

**Buttercups Training support staff course
re/accreditation event report, Dispensing
Assistants (DA) - part 3, July 2021**



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Event summary and conclusions

Provider	Buttercups Training
Course name	Support Staff Course for Dispensing Assistants (DA)
Framework used	National Occupational Standards
Relevant requirements	Requirements for the education and training of pharmacy support staff, October 2020
Event type	Reaccreditation
Event date	30 th July 2021
Approval period	November 2021 - November 2024
Outcome	Please refer to parts 1 and 2.
Conditions	Please refer to parts 1 and 2.
Standing conditions	A link to the standing conditions can be found here .
Recommendations	Please refer to parts 1 and 2.
Registrar decision	Please refer to parts 1 and 2.

Technical knowledge and skills

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

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

PHARM01

Assist with the provision of a pharmacy service

How the course/qualification supports the trainee to achieve this outcome and where the learning outcome is taught

Provider's commentary

To meet the requirements of NOS PHARM01, learners complete **Core Module 1: Working in a Pharmacy Environment, Core Module 2: Teamwork and Person-Centred Care**, and the technical module **Knowledge for Assembling Prescriptions** on the b-Hive platform.

Please refer to the mapping document in **Appendix M1 –Dispensing Assistant Curriculum Mapping V2**.

How the course/qualification assesses whether the trainee achieves this outcome

Provider's commentary

Learners complete the **formative assessment** activities throughout the course materials including the activity books in the modules listed above which require research into the relevant workplace policies and procedures, and interactive activities built into the b-Hive platform to provide instant feedback.

The **activity books** are reviewed by their workplace training supervisor (WTS) and contain both formative and summative assessment activities. The **formative** activities include reflecting on a referral they have made to another healthcare professional and thinking about what constitutes good customer service. The **summative** activities include describing their responsibilities in the event of a complaint and describing how to report health and safety matters in their workplace.

Summative assessment of PHARM01 overlaps with the Part 1 learning outcomes which are assessed by a **witness testimony** by their WTS following observations in the workplace, including demonstration of good communication skills, effective teamwork, awareness of SOPs, workplace health and safety and referral procedures, and handling a complaint.

Accreditation/recognition team's commentary.

Learning outcome met? Yes No

Based on the submitted documentation and event discussions, the accreditation team agreed that this learning outcome will be met.

PHARM07

Receive prescriptions

How the course/qualification supports the trainee to achieve this outcome and where the learning outcome is taught

Provider's commentary

To meet the requirements of PHARM07, learners complete **Core Module 1: Working in a Pharmacy Environment, Core Module 2: Teamwork and Person-Centred Care** and technical modules **Receiving**

and Interpreting Prescriptions, Knowledge for Assembling Prescriptions, Skills for Assembling Prescriptions and Controlled Drugs on the b-Hive platform.

Please refer to the mapping document in **Appendix M1 –Dispensing Assistant Curriculum Mapping V2**.

How the course/qualification assesses whether the trainee achieves this outcome

Provider’s commentary

Learners complete the **formative assessment** activities throughout the course materials including the activity books in the modules listed above which require research into the relevant workplace policies and procedures, and interactive activities built into the b-Hive platform to provide instant feedback. Learners complete a Virtual Pharmacy scenario that involves handling prescriptions from a simulated patient, which they will receive instant feedback for the decisions they make in the scenario.

The **activity books** are reviewed by their workplace training supervisor (WTS) and contain both formative and summative assessment activities. The **formative** activities include describing their workplace SOPs for dispensing faxed or emailed prescriptions. The **summative** activities include comparing their workplace SOPs for receiving prescriptions to the examples provided in the course, then describing any differences and discussing them with their WTS.

Summative assessment of PHARM07 includes scenario-based multiple-choice questions (MCQs) in a **Final Test**, and a **witness testimony** by their WTS following observations in the workplace to assess the learner’s ability to receive prescriptions according to workplace SOPs.

Accreditation/recognition team’s commentary.

Learning outcome met? Yes No

The team was told that the dispensing module is supported by a flow chart with examples for community/hospital pharmacies and GP dispensing practices. Learners complete an activity book to compare their workplace SOPs with the SOPs on the Buttercups site. The importance of adhering to SOPs is stressed; this is checked by witness testimony. Communication skills are covered in the core as well as the technical modules, along with other transferable skills such as greeting customers, all being signed off by the WTS or witness testimony. There is an interactive program with a virtual patient which allows practising in a safe environment; the team was able to see this impressive element of b-Hive. This deals with receiving a prescription with checks for legality and validity, passing the prescription for dispensing with a check on potential waiting time, handing out prescriptions and counselling. The program considers time management and customer satisfaction with instant scoring and feedback available.

PHARM09

Assemble prescribed items

How the course/qualification supports the trainee to achieve this outcome and where the learning outcome is taught

Provider’s commentary

To meet NOS PHARM09, learners complete the **Core Module 1: Working in a Pharmacy Environment, Core Module 2: Teamwork and Person-Centred Care** and technical modules **Receiving and Interpreting Prescriptions, Knowledge for Assembling Prescriptions, Skills for Assembling**

Prescriptions, Stock, Controlled Drugs, Clinical Governance and Wider Pharmacy Services on the b-Hive platform.

Please refer to the mapping document in **Appendix M1 –Dispensing Assistant Curriculum Mapping V2**.

How the course/qualification assesses whether the trainee achieves this outcome

Provider’s commentary

Learners complete the **formative assessment** activities throughout the course materials including the activity books in the modules listed above which require research into the relevant workplace policies and procedures, and interactive activities built into the b-Hive platform to provide instant feedback.

The **activity books** are reviewed by their workplace training supervisor (WTS) and contain both formative and summative assessment activities. The **formative** activities include finding out if their POM/private prescription register is kept on paper or electronically, and where their controlled drugs register is kept. The **summative** activities include observing a pharmacist to complete a professional check, then describing how professional checks are carried out in their workplace.

Summative assessment of PHARM09 includes scenario-based multiple-choice questions (MCQs) in a **Final Test**, and a **witness testimony** by their WTS following observations in the workplace to assess the learner’s ability to accurately label and assemble medicines against a prescription according to workplace SOPs.

Accreditation/recognition team’s commentary.

Learning outcome met? Yes No

Based on the submitted documentation and event discussions, the accreditation team agreed that this learning outcome will be met.

PHARM12

Order pharmaceutical stock

How the course/qualification supports the trainee to achieve this outcome and where the learning outcome is taught

Provider’s commentary

To meet NOS PHARM12, learners complete **Core Module 1: Working in a Pharmacy Environment**, **Core Module 2: Teamwork and Person-Centred Care**, and the technical module on **Stock** on the b-Hive platform.

Please refer to the mapping document in **Appendix M1 –Dispensing Assistant Curriculum Mapping V2**.

How the course/qualification assesses whether the trainee achieves this outcome

Provider’s commentary

Learners complete the **formative assessment** activities throughout the course materials including the activity books in the Stock module which require research into the relevant workplace policies and procedures, and interactive activities built into the b-Hive platform to provide instant feedback.

The **activity books** are reviewed by their workplace training supervisor (WTS) and contain both formative and summative assessment activities. The **formative** activities include finding out the ordering cut-off times for their suppliers and when items will arrive if they are ordered after the cut-off time. The **summative** activities include observing a colleague responsible for managing stock to order stock, then read the relevant SOPs and be observed by their WTS to carry out this task.

Summative assessment of PHARM12 includes scenario-based multiple-choice questions (MCQs) in a **Final Test**, and a **witness testimony** by their WTS following observations in the workplace to assess the learner's ability to order pharmaceutical stock according to workplace SOPs.

Accreditation/recognition team's commentary.

Learning outcome met? Yes No

Based on the submitted documentation and event discussions, the accreditation team agreed that this learning outcome will be met.

PHARM13

Receive pharmaceutical stock

How the course/qualification supports the trainee to achieve this outcome and where the learning outcome is taught

Provider's commentary

To meet NOS PHARM13, learners complete **Core Module 1: Working in a Pharmacy Environment**, **Core Module 2: Teamwork and Person-Centred Care**, technical modules **Stock** and **Controlled Drugs** on the b-Hive platform.

Please refer to the mapping document in **Appendix M1 –Dispensing Assistant Curriculum Mapping V2**.

How the course/qualification assesses whether the trainee achieves this outcome

Provider's commentary

Learners complete the **formative assessment** activities throughout the course materials including the activity books in the modules listed which require research into the relevant workplace policies and procedures, and interactive activities built into the b-Hive platform to provide instant feedback.

The **activity books** are reviewed by their workplace training supervisor (WTS) and contain both formative and summative assessment activities. The **formative** activities including finding out how to check and adjust stock levels when receiving stock. The **summative** activities include describing how their dispensary ensures the stock received is genuine and fit for purpose.

Summative assessment of PHARM13 includes scenario-based multiple-choice questions (MCQs) in a **Final Test**, and a **witness testimony** by their WTS following observations in the workplace to assess the learner's ability to receive pharmaceutical stock according to workplace SOPs.

Accreditation/recognition team's commentary.

Learning outcome met? Yes No

Based on the submitted documentation and event discussions, the accreditation team agreed that this learning outcome will be met.

PHARM14	Maintain pharmaceutical stock
<i>How the course/qualification supports the trainee to achieve this outcome and where the learning outcome is taught</i>	
<p>Provider's commentary</p> <p>To meet NOS PHARM14, learners complete Core Module 1: Working in a Pharmacy Environment, Core Module 2: Teamwork and Person-Centred Care, technical modules Stock and Controlled Drugs on the b-Hive platform.</p> <p>Please refer to the mapping document in Appendix M1 –Dispensing Assistant Curriculum Mapping V2.</p>	
<i>How the course/qualification assesses whether the trainee achieves this outcome</i>	
<p>Provider's commentary</p> <p>Learners complete the formative assessment activities throughout the course materials including the activity books in the modules listed which require research into the relevant workplace policies and procedures, and interactive activities built into the b-Hive platform to provide instant feedback.</p> <p>The activity books are reviewed by their workplace training supervisor (WTS) and contain both formative and summative assessment activities. The formative activities including finding out who is responsible for performing stock checks on controlled drugs and how frequently they are performed. The summative activities include observing a trained colleague respond to a drug recall or drug alert, then describing who is responsible and the procedures they follow.</p> <p>Summative assessment of PHARM14 includes scenario-based multiple-choice questions (MCQs) in a Final Test, and a witness testimony by their WTS following observations in the workplace to assess the learner's ability to maintain pharmaceutical stock according to workplace SOPs.</p>	
Accreditation/recognition team's commentary.	
Learning outcome met? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Based on the submitted documentation and event discussions, the accreditation team agreed that this learning outcome will be met.	
PHARM15	Supply pharmaceutical stock
<i>How the course/qualification supports the trainee to achieve this outcome and where the learning outcome is taught</i>	
<p>Provider's commentary</p> <p>To meet NOS PHARM15, learners complete Core Module 1: Working in a Pharmacy Environment, Core Module 2: Teamwork and Person-Centred Care, and technical modules Stock and Controlled Drugs on the b-Hive platform.</p> <p>Please refer to the mapping document in Appendix M1 –Dispensing Assistant Curriculum Mapping V2.</p>	
<i>How the course/qualification assesses whether the trainee achieves this outcome</i>	

Provider's commentary

Learners complete the **formative assessment** activities throughout the course materials including the activity books in the modules listed which require research into the relevant workplace policies and procedures, and interactive activities built into the b-Hive platform to provide instant feedback.

The **activity books** are reviewed by their workplace training supervisor (WTS) and contain both formative and summative assessment activities. The **formative** activities including a scenario-based activity on how to contact manufacturers to source a product that is out of stock. The **summative** activities include describing the procedure for responding to urgent requests for stock in accordance with workplace SOPs.

Summative assessment of PHARM15 includes scenario-based multiple-choice questions (MCQs) in a **Final Test**, and a **witness testimony** by their WTS following observations in the workplace to assess the learner's ability to supply pharmaceutical stock according to workplace SOPs.

Accreditation/recognition team's commentary.

Learning outcome met? Yes No

Based on the submitted documentation and event discussions, the accreditation team agreed that this learning outcome will be met.

PHARM32 Assist in the issuing of prescribed items

How the course/qualification supports the trainee to achieve this outcome and where the learning outcome is taught

Provider's commentary

To meet the requirements of PHARM32, learners complete **Core Module 1: Working in a Pharmacy Environment, Core Module 2: Teamwork and Person-Centred Care** and technical modules **Receiving and Interpreting Prescriptions, Skills for Assembling Prescriptions, Controlled Drugs, Handing Out Prescriptions and Patient Counselling, and Wider Pharmacy Services** on the b-Hive platform.

Please refer to the mapping document in **Appendix M1 –Dispensing Assistant Curriculum Mapping V2**.

How the course/qualification assesses whether the trainee achieves this outcome

Provider's commentary

Learners complete the **formative assessment** activities throughout the course materials including the activity books in the modules listed above which require research into the relevant workplace policies and procedures, and interactive activities built into the b-Hive platform to provide instant feedback. Learners will complete the **Virtual Pharmacy scenario** on handling prescriptions, where they will interact with a simulated patient and receive instant feedback for the decisions they make in the scenario.

The **activity books** are reviewed by their workplace training supervisor (WTS) and contain both formative and summative assessment activities. The **formative** activities include scenario-based activities for handing out prescriptions. The **summative** activities include listing the medicines that

they are not permitted to hand out and observing trained colleagues who are authorised to hand out these items, then writing down the special counselling points or record-keeping requirements.

Summative assessment of PHARM32 includes scenario-based multiple-choice questions (MCQs) in a **Final Test**, and a **witness testimony** by their WTS following observations in the workplace to assess the learner's ability to hand out prescriptions for a range of dosage forms and counsel the patient appropriately following workplace SOPs.

Accreditation/recognition team's commentary.

Learning outcome met? Yes No

Based on the submitted documentation and event discussions, the accreditation team agreed that this learning outcome will be met.

