

Accreditation of a Dispensing / Pharmacy Assistant (Healthcare Assistant) programme, Buttercups Training

Report of an accreditation event, 14 August 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 approached the GPhC with a proposal to instigate a Healthcare Assistant programme as an adjunct to and amalgam of its existing Medicines Counter Assistant (MCA) and Dispensing Assistant (DA) Training Courses that were accredited originally by the Royal Pharmaceutical Society of Great Britain in 2007 to provide medicines counter assistant and dispensing assistant training courses. They were 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 Medicines Counter Assistant and Dispensing Assistant programmes delivered by Buttercups should be reaccredited for a full period of 3 years. There were no conditions or recommendations.

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 (formally Pharmacy Services Skills level 2 NVQ (QCF)).

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 event

The accreditation 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.

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:

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
1. The Training Programme	<p>All seven criteria relating to the training programme are met.</p> <p>It was explained that the development of a multi-skilled pharmacy workforce is becoming an increasing priority, and that following a shift from employers to enrol trainees on the MCA and DA courses simultaneously rather than one after the other, the provider is proposing to introduce one accredited programme that will cover training to the minimum standard for both areas which will draw from the currently accredited MCA and DA courses, but merged to make one programme. The course will contain 19 modules: Module 1 – Keeping you and the Public Safe; Module 2 – Communication and Consultation Skills; Module 3 - Receiving and Interpreting Prescriptions; Module 4 - Knowledge for Assembling Prescriptions; Module 5 - Skills for Assembling Prescriptions; Module 6 – Stock; Module 7 - Controlled Drugs; Module 8 - Handing Out Prescriptions and Patient Counselling; Module 9 - Pain and Analgesia; Module 10 - Coughs and Colds; Module 11 - Gastrointestinal Problems; Module 12 - Travel and Summer Health; Module 13 - Ear, Eyes and Mouth; Module 14 - Skin, Hair and Feet; Module 15 - Women's Health and Men's Health; Module 16 - Healthy Lifestyles; Module 17 - Clinical Governance; Module 18 - Teamwork and Professional Development; Module 19 – Wider Pharmacy Services. These modules map to the following 11 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; Assist in the sale of medicines and products; 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. The course has been planned with reference to the S/NVQ (QCF) level 2 underpinning knowledge template. It will be taught at Qualifications Credit framework level 2, and the content will cover the relevant units of the GPhC underpinning knowledge template. The course will also be used to deliver the knowledge for the BTEC Level 2 Certificate in Pharmaceutical Science and will be part of an apprenticeship programme. The learning materials for the existing DA and MCA courses have been reviewed by Ofsted and considered as good and accessible. The course will be delivered as an e-learning programmes and is mapped to the relevant units of the NVQ level 2 (QCF) Pharmacy Services. Prior to starting 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 will be available for trainees to refer to all relevant policies and processes for the programme. On completion of this trainees must submit a learner agreement electronically. Trainees will have a nominated supervising pharmacist and can also have an optional mentor. The nominated supervising pharmacist or mentor will be given access to a mentor course for the programme which contains information on the role of mentors, 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. The supervising pharmacist must complete an electronic responsibility agreement</p>

	<p>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 will use a range of embedded activities such as quizzes, drag and drop, visual exercises, and discussion scenarios which will all require application of knowledge rather than recall of facts. In addition, Virtual Pharmacy™ scenarios will be used for reflective learning on aspects involving patient interactions.</p>
<p>2. Academic Management Structures</p>	<p>All four criteria relating to Academic and Management Structures are met.</p> <p>The programme will be assessed by two main routes, formative and summative, to ensure that teaching is adequate before the learner enters the assessment process and is not being set up to fail. The assessment process will follow the provider's internal SOP to ensure consistency, and clear escalation pathways exist should any issues arise. Formative assessments will utilise multiple choice questions (MCQs) and Virtual Pharmacy™ scenarios. There will be a set pass mark of 70% for the MCQs, but trainees will be able to 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 will be tested by the completion of an electronic activity book which will require 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 will be 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 will then undertake two final tests under exam conditions after receipt of a declaration of practical competence. The final tests will be supervised by a workplace pharmacist under exam conditions using an authorisation code and will be a randomly generated online test with a 70% pass mark. The MCA test will contain 40 true/false questions to be completed in 30 minutes, and the DA test will be 40 questions with a combination of multiple choice and 'true or false' format, with a 40-minute time allowance to complete it. Trainees have two attempts at these tests; if they fail they will be required to complete a further period of training before sitting third and final tests. Where learners fail to achieve the required standard to pass the programme, the issue will be discussed with the workplace supervising pharmacist and/or employer. There will be 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 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. A Functional Skills Team and a Professional Services Team 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 will be 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 6000 learners per year on the DA and MCA courses but was told that the projected annual intake going forward will be around one-third of the trainees on each of the DA, MCA and HCA courses. Trainees must be nominated by their manager or employer; they will not be screened, but where there are concerns over levels of English required to complete the course, the provider will be 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 will be 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 of the pharmacy support staff 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 will be 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 will be tracked from start to finish of their programme and will be offered a variety of learning methods to suit</p>

	their style. Post qualification, trainees will be 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 accredited as a Dispensing Assistant (Healthcare Assistant) course provider for a period of 3 years. There were no conditions set.

There is a *standing condition* for all course providers, which is that documentary references to the pharmacy regulator must be to the General Pharmaceutical Council. Also, if any other amendments are required to be made to documents for accuracy or completeness, they will be detailed in the record. The provider must detail the changes which have been made with reference to the specific document in the mapping document will be sent to the provider. The provider 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 2 - Mapping to the programmes requirements

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 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 1: Keeping You and the Public Safe Module 6: Controlled Drugs	Standard Operating Procedures Controlled Drugs; Prescriptions for Controlled Drugs	Mapped/covered
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: Keeping You and the Public Safe	What is Expected of You	Mapped/covered
1.3	A working knowledge of the current health and safety legislation and how it applies to the working environment	Module 1: Keeping You and the Public Safe	Workplace Health and Safety	Mapped/covered
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: Keeping You and the Public Safe	Workplace Health and Safety; What is Expected of You; Laws and Regulations	Mapped/covered
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 1: Keeping You and the Public Safe	Workplace Health and Safety; What is Expected of You; Laws and Regulations	Mapped/covered
1.6	A working knowledge of the importance of adhering to information governance policies and maintaining	Module 1: Keeping You and the Public Safe	Laws and Regulations	Mapped/covered

	confidentiality when sharing information about individuals with others			
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	Mapped/covered
1.8	A working knowledge of what constitutes good customer service	Module 9: Teamwork and Professional Development	Customer Care – Organisational Procedures and Policies	Mapped/covered
1.9	A working knowledge of the organisation's policy on the service provided to individuals and how this applies to your role	Module 1: Keeping You and the Public Safe Module 9: Teamwork and Professional Development	What is Expected of You? Customer Care – Organisational Procedures and Policies	Mapped/covered
1.10	A working knowledge of the organisation's procedure for handling complaints	Module 9: Teamwork and Professional Development	Responding to the Customer and Handling Complaints	Mapped/covered
1.11	A working knowledge of how to assess complaints and what action to take	Module 9: Teamwork and Professional Development	Responding to the Customer and Handling Complaints	Mapped/covered
1.12	A working knowledge of when you should refer complaints and to whom	Module 9: Teamwork and Professional Development	Responding to the Customer and Handling Complaints	Mapped/covered
1.13	A working knowledge of the methods of enabling effective communication and supporting individuals to communicate their needs, views and preferences	Module 1: Keeping You and the Public Safe	Communicating with Customers with Additional Needs	Mapped/covered
1.14	A working knowledge of the importance of establishing the requirements of individuals clearly and accurately	Module 9: Teamwork and Professional Development	Establishing What the Customer Wants	Mapped/covered
1.15	A working knowledge of the importance of collecting the relevant information about the individual and their problem	Module 1: Keeping You and the Public Safe	Introduction to Communication; Communicating with	Mapped/covered

			Customers with Additional Needs	
1.16	A working knowledge of the importance of verbal and non-verbal communication when communicating with individuals	Module 1: Keeping You and the Public Safe	Introduction to Communication	Mapped/covered
1.17	A working knowledge of how to give clear and accurate information and check the individual's understanding	Module 7: Handing Out Prescriptions and Patient Counselling	Patient Counselling	Mapped/covered
1.18	A working knowledge of how to manage conflict and/or individuals who are distressed	Module 9: Teamwork and Professional Development	Responding to the Customer and Handling Complaints	Mapped/covered
1.19	A working knowledge of the relevant products and services or advice for which information and/or advice is required	Module 7: Handing Out Prescriptions and Patient Counselling	Patient Counselling	Mapped/covered
1.20	A working knowledge of the where to get assistance if you cannot provide information and advice yourself	Module 7: Handing Out Prescriptions and Patient Counselling	Patient Counselling	Mapped/covered
1.21	A working knowledge of the source(s) of information that can be accessed and the information that can be given to individuals by you and other colleagues	Module 3: Knowledge for Assembling Prescriptions Module 7: Handing Out Prescriptions and Patient Counselling	Pharmacy Reference Sources Patient Counselling	Mapped/covered
1.22	A working knowledge of the importance of recording, storing and retrieving information in accordance with organisational procedures	Module 1: Keeping You and the Public Safe	Laws and Regulations	Mapped/covered

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 module number	Page name	Accreditation team use only
2.1	A working knowledge of what 'hazards' and 'risks' are	Module 1: Keeping You and the Public Safe	Workplace Health and Safety	Mapped/covered
2.2	A working knowledge of what their own responsibilities and legal duties for health and safety in the workplace	Module 1: Keeping You and the Public Safe	Workplace Health and Safety	Mapped/covered
2.3	A working knowledge of their own responsibilities for health and safety as required by the law covering their job role	Module 1: Keeping You and the Public Safe	Workplace Health and Safety	Mapped/covered
2.4	A working knowledge of the hazards which exist in their workplace and the safe working practices which they must follow	Module 1: Keeping You and the Public Safe	Workplace Health and Safety	Mapped/covered
2.5	A working knowledge of the particular health and safety hazards which may be present in their own job and the precautions they must take	Module 1: Keeping You and the Public Safe	Workplace Health and Safety	Mapped/covered
2.6	A working knowledge of the importance of remaining alert to the presence of hazards in the whole workplace	Module 1: Keeping You and the Public Safe	Workplace Health and Safety	Mapped/covered
2.7	A working knowledge of the importance of dealing with, or promptly reporting risks	Module 1: Keeping You and the Public Safe	Workplace Health and Safety	Mapped/covered
2.8	A working knowledge of the responsibilities of health and safety in their job description	Module 1: Keeping You and the Public Safe	Workplace Health and Safety	Mapped/covered
2.9	A working knowledge of the safe working practices for their own job role	Module 1: Keeping You and the Public Safe	Workplace Health and Safety; Laws and Regulations	Mapped/covered
2.10	A working knowledge of the responsible people	Module 1: Keeping You	Workplace Health and	Mapped/covered

	they should report health and safety matters to	and the Public Safe	Safety	
2.11	A working knowledge of where and when to get additional health and safety assistance	Module 1: Keeping You and the Public Safe	Workplace Health and Safety	Mapped/covered
2.12	A working knowledge of their own scope and responsibility for controlling risks	Module 1: Keeping You and the Public Safe	Workplace Health and Safety	Mapped/covered
2.13	A working knowledge of workplace instructions for managing risks which they are unable to deal with	Module 1: Keeping You and the Public Safe	Workplace Health and Safety	Mapped/covered
2.14	A working knowledge of suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which they must follow	Module 1: Keeping You and the Public Safe	Workplace Health and Safety	Mapped/covered
2.15	A working knowledge of the importance of personal presentation in maintaining health and safety in their workplace	Module 1: Keeping You and the Public Safe	What is Expected of You?	Mapped/covered
2.16	A working knowledge of the importance of personal behaviour in maintaining the health and safety of themselves and others	Module 1: Keeping You and the Public Safe	What is Expected of You?	Mapped/covered

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 module number	Page name	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 9: Teamwork and Professional Development	An Introduction to Teamwork	Mapped/covered
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 9: Teamwork and Professional Development	An Introduction to Teamwork	Mapped/covered
3.3	A working knowledge of current local, UK and European legislation, and organisational requirements, procedures and practices for: a) Accessing records	Module 9: Teamwork and Professional Development	a) An Introduction to Teamwork b) Learning and Development	Mapped/covered

	<p>b) Recording, reporting, confidentiality and sharing information, including data protection</p> <p>c) Team working</p>		c) An Introduction to Teamwork	
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 9: Teamwork and Professional Development	An Introduction to Teamwork	Mapped/covered
3.5	A working knowledge of the principles that underpin effective team working	Module 9: Teamwork and Professional Development	An Introduction to Teamwork; Team Goals and Objectives	Mapped/covered
3.6	A working knowledge of individuals' styles of interaction and how these can affect team working	Module 9: Teamwork and Professional Development	An Introduction to Teamwork; Responding to the Customer	Mapped/covered
3.7	A working knowledge of barriers to developing relationships within the team and how these can be overcome	Module 9: Teamwork and Professional Development	An Introduction to Teamwork	Mapped/covered
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 9: Teamwork and Professional Development	An Introduction to Teamwork	Mapped/covered
3.9	A working knowledge of their own strengths and weaknesses as an individual worker and as a team member	Module 9: Teamwork and Professional Development	Learning and Development	Mapped/covered
3.10	A working knowledge of development and learning opportunities available to support them in team working and activities	Module 9: Teamwork and Professional Development	Learning and Development	Mapped/covered

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 module number	Page Name	Accreditation team use only
4.1	A working knowledge of the Standard Operating Procedures and the importance of adhering to them at all times	Module 1 - Your role in the pharmacy	Standard Operating Procedures	Mapped/covered
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	Module 1 - Your role in the pharmacy Module 2- Handling prescriptions Modules 4-11	Customer Requests for Medicines How to refer to the pharmacist Limitations to Your Role in the Dispensary Referral points throughout	Mapped/covered
4.3	A working knowledge of the current health and safety legislation and how it applies to the working environment	Module 1- Your role as an MCA	Workplace health and safety	Mapped/covered
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	Module 1- Your role as an MCA Module 3- The Wider Role of Pharmacy	Your role as an MCA Standard Operating Procedures Safeguarding your Patients Classification of the Medicines in Pharmacy Improving Access and Choice for efficiency and	Mapped/covered

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	Module 1- Your role as an MCA Module 3- The Wider Role of Pharmacy	Standard Operating Procedures Patient Confidentiality Improving Access and Choice for Patients Extending Pharmacy Services Improving the efficiency and	Reference to pharmacy policy NHSE would be expected to be included. Additional text was added by the provider for current policies in all parts of GB. Mapped/covered
4.6	A working knowledge of the importance of adhering to information governance policies and maintaining confidentiality when sharing information about individuals with others	Module 1- Your role as an MCA Module 2- Handling prescriptions	Patient Confidentiality Computer Records and Data Protection	There was no clear link to requirement for IG training or knowledge, including who checks the SOPs cover requirements. Additional activity was added by the provider to Activity Book 2.4. Mapped/covered
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	Module 1- Your role as an MCA	Safeguarding your Patients	Mapped/covered
4.8	A working knowledge of the methods of enabling effective communication and supporting individuals to communicate their needs, views and preferences	Module 1- Your role as an MCA	Patient Skills An Introduction to Person-Centred Care and Communication	Mapped/covered

4.9	A working knowledge of the when and how to use the relevant protocols for the safe sale of medicines	Module 1- Your role as an MCA	Standard Operating Procedures Classification of the Medicines in Pharmacy Customer Requests for Medicines	Mapped/covered
4.10	A working knowledge of the main actions and side effects of the active ingredients within the most commonly used non-prescription medicines	Modules 4 – 11	All clinical content pages	Mapped/covered
4.11	A working knowledge of the different classes of medicines	Module 1- Your role as an MCA	Classification of the Medicines in Pharmacy	Mapped/covered
4.12	A working knowledge of the interactions, cautions and contraindications of commonly used nonprescribed medicines	Module 2- Handling prescriptions Modules 4-11	Patient Counselling All clinical content pages	Mapped/covered

4.13	A working knowledge of the which medicines or products are liable to misuse or abuse by individuals	Module 1- Your role as an MCA Module 4- Pain and Analgesia Module 5- Cough and colds Module 6- Gastrointestinal problems Module 11- Healthy	Abuse and Misuse of Substances and Medicines that you Sell Misuse and Abuse of Analgesics Colds Constipation Insomnia	Mapped/covered
4.14	A working knowledge of the how to give advice on the appropriate use of non- prescribed medicines and products	Module 1- Your role as an MCA Module 2- Handling prescriptions Modules 4-11	An Introduction to Person-Centred Care and Communication Patient Counselling All clinical content pages	Mapped/covered
4.15	A working knowledge of the how to maintain the privacy of the individual when asking questions related to their needs	Module 1- Your role as an MCA	Patient confidentiality	Mapped/covered
4.16	A working knowledge of the use of appropriate questioning techniques to obtain relevant information	Module 1- Your role as an MCA	Customer requests for medicines	Mapped/covered
4.17	A working knowledge of the divergent needs of individuals	Module 1- Your role as an MCA	An Introduction to Person-Centred Care and Communication	Mapped/covered

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	Module 1- Your role as an MCA Module 3- The Wider Role of Pharmacy	Classification of the Medicines in Pharmacy Patient confidentiality Patient Counselling Information Resources for You and Your Patients	Mapped/covered
4.19	A working knowledge of the when you should refer for information/advice and to whom	Module 1- Your role as an MCA	Customer Requests for Medicines How to refer to the pharmacist	Mapped/covered
4.20	A working knowledge of the importance of recording, storing and retrieving information in accordance with organisational procedures	Module 1- Your role as an MCA Module 2- Handling prescriptions	Patient confidentiality Computer Records and Data Protection	Mapped/covered

5. Receive prescriptions				
To demonstrate knowledge and understanding in this NOS, assistants should be able to apply:		Name of document and module number	Page name	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	Module 2: Receiving and Interpreting Prescriptions Module 6: Controlled Drugs Module 10: Wider	Receiving Prescriptions; Electronic Prescriptions; Prescription Charges Prescriptions for Controlled Drugs	Mapped/covered

		Pharmacy Services	Dispensing Services	
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	Module 1: Keeping You and the Public Safe	What is Expected of You	Mapped/covered
5.3	A working knowledge of the current legislation relating to prescription charges and exemptions and differences in practice across the UK	Module 2: Receiving and Interpreting Prescriptions	Electronic Prescriptions; Prescription Payments; Prescription Charges	Mapped/covered
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	Module 2: Receiving and Interpreting Prescriptions Module 6: Controlled Drugs	Receiving Prescriptions, Electronic Prescriptions Prescriptions for Controlled Drugs	Mapped/covered
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	Module 2: Receiving and Interpreting Prescriptions Module 3: Knowledge for Assembling Prescriptions Module 4: Skills for Assembling Prescriptions Module 6: Controlled Drugs Module 10: Wider Pharmacy Services	Types of Prescriber Pharmacy Reference Sources The Supply of Veterinary Medicines on Prescription The Supply of Drugs to Drug Misusers Hospital Pharmacy Services; Dispensing Services	Mapped/covered
5.6	A working knowledge of the importance of adhering to information governance policies and maintaining confidentiality when sharing information about individuals with others	Module 1: Keeping You and the Public Safe	Laws and Regulations	Mapped/covered

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	Module 8: Clinical Governance	Whistleblowing	Mapped/covered
5.8	A working knowledge of regulations and procedures relating to different types of prescriptions and medicines	Module 2: Receiving and Interpreting Prescriptions Module 6: Controlled Drugs	Receiving Prescriptions, Electronic Prescriptions Prescriptions for Controlled Drugs	Mapped/covered
5.9	A working knowledge of methods of enabling effective communication and supporting individuals to communicate their needs, views and preferences	Module 1: Keeping You and the Public Safe	Communicating with Customers with Additional Needs	Mapped/covered
5.10	A working knowledge of the different types of prescribers	Module 2: Receiving and Interpreting Prescriptions Module 4: Skills for Assembling Prescriptions Module 6: Controlled Drugs	Types of Prescriber Veterinary Prescriptions Prescriptions for Controlled Drugs; Controlled Drugs in Hospitals; Controlled Drugs and Midwives; The Supply of Drugs to Drug Misusers	Mapped/covered
5.11	A working knowledge of the different types of prescriptions and when they are used	Module 2: Receiving and Interpreting Prescriptions Module 4: Skills for Assembling Prescriptions	Types of Prescriptions; Electronic Prescriptions The Supply of Veterinary Medicines on Prescription; Veterinary Prescription Requirements	Mapped/covered

		Module 6: Controlled Drugs	Prescriptions for Controlled Drugs; The Supply of Drugs to Drug Misusers	
5.12	A working knowledge of the different ways of receiving prescriptions	Module 2: Receiving and Interpreting Prescriptions	Receiving Prescriptions; Electronic Prescriptions	Mapped/covered
5.13	A working knowledge of the details required on a prescription and why they are necessary	Module 2: Receiving and Interpreting Prescriptions Module 4: Skills for Assembling Prescriptions Module 6: Controlled Drugs	Information on a Prescription; Legal Requirements for Prescriptions; Information about Prescribed Items Veterinary Prescription Requirements Prescriptions for Controlled Drugs; The Supply of Drugs to Drug Misusers	Mapped/covered
5.14	A working knowledge of exemptions and how individuals can claim refunds, including the use of official forms and prepayment certificates	Module 2: Receiving and Interpreting Prescriptions	Prescription Charges	Mapped/covered
5.15	A working knowledge of the transactional and administration procedures as required by government regulations and those that apply to your workplace	Module 2: Receiving and Interpreting Prescriptions Module 4: Skills for Assembling Prescriptions Module 6: Controlled Drugs	Receiving Prescriptions; Prescription Payments; Prescription Charges Veterinary Prescriptions Prescriptions for Controlled Drugs; The Supply of Drugs to Drug	Mapped/covered

		Module 10: Wider Pharmacy Services	Misusers Dispensing Services	
5.16	A working knowledge of the importance of recording, storing and retrieving information in accordance with organisational procedures	Module 1: Keeping You and the Public Safe	Laws and Regulations	Mapped/covered

6. Assemble prescribed items				
To demonstrate knowledge and understanding in this NOS, assistants should be able to apply:		Name of document and module number	Page name	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 3: Knowledge for Assembling Prescriptions Module 4: Skills for Assembling Prescriptions	Dispensary Equipment and Facilities Dispensing a Prescription; Professional Checks; Final Accuracy Check; Endorsing and Prescription Records	Mapped/covered
6.2	A working knowledge of the importance of working within the limits of your competence and authority, when to seek agreement or permission from others and when to refer on to an appropriate person	Module 1: Keeping You and the Public Safe	What is Expected of You	Mapped/covered
6.3	A working knowledge of the current health and safety legislation and how it applies to the working environment	Module 1: Keeping You and the Public Safe	Workplace Health and Safety	Mapped/covered
6.4	A working knowledge of the legal, organisational and policy requirements relevant to your role, the role of	Module 4: Skills for Assembling Prescriptions	Dispensing a Prescription; Professional Checks;	This was covered in various other modules/sections. This was re-

	others in your organisation and the activities being carried out		Labelling Medicines; Dispensing Medicines; In-process self-checks	mapped by the provider and added in reference back to SOPs on dispensing a prescription page. Mapped/covered
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 3: Knowledge for Assembling Prescriptions	Pharmacy Reference Sources	Mapped/covered
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 1: Keeping You and the Public Safe	Laws and Regulations	Mapped/covered
6.7	A working knowledge of the duty to report any acts or omissions that could be detrimental to individuals, yourself, colleagues or your employer	Module 8: Clinical Governance	Whistleblowing	Mapped/covered
6.8	A working knowledge of the importance of personal hygiene and correct use of protective clothing	Module 1: Keeping You and the Public Safe	What is Expected of You; COSHH Regulations 2002	Mapped/covered
6.9	A working knowledge of the importance of maintaining a clean working environment and equipment	Module 1: Keeping You and the Public Safe Module 3: Knowledge for Assembling Prescriptions Module 5: Stock	What is Expected of You? Dispensary Equipment and Facilities Maintaining Stock	Mapped/covered
6.10	A working knowledge of the factors which cause deterioration of stock	Module 5: Stock	Storing Stock	Mapped/covered
6.11	A working knowledge of the sources of contamination and appropriate corrective action	Module 5: Stock	Receiving Stock; Storing Stock; Putting Stock Away; Maintaining Stock	Mapped/covered
6.12	A working knowledge of the prescribing conventions, abbreviations and medical terminology	Module 2: Receiving and Interpreting Prescriptions	Interpreting Abbreviations and Calculating Quantities	Mapped/covered
6.13	A working knowledge of the proprietary and generic names of medicines within your scope of practice	Module 2:	Information about Prescribed Items	Mapped/covered

		Module 3: Knowledge for Assembling Prescriptions	Pharmacy Reference Sources; Introducing the Drug Tariff; Prescription Endorsement	
		Module 5: Stock	Types of Stock; Creating an Order	
6.14	A working knowledge of how medicines are administered	Module 3: Knowledge for Assembling Prescriptions	Dosage Formulations and Routes of Administration	Mapped/covered
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 2: Receiving and Interpreting Prescriptions Module 3: Knowledge for Assembling Prescriptions	Interpreting Abbreviations and Calculating Quantities Converting Units of Mass and Volume; Percentages; Calculating Doses for Adults and Children	Mapped/covered
6.16	A working knowledge of the different stages of the checking procedure	Module 4: Skills for Assembling Prescriptions	In-process Self-Check	Mapped/covered
6.17	A working knowledge of the how to identify near misses and dispensing errors	Module 8: Clinical Governance	Dispensing Errors; Classification of Errors; Types of Dispensing Errors; Causes of Dispensing Errors	Mapped/covered
6.18	A working knowledge of the causes and consequences of near misses and dispensing errors	Module 3: Knowledge for Assembling Prescriptions Module 8: Clinical Governance	Introduction to the Storage of Pharmacy Stock Classification of Errors; Types of Dispensing Errors; Causes of	Mapped/covered

			Dispensing Errors; Consequences of Dispensing Errors; Reducing Errors	
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	Mapped/covered
6.20	A working knowledge of the importance of selecting the correct equipment for use	Module 4: Skills for Assembling Prescriptions	Dispensing Medicines	Mapped/covered
6.21	A working knowledge of the properties of different types of container types and when to use each	Module 4: Skills for Assembling Prescriptions Module 5: Stock	Dispensing Medicines Storing Stock	Mapped/covered
6.22	A working knowledge of the safe handling and storage of hazardous material and procedures to minimise risk	Module 1: Keeping You and the Public Safe	Workplace Health and Safety, COSHH Regulations, CLP Regulations	Mapped/covered
6.23	A working knowledge of the processes for reconstitution	Module 4: Skills for Assembling Prescriptions	Dispensing Medicines	Mapped/covered
6.24	A working knowledge of the labelling requirements and conventions	Module 4: Skills for Assembling Prescriptions	Labelling Medicines	Mapped/covered
6.25	A working knowledge of when and why patient medication records are used	Module 10: Wider Pharmacy Services	NHS Summary Care Records in England; Emergency Supplies	Mapped/covered
6.26	A working knowledge of the importance of recording, storing and retrieving information in accordance with organisational procedures	Module 1: Keeping You and the Public Safe	Law and Regulations	Mapped/covered

7. Order pharmaceutical stock				
To demonstrate knowledge and understanding in this NOS, assistants should be able to apply:		Name of document and module number	Page name	Accreditation team use only
7.1	A working knowledge of the Standard Operating Procedures and the importance of adhering to them	Module 5: Stock	Appliances; Stock Management Systems;	Mapped/covered

	at all times		Creating an Order	
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 1: Keeping You and the Public Safe Module 5: Stock	What is Expected of You Creating an Order	Mapped/covered
7.3	A working knowledge of the current health and safety legislation and how it applies to the working environment	Module 5: Stock	Managing Stock	Mapped/covered
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 5: Stock	Creating an Order	Mapped/covered
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 5: Stock	Creating an Order	Mapped/covered
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 1: Keeping You and the Public Safe	Laws and Regulations	Mapped/covered
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	Mapped/covered
7.8	A working knowledge of the different procurement processes and legislation that applies to the ordering of pharmaceutical stock	Module 5: Stock	Managing Stock, Stock Management Systems	Mapped/covered
7.9	A working knowledge of your responsibilities and current guidelines that apply when ordering pharmaceutical stock	Module 5: Stock	Appliances, Creating an Order	Mapped/covered
7.10	A working knowledge of the difference between proprietary and generic medicines	Module 5: Stock Module 2: Receiving and	Types of Stock Information about Prescribed Items	The original mapped area did not identify the difference but did refer back to the correct module This was remapped by the provider.

		Interpreting Prescriptions		Mapped/covered
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 5: Stock Module 3: Knowledge for Assembling Prescriptions	Types of Stock Dosage Formulations and Routes of Administration	This original mapped area did not identify the difference but did refer back to the correct module. This was remapped by the provider. Mapped/covered
7.12	A working knowledge of how to place an order with the appropriate supplier	Module 5: Stock	Creating an Order	Mapped/covered
7.13	A working knowledge of the importance of ensuring that stock is available based on the needs of individuals	Module 5: Stock	Managing Stock	There was nothing about individuals in the original documentation. New text was added on this page by the provider: section on Stock Availability and the Care of Individuals. Mapped/covered
7.14	A working knowledge of the impact stock availability may have on the care of individuals	Module 5: Stock	Managing Stock	Nothing about individuals in the original documentation. New text was added on this page by the provider: section on Stock Availability and the Care of Individuals. Mapped/covered
7.15	A working knowledge of the importance of taking account of seasonal variations when ordering pharmaceutical stock	Module 5: Stock	Managing Stock	Mapped/covered
7.16	A working knowledge of the action to be taken if stock is unavailable	Module 5: Stock	Creating an Order	This was not covered in the original documentation. In the remapping by the provider the Revised activity was included at the bottom of the relevant page – actions to take according to SOPs if an item is unavailable. Mapped/covered
7.17	A working knowledge of the input and retrieval of	Module 5: Stock	Stock Management Systems	Mapped/covered

	stock data to ensure levels are appropriate for stock management			
7.18	A working knowledge of the importance of recording, storing and retrieving information in accordance with organisational procedures	Module 5: Stock	Creating an Order, Stock Management Systems;	This was not order specific in the original documentation. The provider changed the mapping and additional text was added. Mapped/covered

8. Receive pharmaceutical stock				
To demonstrate knowledge and understanding in this NOS, assistants should be able to apply:		Name of document and module number	Page name	Accreditation team use only
8.1	A working knowledge of the Standard Operating Procedures and the importance of adhering to them at all times	Module 5: Stock Module 6: Controlled Drugs	Receiving Stock Controlled Drug Registers	Mapped/covered
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 1: Keeping You and the Public Safe	What is Expected of You	Mapped/covered
8.3	A working knowledge of the current health and safety legislation and how it applies to the working environment	Module 1: Keeping You and the Public Safe	Workplace Health and Safety	Mapped/covered
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 5: Stock	Receiving Stock	Mapped/covered
8.5	A working knowledge of the relevant national and local guidelines, policies and procedures that are	Module 5: Stock	Receiving Stock	Mapped/covered

	available and how and when they should be accessed			
8.6	A working knowledge of the importance of adhering to information governance policies and maintaining confidentiality when sharing information about individuals with others	Module 1: Keeping You and the Public Safe	Law and Regulations	Mapped/covered
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	Mapped/covered
8.8	A working knowledge of the current guidelines that apply to the receipt of pharmaceutical stock	Module 5: Stock Module 6: Controlled Drugs	Receiving Stock Controlled Drug Registers	Mapped/covered
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 5: Stock	Types of Stock	Mapped/covered
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 5: Stock	Receiving Stock	Mapped/covered
8.11	A working knowledge of the importance of referring to current drug alerts and company recalls when receiving pharmaceutical stock	Module 5: Stock	Drug Alerts and Recalls	Mapped/covered
8.12	A working knowledge of the sources and suppliers of stock	Module 5: Stock	Receiving Stock	Mapped/covered
8.13	A working knowledge of the equipment used when receiving pharmaceutical stock	Module 5: Stock	Receiving Stock	Mapped/covered
8.14	A working knowledge of the action to be taken if received stock: a) is not on the original order b) is not the complete order	Module 5: Stock	a) Receiving Stock b) Receiving Stock c) Receiving Stock d) Drug Alerts and Recalls	Mapped/covered

	<p>c) is short dated or expired</p> <p>d) has the wrong batch number</p> <p>e) has a batch number for which drug alerts/recalls have been issued</p> <p>f) is damaged, contaminated or suspected to be counterfeit</p> <p>g) has not been stored correctly during transportation</p>		<p>e) Receiving Stock</p> <p>f) Receiving Stock</p> <p>g) Receiving Stock</p>	
8.15	A working knowledge of the action to be taken if stock is unavailable	Module 5: Stock	Receiving Stock	Mapped/covered
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 5: Stock	Receiving Stock	Mapped/covered
8.17	A working knowledge of the storage requirements of different types of products and why they are important	Module 5: Stock Module 6: Controlled Drugs	Putting Stock Away Storage of Controlled Drugs	Mapped/covered
8.18	A working knowledge of the importance of stock rotation and the safe storage of stock	Module 5: Stock Module 6: Controlled Drugs	Putting Stock Away Storage of Controlled Drugs	Mapped/covered
8.19	A working knowledge of how to receive an order into stock	Module 5: Stock	Receiving Stock	Mapped/covered
8.20	A working knowledge of the input and retrieval of stock data to ensure levels are appropriate	Module 5: Stock	Receiving Stock	Mapped/covered
8.21	A working knowledge of the importance of recording, storing and retrieving information in accordance with organisational procedures	Module 5: Stock	Stock Management Systems; Receiving Stock; Maintaining Stock	The original documentation was not order-specific. The provider changed the mapping and additional text was added.

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9. Maintain pharmaceutical stock				
To demonstrate knowledge and understanding in this NOS, assistants should be able to apply:		Name of document and module number	Page name	Accreditation team use only
9.1	A working knowledge of the Standard Operating Procedures and the importance of adhering to them at all times	Module 5: Stock Module 6: Controlled Drugs	Stock Management Systems; Maintaining Stock; Disposal of Waste Medicines Controlled Drugs; Controlled Drug Registers	Mapped/covered
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: Keeping You and the Public Safe Module 5: Stock Module 6: Controlled Drugs	What is Expected of You; CLP Regulations Maintaining Stock Storage of Controlled Drugs; Destruction of Controlled Drugs	Mapped/covered
9.3	A working knowledge of the current health and safety legislation and how it applies to the working environment	Module 5: Stock	Maintaining Stock; Disposal of Waste Medicines	Mapped/covered
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 5: Stock	Maintaining Stock, Drug Alerts and Recalls	Mapped/covered
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 5: Stock	Maintaining Stock; Drug Alerts and Recalls	Mapped/covered
9.6	A working knowledge of the importance of adhering	Module 1: Keeping You	Laws and Regulations	Mapped/covered

	to information governance policies and maintaining confidentiality when sharing information about individuals with others	and the Public Safe		
9.7	A working knowledge of the duty to report any acts or omissions that could be detrimental to individuals, yourself, colleagues or your employer	Module 8: Clinical Governance	Whistleblowing	Mapped/covered
9.8	A working knowledge of the current guidelines that apply to maintaining pharmaceutical stock	Module 5: Stock Module 6: Controlled Drugs	Putting Stock Away, Maintaining Stock; Drug Alerts and Recalls; The Poisons Act 1972 and the Control of Poisons and Explosives Precursors Regulations 2015; Disposal of Waste Medicines Storage of Controlled Drugs; Controlled Drug Registers; Destruction of Controlled Drugs	Mapped/covered
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 5: Stock Module 6: Controlled Drugs	Types of Stock Destruction of Controlled Drugs	Mapped/covered
9.10	A working knowledge of the action to take immediately when drug alerts and company recalls are received	Module 5: Stock	Drug Alerts and Recalls	Mapped/covered
9.11	A working knowledge of the importance of monitoring and maintaining a safe, secure and clean environment	Module 1: Keeping You and the Public Safe Module 5: Stock Module 6: Controlled Drugs	Workplace Health and Safety Storing Stock; Putting Stock Away; Maintaining Stock Storage of Controlled	Mapped/covered

			Drugs; Destruction of Controlled Drugs	
9.12	A working knowledge of the storage requirements of different types of products and why they are important	Module 5: Stock Module 6: Controlled Drugs	Managing Stock; Storing Stock Storage of Controlled Drugs; Destruction of Controlled Drugs	Mapped/covered
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 of seasonal variations d) identifying damaged, contaminated or deteriorated stock	a) Module 5: Stock b) Module 3: Knowledge for Assembling Prescriptions Module 5: Stock c) Module 5: Stock d) Module 5: Stock	a) Putting Stock Away b) Understanding Expiry Dates Maintaining Stock c) Managing Stock d) Receiving Stock	Mapped/covered
9.14	A working knowledge of the importance of taking appropriate action if stock is unavailable	Module 5: Stock	Receiving Stock	Mapped/covered
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	a) Module 5: Stock Module 6: Controlled Drugs b) Module 5: Stock	a) Maintaining Stock Destruction of Controlled Drugs b) Receiving Stock	Mapped/covered

	d) has been returned to the pharmacy	Module 6: Controlled Drugs c) Module 5: Stock d) Module 6: Controlled Drugs	Destruction of Controlled Drugs c) Drug Alerts and Recalls d) Destruction of Controlled Drugs	
9.16	A working knowledge of the procedures for the safe handling and disposal of waste materials	Module 5: Stock	Disposal of Waste Medicines	Mapped/covered
9.17	A working knowledge of how automation is used to control stock	Module 5: Stock	Stock Management Systems	Mapped/covered
9.18	A working knowledge of how to ensure that stock levels are maintained to meet demand	Module 5: Stock	Managing Stock	Mapped/covered
9.19	A working knowledge of the input and retrieval of stock data to ensure levels are appropriate	Module 5: Stock	Stock Management Systems	Mapped/covered
9.20	A working knowledge of the importance of recording, storing and retrieving information in accordance with organisational procedures	Module 5: Stock	Stock Management Systems; Maintaining Stock	The provider changed the mapping prior to the event and additional text was added. Mapped/covered

10. Supply pharmaceutical stock				
To demonstrate knowledge and understanding in this NOS, assistants should be able to apply:		Name of document and module number	Page name	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: Stock Module 6: Controlled Drugs	Supplying Stock Requisitions for Controlled Drugs; Controlled Drugs in	Mapped/covered

			Hospitals; Controlled Drugs and Midwives	
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 to an appropriate person	Module 1: Keeping You and the Public Safe	What is Expected of You	Mapped/covered
10.3	A working knowledge of the current health and safety legislation and how it applies to the working environment	Module 5: Stock	Supplying Stock	Mapped/covered
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 5: Stock	Supplying Stock	Mapped/covered
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 5: Stock	Supplying Stock	Mapped/covered
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 1: Keeping You and the Public Safe	Laws and Regulations	Mapped/covered
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	Mapped/covered
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 5: Stock	Types of Stock	Mapped/covered
10.9	A working knowledge of the difference between proprietary and generic medicines	Module 5: Stock	Types of Stock	Mapped/covered
10.10	A working knowledge of the action to be taken if stock is not fit for purpose	Module 5: Stock	Supplying Stock	Mapped/covered
10.11	A working knowledge of the importance of	Module 5: Stock	Drug Alerts and Recalls	Mapped/covered

	checking stock for supply against current drug alerts/recalls			
10.12	A working knowledge of the procedures for responding to urgent requests	Module 5: Stock Module 6: Controlled Drugs	Supplying Stock Requisitions for Controlled Drugs	Mapped/covered
10.13	A working knowledge of the importance of storing products correctly especially in relation to maintaining the cold chain the	Module 5: Stock	Supplying Stock	Mapped/covered
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: Stock	Storing Stock; Putting Stock Away; Supplying Stock; The Poisons Act 1972 and the Control of Poisons and Explosive Precursors Regulations 2015	Mapped/covered
10.15	A working knowledge of the importance of correctly labelling packages for delivery	Module 5: Stock	Supplying Stock	Mapped/covered
10.16	A working knowledge of how automation is used to control stock	Module 5: Stock	Stock Management Systems	Mapped/covered
10.17	A working knowledge of how to supply stock to the correct destination using the correct delivery method	Module 5: Stock	Supplying Stock	Mapped/covered
10.18	A working knowledge of the input and retrieval of stock data to ensure levels are appropriate	Module 5: Stock	Stock Management Systems	Mapped/covered
10.19	A working knowledge of the importance of recording, storing and retrieving information in accordance with organisational procedures	Module 5: Stock	Stock Management Systems; Supplying Stock	The original documentation was not stock- specific. The mapping was changed by the provider and additional text added. Mapped/covered

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 module number	Page name	Accreditation team use only
15.1	A working knowledge of the Standard Operating Procedures and the importance of adhering to them at all times	Module 7: Handing Out Prescriptions and Patient Counselling	Supplying Prescribed Items	Mapped/covered
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	Module 1: Keeping You and the Public Safe	What is Expected of You	Mapped/covered
15.3	A working knowledge of the current health and safety legislation and how it applies to the working environment	Module 1: Keeping You and the Public Safe	Workplace Health and Safety	Mapped/covered
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	Module 1: Keeping You and the Public Safe Module 6: Controlled Drugs Module 7: Handing Out Prescriptions and Patient Counselling	Laws and Regulations Controlled Drug Registers Supplying Prescribed Items, Handing Out Prescribed Items	Mapped/covered
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	Module 6: Controlled Drugs Module 7: Handing Out Prescriptions and Patient Counselling	Controlled Drug Registers Supplying Prescribed Items, Handing Out Prescribed Items	Mapped/covered
15.6	A working knowledge of the importance of	Module 1: Keeping You	Laws and Regulations	Mapped/covered

	adhering to information governance policies and maintaining confidentiality when sharing information about individuals with others	and the Public Safe		
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	Module 8: Clinical Governance	Whistleblowing	Mapped/covered
15.8	A working knowledge of methods of enabling effective communication and supporting individuals to communicate their needs, views and preferences	Module 1: Keeping You and the Public Safe	Communicating with Customers with Additional Needs	Mapped/covered
15.9	A working knowledge of the current ethical and legal requirements that govern the issuing of a prescription	Module 6: Controlled Drugs Module 7: Handing Out Prescriptions and Patient Counselling	The Supply of Drugs to Drug Misusers Handing Out Prescribed Items; Patient Counselling	Mapped/covered
15.10	A working knowledge of the importance of confirming the individual's identity before issuing dispensed items	Module 6: Controlled Drugs Module 7: Handing Out Prescriptions and Patient Counselling	Controlled Drug Registers; The Supply of Drugs to Drug Misusers Handing Out Prescribed Items	Mapped/covered
15.11	A working knowledge of the importance of providing relevant information on the prescribed item within your scope of practice	Module 7: Handing Out Prescriptions and Patient Counselling	Supplying Prescribed Items, Handing Out Prescribed Items; Patient Counselling	Mapped/covered
15.12	A working knowledge of how medicines are administered and how to safely store them	Module 7: Handing Out Prescriptions and Patient Counselling	Patient Counselling	Mapped/covered
15.13	A working knowledge of the importance of ensuring that the appropriate packaging is used for issued medication	Module 5: Stock Module 7: Handing Out Prescriptions and Patient	Supplying Stock; Storing Stock Supplying Prescribed Items	Mapped/covered

		Counselling		
15.14	A working knowledge of the importance of recording, storing and retrieving information in accordance with organisational procedures	Module 1: Keeping You and the Public Safe	Laws and Regulations	Mapped/covered