

## **Buttercups Training support staff course re/accreditation event report, Pharmacy Assistants in Manufacturing - part 3, July 2021**



# Contents

Event summary and conclusions .....	1
Part 3: Role-specific learning outcomes (National Occupational Standards) .	2

## Event summary and conclusions

<b>Provider</b>	Buttercups Training
<b>Course name</b>	Support Staff Course for Pharmacy Assistants in Manufacturing
<b>Framework used</b>	National Occupational Standards
<b>Relevant requirements</b>	<a href="#">Requirements for the education and training of pharmacy support staff, October 2020</a>
<b>Event type</b>	Reaccreditation
<b>Event date</b>	30 <sup>th</sup> July 2021
<b>Approval period</b>	November 2021 - November 2024
<b>Outcome</b>	Please refer to parts 1 and 2.
<b>Conditions</b>	Please refer to parts 1 and 2.
<b>Standing conditions</b>	A link to the standing conditions can be <a href="#">found here</a> .
<b>Recommendations</b>	Please refer to parts 1 and 2.
<b>Registrar decision</b>	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 M4 –Pharmacy Assistant in Manufacturing 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.

### 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 and Clinical Governance** on the b-Hive platform.

Please refer to the mapping document in **Appendix M4 –Pharmacy Assistant in Manufacturing 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 describing how dispensed items are stored in their workplace. The **summative** activities include observing a pharmacist when completing 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 M4 –Pharmacy Assistant in Manufacturing 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 when ordering stock, then reading the relevant SOPs and being 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**, and the technical modules **Stock** and **Controlled Drugs** on the b-Hive platform.

Please refer to the mapping document in **Appendix M4 –Pharmacy Assistant in Manufacturing 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 manufacturing unit 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.

<b>PHARM14</b>	Maintain pharmaceutical stock
<i>How the course/qualification supports the trainee to achieve this outcome and where the learning outcome is taught</i>	
<p><b>Provider's commentary</b></p> <p>To meet NOS PHARM14, learners complete <b>Core Module 1: Working in a Pharmacy Environment</b>, <b>Core Module 2: Teamwork and Person-Centred Care</b>, and technical modules <b>Stock</b> and <b>Controlled Drugs</b> on the b-Hive platform.</p> <p>Please refer to the mapping document in <b>Appendix M4 –Pharmacy Assistant in Manufacturing Curriculum Mapping V2</b>.</p>	
<i>How the course/qualification assesses whether the trainee achieves this outcome</i>	
<p><b>Provider's commentary</b></p> <p>Learners complete the <b>formative assessment</b> 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 <b>activity books</b> are reviewed by their workplace training supervisor (WTS) and contain both formative and summative assessment activities. The <b>formative</b> activities including describing the actions to take if storage conditions are too hot or too cold. The <b>summative</b> activities include observing a trained colleague when responding to a drug recall or drug alert, then describing who is responsible and the procedures they follow.</p> <p><b>Summative assessment</b> of PHARM14 includes scenario-based multiple-choice questions (MCQs) in a <b>Final Test</b>, and a <b>witness testimony</b> by their WTS following observations in the workplace to assess the learner's ability to maintain pharmaceutical stock according to workplace SOPs.</p>	
<b>Accreditation/recognition team's commentary.</b>	
<b>Learning outcome met? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></b>	
Based on the submitted documentation and event discussions, the accreditation team agreed that this learning outcome will be met.	
<b>PHARM15</b>	Supply pharmaceutical stock
<i>How the course/qualification supports the trainee to achieve this outcome and where the learning outcome is taught</i>	
<p><b>Provider's commentary</b></p> <p>To meet NOS PHARM15, learners complete <b>Core Module 1: Working in a Pharmacy Environment</b>, <b>Core Module 2: Teamwork and Person-Centred Care</b>, and the technical modules <b>Stock</b> and <b>Controlled Drugs</b> on the b-Hive platform.</p> <p>Please refer to the mapping document in <b>Appendix M4 –Pharmacy Assistant in Manufacturing Curriculum Mapping V2</b>.</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 include 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 to 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.

### PHARM17

Manufacture and assemble medicinal products

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

### Provider's commentary

To meet NOS PHARM17, learners complete the **Core Module 1: Working in a Pharmacy Environment**, **Core Module 2: Teamwork and Person-Centred Care**, and the technical modules **Knowledge for Assembling Prescriptions**, **Skills for Assembling Prescriptions**, **Stock**, **Clinical Governance**, **Aseptic Manufacturing: Legislation and Procedures**, **The Aseptic Manufacturing Process** and **Manufacturing Medicinal Products** on the b-Hive platform.

Please refer to the mapping document in **Appendix M4 –Pharmacy Assistant in Manufacturing 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 listing some of the products most commonly manufactured in their unit. The **summative** activities include listing the cytotoxic drugs most commonly handled in their unit and summarising the workplace SOPs for handling them.



**Summative assessment** of PHARM17 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 follow clean room protocols, including monitoring and cleaning 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.

**PHARM19** Prepare aseptic products

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

**Provider's commentary**

To meet NOS PHARM19, learners complete the **Core Module 1: Working in a Pharmacy Environment**, **Core Module 2: Teamwork and Person-Centred Care**, and the technical modules **Knowledge for Assembling Prescriptions**, **Skills for Assembling Prescriptions**, **Clinical Governance**, **Aseptic Manufacturing: Legislation and Procedures**, **The Aseptic Manufacturing Process** and **Manufacturing Medicinal Products** on the b-Hive platform.

Please refer to the mapping document in **Appendix M4 –Pharmacy Assistant in Manufacturing 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 listing some of the products most commonly manufactured in their unit. The **summative** activities include discussing with their production manager and summarising their role in the pharmaceutical quality system in their unit.

**Summative assessment** of PHARM19 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 follow clean room protocols, safely and accurately prepare worksheets, labels, ingredients and items for aseptic manufacturing, including documentation, 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.

<b>PHARM20</b>	Prepare documentation and materials for the manufacture and assembly of medicinal products
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*How the course/qualification supports the trainee to achieve this outcome and where the learning outcome is taught*

**Provider's commentary**

To meet NOS PHARM20, learners complete the **Core Module 1: Working in a Pharmacy Environment**, **Core Module 2: Teamwork and Person-Centred Care**, and the technical modules **Knowledge for Assembling Prescriptions**, **Clinical Governance**, **Aseptic Manufacturing: Legislation and Procedures**, **The Aseptic Manufacturing Process** and **Manufacturing Medicinal Products** on the b-Hive platform.

Please refer to the mapping document in **Appendix M4 –Pharmacy Assistant in Manufacturing 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 the procedures for monitoring fridge temperature, including who is responsible, the frequency of monitoring and how to report a problem. The **summative** activities include finding out which licence is held by their manufacturing unit.

**Summative assessment** of PHARM20 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 safely and accurately prepare worksheets, labels, ingredients and products 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.

<b>PHARM21</b>	Prepare documentation and materials for the production of aseptic products
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*How the course/qualification supports the trainee to achieve this outcome and where the learning outcome is taught*

**Provider's commentary**

To meet NOS PHARM21, learners complete the **Core Module 1: Working in a Pharmacy Environment**, **Core Module 2: Teamwork and Person-Centred Care**, and the technical modules **Knowledge for**

**Assembling Prescriptions, Skills for Assembling Prescriptions, Clinical Governance, Aseptic Manufacturing: Legislation and Procedures, The Aseptic Manufacturing Process and Manufacturing Medicinal Products** on the b-Hive platform.

Please refer to the mapping document in **Appendix M4 –Pharmacy Assistant in Manufacturing 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 the procedures for monitoring fridge temperature, including who is responsible, the frequency of monitoring and how to report a problem. The **summative** activities include outlining the procedure for reporting an accident, incident or near miss in their unit.

**Summative assessment** of PHARM21 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 safely and accurately prepare worksheets, labels, ingredients and products 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.

**PHARM52**

Prepare and maintain the working environment for aseptic manufacture and dispensing of medicinal products in cleanrooms

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

**Provider’s commentary**

To meet NOS PHARM52, learners complete the **Core Module 1: Working in a Pharmacy Environment**, and the technical modules **Aseptic Manufacturing: Legislation and Procedures, The Aseptic Manufacturing Process** and **Manufacturing Medicinal Products** on the b-Hive platform.

Please refer to the mapping document in **Appendix M4 – Pharmacy Assistant in Manufacturing Curriculum Mapping V2.**

Please note the PHARM52.2011 NOS is the most current version on the Skills for Health website at the time of writing.

***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. Interactive activities include matching the types of contamination with their descriptions.

The **activity books** are reviewed by their workplace training supervisor (WTS) and contain both formative and summative assessment activities. The **formative** activities include recording the title of their workplace SOPs relevant to aseptic manufacturing. The **summative** activities include describing the conditions that prevent them from undertaking clean room activities and summarising the procedures for reporting these conditions.

**Summative assessment** of PHARM52 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 follow clean room protocols, safely and accurately prepare for aseptic manufacturing, including monitoring and cleaning the manufacturing environment, 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.



