots Healthcare Way	All of module – point covered at various places throughout the module	146-193	1
	Patient Safety and Clinical Governance	All of module – points covered at various places throughout the module	38-56	1, 2, 7
		Recognising your limitations	42	2
		Clinical Governance	47-49	7. 14
	Health & Safety	All of module – points covered at various places throughout the module	291-307	3, 4, 5, 7
	Patient-centred care	All of module – points covered at various places throughout the module	96-115	4, 8, 9
	Pharmacy Regulations	All of module – points covered at various places throughout the module	211-231	4, 5, 7
	Activity Pack	TBHW – Role Play Scenarios	57	6
	Confidentiality & data protections	All of module – points covered at various places throughout the module	194-210	6, 7, 9, 10, 14
	Effective communication	All of module – points covered at various places throughout the module	71-95	8, 9
	Introduction to medicines	All of module – points covered at various places throughout the module	116-145	4, 5, 12, 13,
		Medicines Formulations	126-129	12

		Medication containers	130-131	13
Dispensing	Recording Keeping	All of module – points covered at various places throughout the module	96-119	7, 14
	Dispensing prescribed items	All of module – points covered at various places throughout the module	60-82	3, 7, 13
	Creating a label	All of module – points covered at various places throughout the module	34-59	7, 14
	Stock management	All of module – points covered at various places throughout the module	120-142	3, 12

How and where does the course/qualification assess the trainee's achievement of this NOS outcome at the stated competency level?

This NOS outcome is assessed at various places within the programme. Please refer to the table below for more information on where this will be assessed within the programme. Additional information can be found in the programme overview and trainee guide.

The final declaration is the final check that the designated supervisor makes to ensure that the trainee has demonstrated that they have achieved the NOS outcome throughout the programme.

Module	Document	Section	Page	Performance Criteria Point Covered
Core	Receiving & issuing prescriptions	Performance standards- handing out of dispensed items(s) to the patient or representative	260	1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13
	Patient-centred care	Performance standards- providing advice and support to customers	97	9, 11, 12, 13
	Activity Pack	Receiving and issuing prescriptions	79-87	1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13
Programme overview		Final Declaration	12	1 to 13

Accreditation/recognition team's commentary.

NOS met/will be met? Yes ☒ No ☐

Thus learning outcome was tested at the event.

The team was told that this learning outcome is used in most of the modules and is covered in the Core module which includes receiving & issuing prescriptions and SOPs. It was stressed that the SOP activities assist in the development of relevant knowledge. In terms of knowledge, the designated supervisor signs-off on relevant SOPs. The Core activity packs include role play scenarios that show trainees how to adapt communication styles to different situations. The designated supervisor makes a final declaration based on a final check to ensure that the trainee has demonstrated that they have achieved the NOS outcome throughout the programme.

