

Reaccreditation of a Dispensing Assistant programme - Assembly Hubs derivative, Buttercups Training

Report of an accreditation event (desktop based review), November 2018

Introduction

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

Buttercups Training Ltd ('the provider') was originally accredited by the previous regulator, the Royal Pharmaceutical Society of Great Britain, in 2007 to provide a dispensing assistant training course. It was subsequently reaccredited by the GPhC in January/February 2011 subject to three conditions, and again in 2014 when the accreditation team agreed to recommend to the Registrar of the General Pharmaceutical Council that the Dispensing Assistant programme delivered by Buttercups should be reaccredited for a full period of 3 years. There were no conditions or recommendations. The accreditation team identified an area of strength in the innovative e-learning opportunities provided for the learners.

Accreditation was carried out in line with the General Pharmaceutical Council's processes and was to the General Pharmaceutical Council's 2010 standards for accreditation of dispensing and pharmacist assistant courses, which reflect the knowledge and understanding equivalent to the Pharmacy National Occupational Standards (NOS) at RQF level 2 / SCQF level 5 or equivalent (previously the Pharmacy Services Skills level 2 NVQ (QCF)). **At the main accreditation event the provider had withdrawn an Assembly Hubs derivative of the programme due to teaching and learning material not having been completed in time for the accreditation team to assess. Accordingly, consideration of this derivative was effected through a desk exercise by the accreditation team during November 2018.**

Documentation

Documentation was submitted to the GPhC and a pre-event meeting was held on 18 July 2018. At the pre-event it was agreed that the GPhC team would review the mapping for the various programmes by 30 July and this would be sent back to the provider to make any amendments (if required). The provider would then submit this back to the GPhC by 07 August. Should major issues be identified during the mapping exercise, the GPhC and the provider would renegotiate timings.

The following documents were submitted by the provider in advance of the reaccreditation event:

- Completed application template for accreditation of a dispensing/pharmacy assistant programme
- Supporting materials:
- Appendix 1 - Dispensing Assistant Course Mapping on page 15 onwards within this document (reference criteria 1c)
- Appendix 2 – Mapping of **Mapping of the L2 Equivalent Course for Delivery Drivers, L2 Equivalent Course for Pharmacy Manufacturing, L2 Equivalent Course for Dispensary Stock Management, L2 Equivalent Course for Assembly Hubs** (reference criteria 1c)

- Appendix 3 - Quality assurance of assessments (reference criteria 2a)
- Appendix 4 - Quality assurance for course materials (reference criteria 2b)
- Appendix 5 - Plagiarism Policy and Malpractice Policy (reference criteria 2d)
- Appendix 6 - Risk Assessment for Candidates (reference criterion 2)
- Appendix 7 - PASS system for learner journey (reference criterion 2)
- Appendix 8 - Matrix Report and CIC (reference criterion 3a)
- Appendix 9 - End of Scheme Appraisal Form (reference criterion 3g)
- Appendix 10 - Course brochure (reference criterion 3)
- Appendix 11 - Company structure (reference criterion 3a)
- Appendix 12 - Sample certificate (reference criterion 3c)
- Appendix 13 - SOP for marking DA course (reference criterion 2a)
- Appendix 14 - DA enrolment form sample (reference criterion 3d)
- Appendix 15 - Staff CVs, including names, descriptions of roles, credentials/qualifications and background (reference criteria 2b and 3d)
- Appendix 16 - Centre Appeals Procedure (reference criteria 2c)
- Appendix 17 - Sample final test template and sample questions (reference criteria 2a)
- Appendix 18 – Content outline for Assembly Hub Course
- Appendix 19 – Content outline for Pharmacy Manufacturing Course

The following documents were submitted by the provider for the purpose of the desktop review exercise in relation to the Assembly Hubs derivative:

- GPHC mapping document for Hub Assembly Course
- Assembly Hub Certificate Template
- Assembly Hub module content
 - Module 1 Introduction to pharmacy and to your role
 - Module 2 Keeping you and the Public Safe
 - Module 3 Communication & Teamworking
 - Module 4 Knowledge for assembling prescriptions
 - Module 5 Skills for assembling prescriptions
 - Module 6 Stock
 - Module 7 Controlled Drugs
 - Module 8 Clinical Governance

- Module 9 Professional Development

The event

The main reaccreditation event was held 14 August 2018 at the General Pharmaceutical Council offices, Canary Wharf, London and involved meetings between the GPhC's accreditation team and representatives of the course provider along with a demonstration of the provider's e-learning package and a teleconference with trainees and supervising pharmacists. **As the provider had withdrawn the Assembly Hubs derivative of the programme due to teaching and learning material not having been completed in time for the accreditation team to assess, consideration of this derivative was effected through a desktop review exercise by the accreditation team during November 2018.**

The Accreditation Team:

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

Name	Designation at the time of accreditation event
Ms Leonie Milliner*	Accreditation team leader, Chief Executive, Association for Nutrition
Ms Elizabeth Fidler	Accreditation team member (pharmacy technician), Associate Head of Pharmacy, HEE London and Kent, Surrey and Sussex
Ms Donna Bartlett	Accreditation team member (pharmacy technician), Locum Technician, Lancashire Teaching Hospitals
Dr Ruth Edwards	Accreditation team member (pharmacist), Head of Pharmacy Practice, Aston Pharmacy School

along with:

General Pharmaceutical Council, Dispensing Assistant programme reaccreditation report

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Name	Designation at the time of visit
Mr Chris McKendrick*	Quality Assurance Officer (Education), General Pharmaceutical Council
Dr Ian Marshall	Rapporteur, Emeritus Professor of Pharmacology, University of Strathclyde; Proprietor, Caldarvan Research (Educational and Writing Services)

The provider:

Buttercups Training representatives ('the provider') comprised:

Name	Designation at the time of accreditation event	Meetings attended
Ms Emma Seton*	Chief Pharmacist	2, 4
Mr Rick Humphries	Head of Digital Strategy	2, 4
Mrs Helen Abbott*	Head of Centre	

*attended 18 July 2018 pre-event meeting

Declarations of interest

There were no conflicts of interest declared.

The Accreditation Criteria

	Accreditation team's commentary
<p>1. The Training Programme</p>	<p>All seven criteria relating to the training programme are met</p> <p>The course has been planned with reference to the S/NVQ (QCF) level 2 underpinning knowledge template. It is taught at Qualifications Credit framework level 2, and the content covers the relevant units of the GPhC underpinning knowledge template. The course is also used to deliver the knowledge for the BTEC Level 2 Certificate in Pharmaceutical Science and is part of an apprenticeship programme. The learning materials have been reviewed by Ofsted and considered as good and accessible. The overall dispensing assistant (DA) programme is made up of several options depending on the environment in which the trainees will be working, although it is expected that most candidates will complete the full programme. All course options are delivered as e-learning programmes and are mapped to the relevant units of the NVQ level 2 (QCF) Pharmacy Services. Prior to starting on each version of the course the trainees will complete a course introduction module to highlight the key features of the programme, how it works on the e-learning platform, the assessment process and any rules and regulations for the course. In addition, a learner handbook is available for trainees to refer to all relevant policies and processes for the programme. On completion of this they must submit a learner agreement electronically. Trainees have a nominated supervising pharmacist or mentor who will be given access to a mentor course for the programme which contains information on the role of mentors. The team learned that trainees may also have additional supervision through a manager or additional workplace mentor who is not necessarily a pharmacist. The supervising pharmacist has access to a quick start guide for the programme, access to the programme introduction with full details of how the programme works, and guidance on the assessments they will be expected to carry out. In addition, there are learner and mentor handbooks. Mentors must complete an electronic responsibility agreement to say they have read and understood their role. The teaching and assessments have been developed by the provider's in-house development team under the supervision of the provider's Chief Pharmacist and Head of Centre. The interactive e-learning uses a range of embedded activities such as quizzes, drag and drop, visual exercises, and discussion scenarios which all require application of knowledge rather than recall of facts. In addition, Virtual Pharmacy™ scenarios are used for reflective learning on aspects involving patient interactions.</p> <p>The L2 Equivalent Course for Dispensing Assistants is the main course consisting of 10 mandatory modules and three additional</p>

aseptic and manufacturing modules for those involved in the manufacturing of pharmacy products. The modules are: Module 1 – Keeping you and the Public Safe; Module 2 – Receiving and Interpreting Prescriptions; Module 3 – Knowledge for Assembling Prescriptions; Module 4 – Skills for Assembling Prescriptions; Module 5 – Stock; Module 6 – Controlled Drugs; Module 7; Handing Out Prescriptions and Patient Counselling; Module 8 – Clinical Governance; Module 9 – Teamwork and Professional Development; Module 10 – Wider Pharmacy Services. These modules map to the following 10 units of the NVQ Level 2 Pharmacy Services Skills: assist with the provision of a pharmacy service to meet individuals' needs; ensure your own actions reduce risks to health and safety; contribute to the effectiveness of teams; assemble prescribed items; assist in the issuing of prescribed items; receive prescriptions from individuals; receive pharmaceutical stock; maintain pharmaceutical stock; order routine pharmaceutical stock; assist in the issuing of pharmaceutical stock; undertake an in-process accuracy check of assembled prescribed items prior to the final accuracy check. It was stressed that candidates completing this course will not achieve the equivalent NVQ Level 2 unit: assist in the sale of medicines and products which is completed separately in the provider's Medicines Counter Assistant (MCA) course. However, there are an additional three modules assembled to provide an add-on course, Additional Modules for Pharmacy Manufacturing, which appears separately on the learner's dashboard within the e-learning platform. The modules are: Module 1 - Aseptic Manufacturing: Legislation and procedures; Module 2 - The Aseptic Manufacturing process; Module 3 – Manufacturing Medicinal Products, are required for those involved in the manufacture and assembly of products. Completion of these modules will also allow for certification of the following units of the NVQ level 2 Pharmacy Services Skills: Assist in the manufacture and assembly of medicinal products; Prepare aseptic products; Assist in the preparation of documentation, materials and other items for manufacture and assembly of aseptic products; Assist in the preparation of documentation, material and other items for manufacture and assembly of medicinal products. The team was concerned to note a serious legal error in the Controlled Drugs module documentation and was of the view that the governance processes should include eternal review to minimise the possibility of such errors.

The teaching developed for the DA course has been used as the starting point for four derivative unit route courses suitable for staff working in specific locations, with additional role-specific information added. One of these is the **L2 Equivalent Course for Assembly Hubs**.

The **L2 Equivalent Course for Assembly Hubs** contains nine modules: Module 1: Introduction to Pharmacy and to your Role; Module 2 – Keeping you and the Public Safe; Module 3: Communication & Teamwork; Module 4 – Knowledge for Assembling Prescriptions; Module 5 – Skills for Assembling Prescriptions; Module 6 – Stock; Module 7 – Controlled Drugs; Module 8 – Clinical Governance;

	<p>Module 9 – Your Professional Development, which map to the following 8 units of the NVQ Level 2 Pharmacy Services Skills: Assist with the provision of a pharmacy service; Make sure your own actions reduce risks to health & safety; Contribute to the effectiveness of teams; Assemble prescribed items; Order Pharmaceutical Stock; Receive Pharmaceutical Stock; Maintain Pharmaceutical Stock; Assist in the issuing of pharmaceutical stock; Undertake an in-process accuracy check of assembled prescribed items prior to the final accuracy check.</p>
<p>2. Academic Management Structures</p>	<p>All four criteria relating to Academic and Management Structures are met.</p> <p>The programme is assessed by two main routes, formative and summative, to ensure that teaching is adequate before the learner enters the assessment process and are not being set up to fail. The assessment process follows the provider’s internal SOP to ensure consistency and clear escalation pathways should any issues arise. Formative assessments utilise multiple choice questions (MCQs) and Virtual Pharmacy™ scenarios. There is a set pass mark of 70% for the MCQs, but trainees can repeat the assessments as frequently as required to assist with their learning. However, if poor or unsafe decision-making is demonstrated during the scenarios, the trainees will fail and have to restart the assessment. In the summative assessments, practical competence is tested by the completion of an electronic activity book which requires trainees to demonstrate that they understand the roles of the pharmacy team, any SOPs or organisation policies relevant to their role, and that they can apply the knowledge gained to their role within the pharmacy. The activity books and supervising pharmacist assessments are sampled by Buttercups according to an internal verification strategy. Sampling may also occur where there are additional concerns or risks identified by employers or by Buttercups, or should a learner dispute that their workplace supervisor has assessed them unfairly. Trainees then undertake a final test under exam conditions after receipt of a declaration of practical competence. The final test which is supervised by a workplace pharmacist under exam conditions using an authorisation code is a randomly generated online test with ‘true or false’ questions and a 70% pass mark. The DA course will have 40 questions across all areas of teaching with a 40-minute time allowance to complete them. The derivative courses will have the same format of a final test but fewer questions in a shorter time, just covering the relevant units being certificated. Trainees have two attempts at this test; if they fail they will be required to complete a further period of training before sitting a third and final test. Where learners fail to achieve the required standard to pass the programme, the issue is discussed with the workplace supervising pharmacist and/or employer. There are several options open: withdrawal from the programme, an oral examination/observation or further tuition and reassessment. All of the provider’s courses undertake an ongoing cycle of maintenance/updates, with professional development team pharmacists and course development pharmacists monitoring all sources of changes and sharing updates where relevant. In addition, there is an internal email address to direct any potential feedback or suggested changes from other colleagues to</p>

	<p>be reviewed and actioned where relevant. The course development team is authorised to make any immediate changes based on patient safety. In addition, it completes numerous rounds of proof-reading in the process of reviews and updates to ensure that the content is correct.</p>
<p>3. Resources</p>	<p>All eight criteria relating to Resources are met</p> <p>There are around 120 members of staff employed by Buttercups with a Board comprising three pharmacists that is responsible for the governance of the company, supported by two advisors. The Head of Operations is responsible for updates to policies and SOPs. The Teaching, Learning and Assessment Team is responsible for the tutoring and assessing of programmes. The Course Development Team regularly reviews the course materials and receives feedback to inform the development under the direction of the Chief Pharmacist. A dedicated Safeguarding and Welfare Team is responsible for identifying and investigating any safeguarding or welfare related issues with trainees, and for ensuring trainee understanding around the Government Prevent Duty and Safeguarding Duty and British Values. Functional Skills and Professional Services teams are responsible for the processing of queries and administration support. The Learner Review Team completes induction and reviews calls with trainees to support them throughout their course journey. The Client Relationship Team is responsible for managing the trainees through liaison with their respective head offices. In addition, the company has an in-house IT team and a Funding, Enrolments and Finance team. The programme is supported by a customised learning management system (LMS) which keeps data on workplace address, date of birth, additional needs and any disabilities; the system can produce reports on current learners, withdrawals and completions. It permits trainees and employers to access trainees' progress records and creates automated reports for employers. It can also generate completion rates via employer or via data relevant to equal opportunities such as additional needs; it meets the needs of the ESFA and awarding bodies, and is GDPR-compliant. A bespoke e-learning platform (b-Hive) hosts both staff and learner training. The team learned that currently there about 3000 learners per year on the DA course but was told that the projected annual intake going forward will be around 2000 trainees, a reduction from previous numbers due to the potential introduction of a combined Healthcare Assistant (HCA) programme. The non-completion/withdrawal rate was estimated at 15-20% due to a variety of reasons. Trainees must be nominated by their manager or employer; they are not screened, but where there are concerns over levels of English required to complete the course, the provider is able to offer further support with its functional skills level 1 course. The provider is also scrutinised by external organisations in the delivery of many of its their courses, to ensure adequate leadership and management. Certification is automated through the LMS to ensure the correct certificate is issued, alerting the certification department of successful completion; the LMS also alerts staff to unusual features e.g. apparently completed with the exception of a missing module. The mentor/supervising pharmacist has access to a short course to assist them in carrying out their role. Buttercups staff can act as tutors, assessors or counsellors, but not mentors; there are over 40 tutors and assessors available to support the trainees but generally four nominated pod tutors deal with the majority</p>

	of the DA trainees. Out-of-hours support is available in the evenings and weekends for trainees and their mentors, and trainees can access a tutor at any time through the telephone or online. Trainees are asked to complete an appraisal form on exit from the programme; such evaluations and reports are considered by the Board and the senior management team who address any issues raised and research any negative feedback. They are also used to influence the future development of the programme. The team was told that all staff members aim to support trainees and are available for support and guidance. The learner journey process ensures that trainees are tracked from start to finish of their programme and are offered a variety of learning methods to suit their style. Post qualification, trainees are encouraged to continue with their learning through membership of the company's Academy.
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Summary and conclusions

The team agreed to recommend to the Registrar of the General Pharmaceutical Council that Buttercups Training should be reaccredited as a Dispensing Assistant course, including the Assembly Hub derivative, provider for a period of 3 years. There were no conditions set.

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

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

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

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

Appendix 1 - Accreditation Criteria

1. The training programme

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

2. Academic and Management Structures

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

- d. Course regulations include procedures for dealing with suspected plagiarism and/or malpractice

3. Resources

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

Appendix 1 - Mapping to programme requirements for Dispensing Assistant Course - Assembly Hubs derivative

Please demonstrate how the training programme has been designed to meet one or more units of the NVQ level 2 (QCF) Pharmacy Services by providing a mapping using the tables below.

Any units which are not covered by your training programme should be shaded grey.

1. Assist with the provision of a pharmacy service				
To demonstrate knowledge and understanding in this NOS, assistants should be able to apply:		Name of document and unit/module number	Page Name	Accreditation team use only
1.1	A working knowledge of the Standard Operating Procedures and the importance of adhering to them at all times	Module 2: Keeping you and the Public Safe	Introduction to 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	Module 1: Introduction to pharmacy and to your role	The role of a Dispensing Assistant	Maps
		Module 4: Knowledge for assembling prescriptions	The Assembly hub team	Maps

		Module 9: Your professional development	Learning & development	Maps
1.3	A working knowledge of the current health and safety legislation and how it applies to the working environment	Module 2: Keeping you and the Public Safe	Workplace health & safety	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	Module 1: Introduction to pharmacy and to your role Module 2: Keeping you and the Public Safe Module 4: Knowledge for assembling prescriptions	The role of a Dispensing Assistant Rules, regulations & Procedures The Assembly hub team	Maps Maps 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	Module 2: Keeping you and the Public Safe	Rules, regulations & Procedures	Maps
1.6	A working knowledge of the importance of adhering to information governance policies and maintaining confidentiality when sharing	Module 2: Keeping you and the Public Safe	Information governance	Maps

	information about individuals with others		Confidentiality & patient consent	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	Module 8: Clinical Governance	Whistleblowing	Maps
1.8	A working knowledge of what constitutes good customer service	Module 2: Keeping you and the Public safe	What does good customer care look like?	Maps
1.9	A working knowledge of the organisation's policy on the service provided to individuals and how this applies to your role	Module 2: Keeping you and the Public safe	Customer care policies	Maps
1.10	A working knowledge of the organisation's procedure for handling complaints	Module 2: Keeping you and the Public safe	Handling complaints	Maps
1.11	A working knowledge of how to assess complaints and what action to take	Module 2: Keeping you and the Public safe	Handling complaints	Maps
1.12	A working knowledge of when you should refer complaints and to whom	Module 2: Keeping you and the Public safe	Handling complaints	Maps
1.13	A working knowledge of the methods of enabling effective communication and supporting individuals to communicate their	Module 2: Keeping you and the Public safe	Understanding 'spoke pharmacy' activity	Maps

	needs, views and preferences	Module 3: Communication & Teamwork	Adjusting your communication to the needs of individuals	Maps
1.14	A working knowledge of the importance of establishing the requirements of individuals clearly and accurately	Module 2: Keeping you and the Public safe	Understanding 'spoke pharmacy' activity	Maps
		Module 3: Communication & Teamwork	Why is communication across the team important?	Maps
1.15	A working knowledge of the importance of collecting the relevant information about the individual and their problem	Module 2: Keeping you and the Public safe	Understanding 'spoke pharmacy' activity	Maps
1.16	A working knowledge of the importance of verbal and non-verbal communication when communicating with individuals	Module 3: Communication & Teamwork	Verbal and Non-verbal communication	Maps
1.17	A working knowledge of how to give clear and accurate information and check the individual's understanding	Module 3: Communication & Teamwork	Verbal and Non-verbal communication	Maps

			Adjusting you communication to the needs of individuals	
1.18	A working knowledge of how to manage conflict and/or individuals who are distressed	Module 3: Communication & Team work (Team working)	Managing conflict in teams	Maps
1.19	A working knowledge of the relevant products and services or advice for which information and/or advice is required	Module 2: Keeping you and the Public Safe Module 1: Introduction to pharmacy and to your role	Services offered by community pharmacy Introduction to pharmacy	Maps
1.20	A working knowledge of the where to get assistance if you cannot provide information and advice yourself	Module 2: Keeping you and the Public Safe Module 4: Knowledge for assembling prescriptions	The Assembly hub team	Maps 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	Module 4: Knowledge for assembling prescriptions	Commonly used reference sources	Maps

	you and other colleagues			
1.22	A working knowledge of the importance of recording, storing and retrieving information in accordance with organisational procedures	Module 2: Keeping you and the Public Safe	Information governance / GDPR	Maps

2. Make sure your own actions reduce risks to health and safety				
To demonstrate knowledge and understanding in this NOS, assistants should be able to apply:		Name of document and unit/module number	Page	Accreditation team use only
2.1	A working knowledge of what 'hazards' and 'risks' are	Module 2: Keeping you and the Public Safe	Workplace health & safety	Maps
2.2	A working knowledge of what their own responsibilities and legal duties for health and safety in the workplace	Module 2: Keeping you and the Public Safe	Workplace health & safety	Maps
2.3	A working knowledge of their own responsibilities for health and safety as required by the law covering their job role	Module 2: Keeping you and the Public Safe	Workplace health & safety	Maps
2.4	A working knowledge of the hazards which exist in their workplace and the safe working practices which they must follow	Module 2: Keeping you and the Public Safe	Workplace health & safety	Maps
2.5	A working knowledge of the particular health	Module 2: Keeping you and	Workplace health &	Maps

	and safety hazards which may be present in their own job and the precautions they must take	the Public Safe	safety	
2.6	A working knowledge of the importance of remaining alert to the presence of hazards in the whole workplace	Module 2: Keeping you and the Public Safe	Workplace health & safety	Maps
2.7	A working knowledge of the importance of dealing with, or promptly reporting risks	Module 2: Keeping you and the Public Safe	Workplace health & safety	Maps
2.8	A working knowledge of the responsibilities of health and safety in their job description	Module 2: Keeping you and the Public Safe	Workplace health & safety	Maps
2.9	A working knowledge of the safe working practices for their own job role	Module 2: Keeping you and the Public Safe Module 4: Knowledge for assembling prescriptions	Workplace health & Safety First Aid Working with automation Personal Protective Equipment	Maps Maps
2.10	A working knowledge of the responsible people they should report health and safety matters to	Module 2: Keeping you and the Public Safe	Workplace health & safety	Maps

2.11	A working knowledge of where and when to get additional health and safety assistance	Module 2: Keeping you and the Public Safe	Workplace health & safety	Maps
2.12	A working knowledge of their own scope and responsibility for controlling risks	Module 2: Keeping you and the Public Safe	Workplace health & safety	Maps
2.13	A working knowledge of workplace instructions for managing risks which they are unable to deal with	Module 2: Keeping you and the Public Safe	Workplace health & safety	Maps
2.14	A working knowledge of suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which they must follow	Module 2: Keeping you and the Public Safe	Workplace health & safety Working with automation	Maps
2.15	A working knowledge of the importance of personal presentation in maintaining health and safety in their workplace	Module 1: Introduction to pharmacy and to your role	The role of a Dispensing Assistant	Maps
2.16	A working knowledge of the importance of personal behaviour in maintaining the health and safety of themselves and others	Module 2: Keeping you and the Public Safe Module 2: Keeping you and the Public Safe	The role of a Dispensing Assistant Workplace health & Safety	Maps Maps

3. Contribute to the effectiveness of teams				
To demonstrate knowledge and understanding in this NOS, assistants should be able to apply:		Name of document and unit/module number	Page	Accreditation team use only
3.1	A working knowledge of legal and organisational requirements on equality, diversity, discrimination and rights when working in teams	Module 3: Communication & Team work Module 2: Keeping you and the public safe	Equality, Diversity & Inclusion in the workplace Equality Act 2010	Maps Maps
3.2	A working knowledge of codes of practice and conduct, and standards and guidance relevant to their own roles, responsibilities, accountability and duties of others when working in teams to support individuals	Module 1: Introduction to pharmacy and to your role	The role of a Dispensing Assistant	Maps
3.3	A working knowledge of current local, UK and European legislation, and organisational requirements, procedures and practices for: <ul style="list-style-type: none"> a) Accessing records b) Recording, reporting, confidentiality and sharing information, including data protection c) Team working 	Module 2: Keeping you and the Public Safe Module 3: Communication & Team work	Information governance / GDP Team working	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	Module 3: Communication & Team work	Team working	Maps
3.5	A working knowledge of the principles that underpin effective team working	Module 3: Communication & Team work	Team working The importance of relationships in teamwork	Maps
3.6	A working knowledge of individuals' styles of interaction and how these can affect team working	Module 3: Communication & Team work	Team working The importance of relationships in teamwork	Maps
3.7	A working knowledge of barriers to developing relationships within the team and how these can be overcome	Module 3: Communication & Team work	The importance of relationships in teamwork	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	Module 3: Communication & Team work	Team dynamics	Maps
3.9	A working knowledge of their own strengths and weaknesses as an individual worker and as a team member	Module 3: Communication & Team work	Helping the team to succeed	Maps

		Module 9: Your Professional Development	Personal Development Planning	Maps
3.10	A working knowledge of development and learning opportunities available to support them in team working and activities	Module 9: Your Professional Development	Learning & development CPD Personal Development Planning	Maps

4. Provide advice on non-prescribed medicines and products					
To demonstrate knowledge and understanding in this NOS, assistants should be able to apply:		Name of document and unit/module number	Page	Accreditation team use only	
4.1	A working knowledge of the Standard Operating Procedures and the importance of adhering to them at all times				
4.2	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			
4.3	A working knowledge of the current health and safety legislation and how it applies to the working environment			
4.4	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			
4.5	A working knowledge of the relevant national and local guidelines, policies and procedures that are available and how and when they should be accessed			
4.6	A working knowledge of the importance of adhering to information governance policies and maintaining confidentiality when sharing information about individuals with others			
4.7	A working knowledge of the duty to report any acts or omissions that could be detrimental to individuals, yourself, colleagues or your employer			
4.8	A working knowledge of the methods of enabling effective communication and			

	supporting individuals to communicate their needs, views and preferences			
4.9	A working knowledge of the when and how to use the relevant protocols for the safe sale of medicines			
4.10	A working knowledge of the main actions and side effects of the active ingredients within the most commonly used non-prescription medicines			
4.11	A working knowledge of the different classes of medicines			
4.12	A working knowledge of the interactions, cautions and contraindications of commonly used nonprescribed medicines			
4.13	A working knowledge of the which medicines or products are liable to misuse or abuse by individuals			
4.14	A working knowledge of the how to give advice on the appropriate use of non-prescribed medicines and products			
4.15	A working knowledge of the how to maintain the privacy of the individual when asking questions related to their needs			

4.16	A working knowledge of the use of appropriate questioning techniques to obtain relevant information			
4.17	A working knowledge of the divergent needs of individuals			
4.18	A working knowledge of the sources of information that can be accessed and the information that can be given to individuals by you and other colleagues			
4.19	A working knowledge of the when you should refer for information/advice and to whom			
4.20	A working knowledge of the importance of recording, storing and retrieving information in accordance with organisational procedures			

5. Receive prescriptions				
To demonstrate knowledge and understanding in this NOS, assistants should be able to apply:		Name of document and unit/module number	Page	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			
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			
5.3	A working knowledge of the current legislation relating to prescription charges and exemptions and differences in practice across the UK			
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			
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			
5.6	A working knowledge of the importance of adhering to information governance policies and maintaining confidentiality when sharing information about individuals with others			
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			
5.8	A working knowledge of regulations and procedures relating to different types of prescriptions and medicines			
5.9	A working knowledge of methods of enabling effective communication and supporting individuals to communicate their needs, views and preferences			
5.10	A working knowledge of the different types of prescribers			
5.11	A working knowledge of the different types of prescriptions and when they are used			
5.12	A working knowledge of the different ways of receiving prescriptions			
5.13	A working knowledge of the details required on a prescription and why they are necessary			
5.14	A working knowledge of exemptions and how individuals can claim refunds, including the use of official forms and prepayment certificates			
5.15	A working knowledge of the transactional and			

	administration procedures as required by government regulations and those that apply to your workplace			
5.16	A working knowledge of the importance of recording, storing and retrieving information in accordance with organisational procedures			

6. Assemble prescribed items				
To demonstrate knowledge and understanding in this NOS, assistants should be able to apply:		Name of document and unit/module number	Page	Accreditation team use only
6.1	A working knowledge of the Standard Operating Procedures and the importance of adhering to them at all times	Module 4: Knowledge for assembling prescriptions	Assembly hub layout & workflow Assembly SOPs	Maps
6.2	A working knowledge of the importance of working within the limits of your competence	Module 1: Introduction to pharmacy and to your role	The role of a Dispensing Assistant	Maps

	and authority, when to seek agreement or permission from others and when to refer on to an appropriate person	Module 4: Knowledge for assembling prescriptions	Assembly hub layout & workflow	Maps
6.3	A working knowledge of the current health and safety legislation and how it applies to the working environment	Module 2: Keeping you and the Public Safe	Workplace health & safety	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	Module 2: Keeping you and the Public Safe Module 4: Knowledge for assembling prescriptions	Workplace health & safety Rules, Regulations & procedures Laws relating to medicines	Maps 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	Module 4: Knowledge for assembling prescriptions	Commonly used reference sources	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	Module 2: Keeping you and the Public Safe	Information governance / GDPR	Maps
6.7	A working knowledge of the duty to report	Module 8: Clinical	Whistleblowing	Maps

	any acts or omissions that could be detrimental to individuals, yourself, colleagues or your employer	Governance		
6.8	A working knowledge of the importance of personal hygiene and correct use of protective clothing	Module 4: Knowledge for assembling prescriptions	Personal Protective Equipment	Maps
6.9	A working knowledge of the importance of maintaining a clean working environment and equipment	Module 4: Knowledge for assembling prescriptions	Assembly layout & workflow	Maps
6.10	A working knowledge of the factors which cause deterioration of stock	Module 4: Knowledge for assembling prescriptions (Contamination / deterioration of stock) Module 6: Stock	Contamination / deterioration of stock Items requiring special storage conditions	Maps
6.11	A working knowledge of the sources of contamination and appropriate corrective action	Module 4: Knowledge for assembling prescriptions Module 5: Skills for assembling prescriptions	Contamination / deterioration of stock Preparing stock for assembly	Maps
6.12	A working knowledge of the prescribing conventions, abbreviations and medical	Module 4: Knowledge for	Directions	Maps

	terminology	assembling prescriptions		
6.13	A working knowledge of the proprietary and generic names of medicines within your scope of practice	Module 6: Stock Module 4: Knowledge for assembling prescriptions	Types of stock Information you need to know about prescribed items	Maps
6.14	A working knowledge of how medicines are administered	Module 4: Knowledge for assembling prescriptions	Information you need to know about prescribed items	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	Module 4: Knowledge for assembling prescriptions	Performing calculations	Maps
6.16	A working knowledge of the different stages of the checking procedure	Module 5: Skills for assembling prescriptions	In process 'self checks' Final checks	Maps
6.17	A working knowledge of the how to identify near misses and dispensing errors	Module 8: Clinical Governance	Dispensing errors / Classification of errors	Maps
6.18	A working knowledge of the causes and consequences of near misses and dispensing errors	Module 8: Clinical Governance	Causes of errors Consequences of errors	Maps

6.19	A working knowledge of the local and/or national error reporting procedures and communication channels	Module 8: Clinical Governance	Records of errors and near misses	Maps
6.20	A working knowledge of the importance of selecting the correct equipment for use	Module 4: Knowledge for assembling prescriptions	Equipment & facilities	Maps
6.21	A working knowledge of the properties of different types of container types and when to use each	Module 4: Knowledge for assembling prescriptions Module 6: Stock	Suitable containers for medicines	Maps
6.22	A working knowledge of the safe handling and storage of hazardous material and procedures to minimise risk	Module 2: Keeping you and the Public Safe (Health & safety regulations in the workplace)	Classification, Labelling and Packaging of substances and mixtures (CLP regulations)	Maps
6.23	A working knowledge of the processes for reconstitution	Module 4: Skills for assembling prescriptions	General dispensary equipment	Maps
6.24	A working knowledge of the labelling requirements and conventions	Module 5: Skills for assembling prescriptions	Labelling repackaged stock Labelling assembled items	Maps
6.25	A working knowledge of when and why	Module 2: Keeping you and	Record keeping	Maps

	patient medication records are used	the Public Safe	requirements for dispensed medicines	
6.26	A working knowledge of the importance of recording, storing and retrieving information in accordance with organisational procedures	Module 2: Keeping you and the Public Safe	Rules, Regulations and procedures Information governance / GDPR	Maps

7. Order pharmaceutical stock				
To demonstrate knowledge and understanding in this NOS, assistants should be able to apply:		Name of document and unit/module number	Page	Accreditation team use only
7.1	A working knowledge of the Standard Operating Procedures and the importance of adhering to them at all times	Module 6: Stock	Creating an order	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	Module 6: Stock Module 1: Introduction to pharmacy and to your role	Creating an order The role of a Dispensing Assistant	Maps

7.3	A working knowledge of the current health and safety legislation and how it applies to the working environment	Module 2: Keeping you and the Public Safe	Workplace health & safety	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	Module 2: Keeping you and the Public Safe Module 4: Knowledge for assembling prescriptions	Rules, Regulations & procedures Laws relating to medicines	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	Module 6: Stock	Creating an order	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	Module 2: Keeping you and the Public Safe	Information governance / GDPR	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	Module 8: Clinical Governance	Whistleblowing	Maps
7.8	A working knowledge of the different procurement processes and legislation that applies to the ordering of pharmaceutical	Module 6: Stock	Sources of stock Sending an order	Maps

	stock		Types of stock / Parallel imports	
7.9	A working knowledge of your responsibilities and current guidelines that apply when ordering pharmaceutical stock	Module 6: Stock	Creating an order / Sending an order	Maps
7.10	A working knowledge of the difference between proprietary and generic medicines	Module 6: Stock Module 4: Knowledge for assembling prescriptions	Types of stock Information you need to know about prescribed items	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	Module 4: Knowledge for assembling prescriptions	Stock storage at the assembly hub	Maps
7.12	A working knowledge of how to place an order with the appropriate supplier	Module 6: Stock	Creating an order	Maps
7.13	A working knowledge of the importance of ensuring that stock is available based on the needs of individuals	Module 6: Stock	Managing stock	Maps
7.14	A working knowledge of the impact stock availability may have on the care of individuals	Module 6: Stock	Managing stock	Maps
7.15	A working knowledge of the importance of taking account of seasonal variations when	Module 6: Stock	Managing stock	Maps

	ordering pharmaceutical stock			
7.16	A working knowledge of the action to be taken if stock is unavailable	Module 6: Stock (Placing an order)	Sending an order	Maps
7.17	A working knowledge of the input and retrieval of stock data to ensure levels are appropriate for stock management	Module 6: Stock	Receiving stock Putting stock away	Maps
7.18	A working knowledge of the importance of recording, storing and retrieving information in accordance with organisational procedures	Module 2: Keeping you and the Public Safe	Rules, Regulations & Procedures Information governance	Maps

8. Receive pharmaceutical stock				
To demonstrate knowledge and understanding in this NOS, assistants should be able to apply:		Name of document and unit/module number	Page	Accreditation team use only
8.1	A working knowledge of the Standard Operating Procedures and the importance of	Module 6: Stock	Receiving stock	Maps

	adhering to them at all times			
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	Module 6: Stock Module 1: Introduction to pharmacy and to your role	Receiving stock The role of a Dispensing Assistant	Maps Maps
8.3	A working knowledge of the current health and safety legislation and how it applies to the working environment	Module 2: Keeping you and the Public Safe	Workplace health & safety	Maps
8.4	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	Module 2: Keeping you and the Public Safe Module 4: Knowledge for assembling prescriptions	Rules, Regulations & procedures Laws relating to medicines	Maps Maps
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	Module 6: Stock	Receiving stock	Maps
8.6	A working knowledge of the importance of adhering to information governance policies and maintaining confidentiality when sharing	Module 2: Keeping you and the Public Safe	Information governance / GDPR	Maps

	information about individuals with others			
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	Module 8: Clinical Governance	Whistleblowing	Maps
8.8	A working knowledge of the current guidelines that apply to the receipt of pharmaceutical stock	Module 6: Stock (Receiving Stock)	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	Module 4: Knowledge for assembly prescriptions	Stock storage at the assembly hub	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	Module 6: Stock (Receiving Stock)	Stock availability and the care of individuals	Maps
8.11	A working knowledge of the importance of referring to current drug alerts and company recalls when receiving pharmaceutical stock	Module 6: Stock (Responding to drug alerts)	Drug alerts and recalls	Maps
8.12	A working knowledge of the sources and suppliers of stock	Module 6: Stock:	Sources of stock	Maps
8.13	A working knowledge of the equipment used when receiving pharmaceutical stock	Module 6: Stock	Receiving stock	Maps

8.14	A working knowledge of the action to be taken if received stock: <ul style="list-style-type: none"> a) is not on the original order b) is not the complete order c) is short dated or expired d) has the wrong batch number e) has a batch number for which drug alerts/recalls have been issued f) is damaged, contaminated or suspected to be counterfeit g) has not been stored correctly during transportation 	Module 6: Stock	Receiving stock	Maps
8.15	A working knowledge of the action to be taken if stock is unavailable	Module 6: Stock	Creating an order 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	Module 6: Stock	Receiving stock	Maps
8.17	A working knowledge of the storage requirements of different types of products and why they are important	Module 6: Stock	Putting stock away Items requiring special storage	Maps
8.18	A working knowledge of the importance of stock rotation and the safe storage of stock	Module 6: Stock	Putting stock away Maintaining stock	Maps

8.19	A working knowledge of how to receive an order into stock	Module 6: Stock	Receiving stock	Maps
8.20	A working knowledge of the input and retrieval of stock data to ensure levels are appropriate	Module 6: Stock (Stock control systems)	Stock management systems Receiving stock	Maps
8.21	A working knowledge of the importance of recording, storing and retrieving information in accordance with organisational procedures	Module 2: Keeping you and the Public Safe Module 7: Controlled drugs	Rules, Regulations & Procedures Information governance Controlled drug registers	Maps Maps

9. Maintain pharmaceutical stock				
To demonstrate knowledge and understanding in this NOS, assistants should be able to apply:		Name of document and unit/module number	Page	Accreditation team use only
9.1	A working knowledge of the Standard Operating Procedures and the importance of	Module 6: Stock	Maintaining stock	Maps

	adhering to them at all times			
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	Module 1: Introduction to pharmacy and to your role	The role of a Dispensing Assistant	Maps
9.3	A working knowledge of the current health and safety legislation and how it applies to the working environment	Module 2: Keeping you and the Public Safe	Workplace health & safety	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	Module 2: Keeping you and the Public Safe Module 4: Knowledge for assembling prescriptions	Rules, Regulations & procedures Laws relating to medicines	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	Module 6: Stock	Maintaining stock, Drug alerts and recalls	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	Module 2: Keeping you and the Public Safe	Information governance / GDPR	Maps
9.7	A working knowledge of the duty to report any acts or omissions that could be	Module 8: Clinical Governance	Whistleblowing	Maps

	detrimental to individuals, yourself, colleagues or your employer			
9.8	A working knowledge of the current guidelines that apply to maintaining pharmaceutical stock	Module 6: Stock	Maintaining 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	Module 4: Knowledge for assembly prescriptions	Stock storage at the assembly hub	Maps
9.10	A working knowledge of the action to take immediately when drug alerts and company recalls are received	Module 6: Stock	Drug alerts and recalls	Maps
9.11	A working knowledge of the importance of monitoring and maintaining a safe, secure and clean environment	Module 4: Knowledge for assembling prescriptions	Assembly hub layout and workflow	Maps
9.12	A working knowledge of the storage requirements of different types of products and why they are important	Module 6: Stock	Types of stock Putting stock away	Maps
9.13	A working knowledge of the importance of good stock management, including: a) the rotation of stock b) checking expiry dates of stock c) the quantity of stock, taking account	Module 6: Stock	Managing stock Receiving stock Putting stock away	Maps

	of seasonal variations d) identifying damaged, contaminated or deteriorated stock		Checking the expiry dates of stock	
9.14	A working knowledge of the importance of taking appropriate action if stock is unavailable	Module 6: Stock	Creating an order	Maps
9.15	A working knowledge of the action to be taken if stock: 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	Module 6: Stock (Responding to drug alerts)	Receiving stock Drug alerts and recalls	Maps
9.16	A working knowledge of the procedures for the safe handling and disposal of waste materials	Module 6: Stock	Disposal of waste medicines	Maps
9.17	A working knowledge of how automation is used to control stock	Module 6: Stock	Stock Management Systems	Maps
9.18	A working knowledge of how to ensure that stock levels are maintained to meet demand	Module 4: knowledge for assembling prescriptions Module 6: Stock	Stock storage at the assembly hub Managing stock	Maps

9.19	A working knowledge of the input and retrieval of stock data to ensure levels are appropriate	Module 6: Stock	Stock management systems	Maps
9.20	A working knowledge of the importance of recording, storing and retrieving information in accordance with organisational procedures	Module 2: Keeping you and the Public Safe Module 7: Controlled drugs	Rules, Regulations & Procedures Information governance Controlled drug registers	Maps

10. Supply pharmaceutical stock				
To demonstrate knowledge and understanding in this NOS, assistants should be able to apply:		Name of document and unit/module number	Page	Accreditation team use only
10.1	A working knowledge of the Standard Operating Procedures and the importance of adhering to them at all times	Module 5: Skills for assembling prescriptions	Dispatch to spoke pharmacy	Maps
10.2	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	Module 2: Keeping you and the Public Safe	The role of a Dispensing Assistant	Maps

	to an appropriate person			
10.3	A working knowledge of the current health and safety legislation and how it applies to the working environment	Module 2: Keeping you and the Public Safe	Workplace health & safety	Maps
10.4	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	Module 2: Keeping you and the Public Safe Module 4: Knowledge for assembling prescriptions	Rules, Regulations & procedures Laws relating to medicines	Maps
10.5	A working knowledge of the relevant national and local guidelines, policies and procedures that are available and how and when they should be accessed	Module 6: Stock	Dispatch to spoke pharmacy	Maps
10.6	A working knowledge of the importance of adhering to information governance policies and maintaining confidentiality when sharing information about individuals with others	Module 2: Keeping you and the Public Safe	Information governance / GDPR	Maps
10.7	A working knowledge of the duty to report any acts or omissions that could be detrimental to individuals, yourself, colleagues or your employer	Module 8: Clinical Governance	Whistleblowing	Maps
10.8	A working knowledge of the different forms of medicines and why it is important to supply appropriate quantities of the correct formulation and strength	Module 4: Knowledge for assembling prescriptions	Stock storage at the assembly hub	Maps

10.9	A working knowledge of the difference between proprietary and generic medicines	Module 6: Stock Module 4: Knowledge for assembling prescriptions	Types of stock Information you need to know about prescribed items	Maps
10.10	A working knowledge of the action to be taken if stock is not fit for purpose	Module 5: Skills for assembling prescriptions	Dispatch to spoke pharmacy	Maps
10.11	A working knowledge of the importance of checking stock for supply against current drug alerts/recalls	Module 6: Stock	Drug alerts and recalls	Maps
10.12	A working knowledge of the procedures for responding to urgent requests	Module 4: Knowledge for assembling prescriptions	Responding to urgent requests or changes to medication	Maps
10.13	A working knowledge of the importance of storing products correctly especially in relation to maintaining the cold chain	Module 6: Stock	Maintaining stock	Maps
10.14	A working knowledge of which products need special packaging and transportation and why it is important to adhere to these special requirements	Module 5: Skills for prescription assembly	Dispatch to spoke pharmacy	Maps
10.15	A working knowledge of the importance of correctly labelling packages for delivery	Module 5: Skills for assembling prescriptions	Dispatch to spoke pharmacy	Maps

10.16	A working knowledge of how automation is used to control stock	Module 6: Stock	Stock management systems	Maps
10.17	A working knowledge of how to supply stock to the correct destination using the correct delivery method	Module 5: Skills for assembling prescriptions	Dispatch to spoke pharmacy	Maps
10.18	A working knowledge of the input and retrieval of stock data to ensure levels are appropriate	Module 6: Stock	Stock management systems	Maps
10.19	A working knowledge of the importance of recording, storing and retrieving information in accordance with organisational procedures	Module 2: Keeping you and the Public Safe Module 7: Controlled Drugs	Rules, Regulations & Procedures Information governance Controlled drug registers	Maps

11. Manufacture and assemble medicinal products				
To demonstrate knowledge and understanding in this NOS, assistants should be able to apply:		Name of document and unit/module number	Page	Accreditation team use only
11.1	A working knowledge of the Standard Operating			

	Procedures and the importance of adhering to them at all times			
11.2	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			
11.3	A working knowledge of the current health and safety legislation and how it applies to the working environment			
11.4	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			
11.5	A working knowledge of the relevant national and local guidelines, policies and procedures that are available and how and when they should be accessed			
11.6	A working knowledge of the importance of adhering to information governance policies and maintaining confidentiality when sharing information about individuals with others			
11.7	A working knowledge of the duty to report any acts or omissions that could be detrimental to individuals,			

	yourself, colleagues or your employer			
11.8	A working knowledge of the principles of good manufacturing practice, including pharmaceutical quality systems and your role within that			
11.9	A working knowledge of the difference between preparation for individual patients and preparation for stock and how this is generally implemented in the workplace			
11.10	A working knowledge of guidelines relating to manufacture of medicinal products			
11.11	A working knowledge of the importance of using approved documentation			
11.12	A working knowledge of the importance of maintaining a clean working environment			
11.13	A working knowledge of personal hygiene and the use of protective / clean room clothing			
11.14	A working knowledge of the possible sources of contamination and the appropriate methods of prevention			
11.15	A working knowledge of the importance of environmental parameters, how to carry out their monitoring and the referral procedures if they are outside the set limits			

11.16	A working knowledge of the chemical and physical properties of ingredients relevant to formulation and compounding, including any interactions between raw materials and components			
11.17	A working knowledge of the principles of formulae calculations, weights and measures			
11.18	A working knowledge of the preparation, assembly and maintenance of equipment			
11.19	A working knowledge of the principles, properties and uses of different types of containers and when to use the various types			
11.20	A working knowledge of the nature and use of different product forms			
11.21	A working knowledge of the preparation and use of environmentally controlled conditions			
11.22	A working knowledge of the principles and procedures for preparing medicinal products			
11.23	A working knowledge of the reconciliation of materials, labelling and packaging requirements			
11.24	A working knowledge of the reasons for safe systems of work including the quarantine requirements and the appropriate checking processes			

11.25	A working knowledge of the how to identify near misses and errors			
11.26	A working knowledge of the causes and consequences of near misses and errors			
11.27	A working knowledge of the local and/or national error reporting procedures and communication channels			
11.28	A working knowledge of the principles and procedures for the sterilisation of products			
22.29	A working knowledge of the safe disposal of waste materials and cleaning materials			
11.30	A working knowledge of how to dismantle, clean, decontaminate and store equipment correctly			
11.31	A working knowledge of how to clean and decontaminate the preparation area			
11.32	A working knowledge of the importance of recording, storing and retrieving information in accordance with organisational procedures			

11. Manufacture and assemble medicinal products				
To demonstrate knowledge and understanding in this NOS, assistants should be able to apply:		Name of document and unit/module number	Page	Accreditation team use only
12.1	A working knowledge of the Standard Operating Procedures and the importance of adhering to them at all times			
12.2	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			
12.3	A working knowledge of the current health and safety legislation and how it applies to the working environment			
12.4	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			
12.5	A working knowledge of the relevant national and local guidelines, policies and procedures that are available and how and when they should be			

	accessed			
12.6	A working knowledge of the importance of adhering to information governance policies and maintaining confidentiality when sharing information about individuals with others			
12.7	A working knowledge of the duty to report any acts or omissions that could be detrimental to individuals, yourself, colleagues or your employer			
12.8	A working knowledge of the principles of good manufacturing practice, including pharmaceutical quality systems and your role within that			
12.9	A working knowledge of the difference between preparation for individual patients and preparation for stock and how this is generally implemented in the workplace			
12.10	A working knowledge of the recognised guidelines relating to manufacture of medicinal products			
12.11	A working knowledge of the importance of maintaining a clean working environment			
12.12	A working knowledge of the importance of personal hygiene and the correct use of protective / clean			

	room clothing			
12.13	A working knowledge of the different types of environmental areas and when they should be used the			
12.14	A working knowledge of the possible sources of contamination and appropriate methods of prevention			
12.15	A working knowledge of the principles of formulae calculations, weights and measures			
12.16	A working knowledge of the importance of environmental parameters, how to carry out their monitoring and the referral procedures if they are outside the set limits			
12.17	A working knowledge of the various types of products			
12.18	A working knowledge of chemical and physical properties of ingredients relevant to formulation and compounding, including any interactions between raw materials and components			
12.19	A working knowledge of the materials, consumables and equipment necessary for the preparation of medicinal products and the processes to minimise any associated risks			

12.20	A working knowledge of labelling and packaging requirements and conventions			
12.21	A working knowledge of the procedures for cleaning, decontamination, and preparing the environment and equipment			
12.22	A working knowledge of the importance of using approved documentation			
12.23	A working knowledge of how to identify near misses and errors			
12.24	A working knowledge of the causes and consequences of near misses and errors			
12.25	A working knowledge of the local and/or national error reporting procedures and communication channels			
12.26	A working knowledge of the importance of recording, storing and retrieving information in accordance with organisational procedures			

13. Prepare aseptic products

To demonstrate knowledge and understanding in this NOS, assistants should be able to apply:		Name of document and unit/module number	Page	Accreditation team use only
13.1	A working knowledge of the Standard Operating Procedures and the importance of adhering to them at all times			
13.2	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			
13.3	A working knowledge of the current health and safety legislation and how it applies to the working environment			
13.4	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			
13.5	A working knowledge of the relevant national and local guidelines, policies and procedures that are available and how and when they should be accessed			
13.6	A working knowledge of the importance of adhering to information governance policies and maintaining confidentiality when sharing information about			

	individuals with others			
13.7	A working knowledge of the duty to report any acts or omissions that could be detrimental to individuals, yourself, colleagues or your employer			
13.8	A working knowledge of the principles of good manufacturing practice, including pharmaceutical quality systems and your role within that			
13.9	A working knowledge of the difference between preparation for individual patients and preparation for stock and how this is generally implemented in the workplace			
13.10	A working knowledge of the recognised guidelines relating to aseptic preparation			
13.11	A working knowledge of the importance of maintaining a clean working environment			
13.12	A working knowledge of the importance of personal hygiene and the correct use of protective / clean room clothing			
13.13	A working knowledge of the different types of environmental areas and when they should be used			
13.14	A working knowledge of the possible sources of contamination and the appropriate methods of prevention			

13.15	A working knowledge of the importance of storing products correctly especially in relation to maintaining the cold chain from both chemical and microbiological aspects the			
13.16	A working knowledge of the various types of products			
13.17	A working knowledge of the chemical and physical properties of ingredients relevant to formulation and compounding, including any interactions between raw materials and components			
13.18	A working knowledge of the different types of equipment and consumables and which products they must be used for			
13.19	A working knowledge of the procedures for preparing, cleaning and decontaminating equipment and work areas			
13.20	A working knowledge of the importance of storing equipment safely and in a condition ready for use			
13.21	A working knowledge of the principles of formulae calculations, weights and measures			
13.22	A working knowledge of the importance of environmental parameters, how to carry out their monitoring and the referral procedures if they are			

	outside the set limits			
13.23	A working knowledge of aseptic techniques and when to use the different processes to minimise any associated risks			
13.24	A working knowledge of the importance of carrying out accuracy and quality checks			
13.25	A working knowledge of the importance of label and product reconciliation			
13.26	A working knowledge of the reasons for safe systems of work including the quarantine requirements and the appropriate checking processes			
13.27	A working knowledge of the methods and materials used for packaging			
13.28	A working knowledge of the procedures for the safe handling and disposal of waste materials			
23.29	A working knowledge of the importance of using approved documentation			
13.30	A working knowledge of the how to identify near misses and errors			
13.31	A working knowledge of the causes and consequences of near misses and errors			

13.32	A working knowledge of local and/or national error reporting procedures and communication channels			
13.33	A working knowledge of the importance of recording, storing and retrieving information in accordance with organisational procedures			

14. Prepare documentation and materials for the production of aseptic products				
To demonstrate knowledge and understanding in this NOS, assistants should be able to apply:		Name of document and unit/module number	Page	Accreditation team use only
14.1	A working knowledge of the Standard Operating Procedures and the importance of adhering to them at all times			
14.2	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			
14.3	A working knowledge of the current health and safety legislation and how it applies to the working environment			

14.4	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			
14.5	A working knowledge of the relevant national and local guidelines, policies and procedures that are available and how and when they should be accessed			
14.6	A working knowledge of the importance of adhering to information governance policies and maintaining confidentiality when sharing information about individuals with others			
14.7	A working knowledge of the duty to report any acts or omissions that could be detrimental to individuals, yourself, colleagues or your employer			
14.8	A working knowledge of the principles of good manufacturing practice, including pharmaceutical quality systems and your role within that			
14.9	A working knowledge of the difference between preparation for individual patients and preparation for stock and how this is generally implemented in the workplace			
14.10	A working knowledge of the recognised guidelines relating to aseptic preparation			

14.11	A working knowledge of the importance of maintaining a clean working environment			
14.12	A working knowledge of the importance of personal hygiene and the correct use of protective / clean room clothing			
14.13	A working knowledge of the different types of environmentally controlled areas and when they should be used			
14.14	A working knowledge of the possible sources of contamination and appropriate methods of prevention			
14.15	A working knowledge of the materials and equipment necessary for the preparation of aseptic production			
14.16	A working knowledge of the principles of formulae calculations, weights and measures			
14.17	A working knowledge of the importance of environmental parameters, how to carry out their monitoring and the referral procedures if they are outside the set limits			
14.18	A working knowledge of the various types of products			

14.19	A working knowledge of chemical and physical properties of ingredients relevant to formulation and compounding, including any interactions between raw materials and components			
14.20	A working knowledge of the labelling and packaging requirements and conventions			
14.21	A working knowledge of aseptic techniques and when to use the different processes to minimise any associated risks			
14.22	A working knowledge of the procedures for cleaning, decontamination, and preparing the environment and components			
14.23	A working knowledge of the importance of carrying out accuracy and quality checks			
14.24	A working knowledge of the importance of using approved documentation			
14.25	A working knowledge of how to identify near misses and errors			
14.26	A working knowledge of the causes and consequences of near misses and errors			
14.27	A working knowledge of local and/or national error reporting procedures and communication channels			

14.28	A working knowledge of the importance of recording, storing and retrieving information in accordance with organisational procedures			
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15. Assist in the issuing of prescribed items				
To demonstrate knowledge and understanding in this NOS, assistants should be able to apply:		Name of document and unit/module number	Page	Accreditation team use only
15.1	A working knowledge of the Standard Operating Procedures and the importance of adhering to them at all times			
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			
15.3	A working knowledge of the current health and safety legislation and how it applies to the working environment			
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			
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			
15.6	A working knowledge of the importance of adhering to information governance policies and maintaining confidentiality when sharing information about individuals with others			
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			
15.8	A working knowledge of methods of enabling effective communication and supporting individuals to communicate their needs, views and preferences			
15.9	A working knowledge of the current ethical and legal requirements that govern the issuing of a prescription			
15.10	A working knowledge of the importance of confirming the individual's identity before issuing dispensed items			
15.11	A working knowledge of the importance of providing relevant information on the prescribed item within			

	your scope of practice			
15.12	A working knowledge of how medicines are administered and how to safely store them			
15.13	A working knowledge of the importance of ensuring that the appropriate packaging is used for issued medication			
15.14	A working knowledge of the importance of recording, storing and retrieving information in accordance with organisational procedures			