

Mapping of the learning outcomes to the performance standards

Introduction

In December 2020 the GPhC council approved **new standards for the initial education and training of pharmacists**. Their implementation will introduce major reforms that will transform their learning, so that pharmacists are able to play a much greater role in providing clinical care to patients and the public from their first day on the register. The standards have been developed to produce adaptable pharmacist professionals who will be confident and capable of operating in multi-professional teams across a variety of healthcare settings, to meet diverse and changing patient needs.

Currently initial education and training for pharmacists consists of an MPharm degree that is accredited by the GPhC. These courses are designed so that the student achieves the defined learning outcomes as described in the previous standards from 2011. In addition, trainees must complete the pre-registration year where they are measured against performance standards, a list of 76 performance outcomes which must be signed off by their pre-registration tutor. The standards are statements of what the GPhC expects pre-registration trainees to be able to do and how they should behave on registration as a pharmacist.

The new standards introduce a number of important changes to ensure pharmacists are equipped for their future roles. Specifically, a new set of learning outcomes that will be used to assess the full five years of education and training, and which can link to a continuum of development into post-registration has been introduced. Accordingly, from July 2021 the pre-registration year is being replaced by the **foundation training year** and from then on, pre-registration trainees will be known as **trainee pharmacists** and tutors will be known as **designated supervisors**. Furthermore, the current pre-registration performance standards will cease for new trainee pharmacists in all settings and sectors and will be replaced with the learning outcomes, which describe the knowledge, skills and attributes a trainee must demonstrate by the end of their foundation training year and reflects current pharmacy practice.

The full set of learning outcomes captured in the **new standards for the initial education and training of pharmacists** have been modified, as **interim learning outcomes**, to accommodate the interval before the introduction of independent prescribing as part of the foundation training year. In this document, the difference between the full set of learning outcomes and the interim learning outcomes for the upcoming 2021/22 foundation training year are highlighted **in bold**.

Trainees, commencing their foundation training year in summer 2021, will be responsible for familiarising themselves with the interim learning outcomes in advance. Trainees will need to consider their previous education and experience and think about what evidence, at the desired level¹, they will need to demonstrate competence and be prepared to substantiate this to the designated supervisor throughout their foundation training year. This will augment their journey towards practicing autonomously and taking responsibility.

Training providers and designated supervisors will need to ensure that regular progress reviews are included to monitor the trainee pharmacist's progression against the interim learning outcomes. They will have to consider the level of competence the trainee pharmacist is expected to demonstrate and furthermore consider how they can give assurance that they have all been signed off at the appropriate level. This means that, for 2021/22, training providers should review and, where necessary, adapt their current training plans to ensure that the interim learning outcomes are all incorporated. The training plans used for training in 2021/22 should be mapped to the interim learning outcomes.

To enable those involved with the upcoming foundation training year and to support training providers to align their training plans with the interim learning outcomes the table below is an example of how the pre-registration performance standards map to the interim learning outcomes. It must be noted that this is only one example, provided by NHS Education for Scotland and reviewed by GPhC colleagues, and should be used as intended, as a guide. We would expect to see several variations and different interpretations depending on the individual trainee pharmacist objective's, the context in which they are operating including the sector or setting and the influence of the training provider and designated supervisor too.

Training providers will need to ensure that regular progress reviews are completed to monitor the trainee's progression against the interim learning outcomes. We expect training providers to use the same assessment format currently captured in the pre-registration manual². The progress reviews should however consider progression against the interim learning outcomes rather than the performance standards.

¹ Please refer to the **interim learning outcomes** for information on Miller's triangle.

² Please note that this is currently being updated to reflect the new terminology and context for the foundation training year however the requirements for review at 13, 26 and 39 weeks then a final declaration at 52 weeks remain the same.

Mapping

A.1 Manage self

Table 1: Performance standard unit: Manage self

Performance standard	Learning outcome(s)	Miller's level
A1.1 Behave in a manner consistent with membership of the profession	LO 3 - Demonstrate effective communication at all times and adapt their approach and communication style to meet the needs of the person	Does
	LO 6 - Treat people as equals, with dignity and respect, and meet their own legal responsibilities under equality and human rights legislation, while respecting diversity and cultural differences	Does
	LO 9 - Take responsibility for ensuring that personal values and beliefs do not compromise person-centred care	Does
	LO 15 - Demonstrate the values, attitudes and behaviours expected of a pharmacy professional at all times	Does
	LO 20 - Act openly and honestly when things go wrong and raise concerns even when it is not easy to do so	Does
A1.2 Manage your time effectively ³	LO 50 - Take appropriate actions to respond to complaints, incidents or errors in a timely manner and to prevent them happening again	Does
	LO 52 - Demonstrate resilience and flexibility, and apply effective strategies to manage multiple priorities, uncertainty, complexity and change	Does
	LO 53 - Reflect upon, identify, and proactively address their learning needs	Does
A1.3 Recognise your personal and	LO 16 - Apply professional judgement in all circumstances, taking legal and ethical reasoning into account	Does

³ This will include time at work and using time outside work for personal and professional development. It will include prioritising tasks, planning, timekeeping and managing interruptions.

Performance standard	Learning outcome(s)	Miller's level
professional limitations and refer appropriately ⁴	LO 17 - Recognise and work within the limits of their knowledge and skills, and get support and refer to others when they need to	Does
	LO 51 - Recognise when and how their performance or that of others could put people at risk and take appropriate actions	Does
A1.4 Respond with willingness and flexibility to new situations and to change	LO 4 - Understand the variety of settings and adapt their communication accordingly	Does
	LO 52 - Demonstrate resilience and flexibility, and apply effective strategies to manage multiple priorities, uncertainty, complexity and change	Does
A1.5 Remain composed and personally effective ⁵ in all situations ⁶	LO 15 - Demonstrate the values, attitudes and behaviours expected of a pharmacy professional at all times	Does
	LO 50 - Take appropriate actions to respond to complaints, incidents or errors in a timely manner and to prevent them happening again	Does
	LO 52 - Demonstrate resilience and flexibility, and apply effective strategies to manage multiple priorities, uncertainty, complexity and change	Does
A1.6 Make decisions which demonstrate clear and logical thought	LO 16 - Apply professional judgement in all circumstances, taking legal and ethical reasoning into account	Does
	LO 17 - Recognise and work within the limits of their knowledge and skills, and get support and refer to others when they need to	Does
	LO 30 - Appraise the evidence base and apply clinical reasoning and professional judgement to make safe and logical decisions which minimise risk and optimise outcomes for the person	Does

⁴ In this context, 'appropriately' means referring when necessary, to the correct person, in a suitable way

⁵ This may, in extreme circumstances, include removing yourself from a situation to maintain your self-control and to minimise risks to patients.

⁶ Situations will include challenging behaviour from colleagues or clients, periods of heavy workload and times of stress.

Performance standard	Learning outcome(s)	Miller's level
	LO 36 - Apply relevant legislation and ethical decision-making related to prescribing, including remote prescribing	Does
	LO 50 - Take appropriate actions to respond to complaints, incidents or errors in a timely manner and to prevent them happening again	Does
A1.7 Take responsibility for, and accept outcomes of, your own decision	LO 18 - Take responsibility for all aspects of pharmacy services, and make sure that the care and services provided are safe and accurate	Does
	LO 19 - Take responsibility for all aspects of health and safety and take actions when necessary, particularly but not exclusively during the COVID-19 pandemic	Does
	LO 20 - Act openly and honestly when things go wrong and raise concerns even when it is not easy to do so	Does
	LO 51 - Recognise when and how their performance or that of others could put people at risk and take appropriate actions	Does
A1.8 Amend your behaviour, when necessary, based on evaluation of your performance by yourself or others	LO 27 - Take responsibility for the legal, safe and efficient supply, prescribing and administration of medicines and devices	Does
	LO 51 - Recognise when and how their performance or that of others could put people at risk and take appropriate actions	Does
	LO 52 - Demonstrate resilience and flexibility, and apply effective strategies to manage multiple priorities, uncertainty, complexity and change	Does
	LO 53 - Reflect upon, identify, and proactively address their learning needs	Does
A2.1 Carry out tasks effectively ⁷	LO 12 - Take an all-inclusive approach to ensure the most appropriate course of action based on clinical, legal and professional considerations	Does

⁷ In this context 'effectively' means correctly, in an organised manner, with proper attention to detail and at a pace appropriate to the level of business. It includes prioritising and completing tasks within agreed deadlines.

Performance standard	Learning outcome(s)	Miller's level
	LO 18 - Take responsibility for all aspects of pharmacy services, and make sure that the care and services provided are safe and accurate	Does
	LO 27 - Take responsibility for the legal, safe and efficient supply, prescribing and administration of medicines and devices	Does

A.2 Manage work

Table 2: Performance standard unit: Manage work

Performance standard	Learning outcome(s)	Miller's level
A2.2 Approach tasks and situations in accordance with the law and with the <u>GPhC standards for pharmacy professionals</u> .	LO 16 - Apply professional judgement in all circumstances, taking legal and ethical reasoning into account	Does
	LO 18 - Take responsibility for all aspects of pharmacy services, and make sure that the care and services provided are safe and accurate	Does
	LO 26 - Consider the quality, safety and risks associated with medicines and products and take appropriate action when producing, and supplying and prescribing them	Shows how
	LO 27 - Take responsibility for the legal, safe and efficient supply, prescribing and administration of medicines and devices	Does
A2.3 Follow work systems correctly ⁸	LO 26 - Consider the quality, safety and risks associated with medicines and products and take appropriate action when producing, and supplying and prescribing them	Shows how
	LO 27 - Take responsibility for the legal, safe and efficient supply, prescribing and administration of medicines and devices	Does
	LO 14 - Work collaboratively and effectively with other members of the multi-disciplinary team to ensure high-quality, person-centred care, including continuity of care	Does

⁸ Work systems include your own working practices, standard operating procedures, Sale of Medicines protocol, and your organisation's systems and security procedures.

Performance standard	Learning outcome(s)	Miller's level
A2.4 Use resources effectively ⁹	LO 22 - Demonstrate how the science behind pharmacy is applied in the discovery, design, development and safety testing of medicines and devices	Knows how
	LO 46 - Make use of the skills and knowledge of other members of the multi-disciplinary team to manage resources and priorities	Does

A.3 Manage problems

Table 3: Performance standard unit: Manage problems

Performance standard	Learning outcome(s)	Miller's level
A3.1 Recognise and define actual or potential problems ¹⁰	LO 50 - Take appropriate actions to respond to complaints, incidents or errors in a timely manner and to prevent them happening again	Does
	LO 51 - Recognise when and how their performance or that of others could put people at risk and take appropriate actions	Does
	LO 52 - Demonstrate resilience and flexibility, and apply effective strategies to manage multiple priorities, uncertainty, complexity and change	Does
	LO 53 - Reflect upon, identify, and proactively address their learning needs	Does
A3.2 Identify workable options to resolve the problem	LO 30 - Appraise the evidence base and apply clinical reasoning and professional judgement to make safe and logical decisions which minimise risk and optimise outcomes for the person	Does
	LO 50 - Take appropriate actions to respond to complaints, incidents or errors in a timely manner and to prevent them happening again	Does

⁹ Resources include colleagues, other healthcare workers, workspace, equipment, material and both text-based and electronic references.

¹⁰ Problems include difficulties, minor and serious, needing resolution

Performance standard	Learning outcome(s)	Miller's level
	LO 51 - Recognise when and how their performance or that of others could put people at risk and take appropriate actions	Does
	LO 52 - Demonstrate resilience and flexibility, and apply effective strategies to manage multiple priorities, uncertainty, complexity and change	Does
	LO 53 - Reflect upon, identify, and proactively address their learning needs	Does
A3.3 Select the best solution, based on sound analysis ¹¹ and appropriate evidence	LO 30 - Appraise the evidence base and apply clinical reasoning and professional judgement to make safe and logical decisions which minimise risk and optimise outcomes for the person	Does
	LO 31 - Critically evaluate and use national guidelines and clinical evidence to support safe, rational and cost-effective procurement for the use, and prescribing (by others) of, medicines, devices and services	Does
	LO 50 - Take appropriate actions to respond to complaints, incidents or errors in a timely manner and to prevent them happening again	Does
	LO 51 - Recognise when and how their performance or that of others could put people at risk and take appropriate actions	Does
	LO 52 - Demonstrate resilience and flexibility, and apply effective strategies to manage multiple priorities, uncertainty, complexity and change	Does
	LO 53 - Reflect upon, identify, and proactively address their learning needs	Does
A3.4 Suggest and, if appropriate, implement solutions to problems	LO 49 - Use tools and techniques to avoid medication errors associated with prescribing (by others), supply and administration	Does

¹¹ Sound analysis will include:

- exploring the strengths and weaknesses of options
- considering barriers to resolving the problem
- discussion with others.

Performance standard	Learning outcome(s)	Miller's level
	LO 50 - Take appropriate actions to respond to complaints, incidents or errors in a timely manner and to prevent them happening again	Does
	LO 52 - Demonstrate resilience and flexibility, and apply effective strategies to manage multiple priorities, uncertainty, complexity and change	Does
	LO 53 - Reflect upon, identify, and proactively address their learning needs	Does
A3.5 Evaluate the outcome of the solution after implementation, and if necessary, re-define the problem.	LO 49 - Use tools and techniques to avoid medication errors associated with prescribing (by others), supply and administration	Does
	LO 50 - Take appropriate actions to respond to complaints, incidents or errors in a timely manner and to prevent them happening again	Does
	LO 52 - Demonstrate resilience and flexibility, and apply effective strategies to manage multiple priorities, uncertainty, complexity and change	Does
	LO 53 - Reflect upon, identify, and proactively address their learning needs	Does

A.4 Demonstrate a commitment to quality

Table 4: Performance standard unit: Demonstrate a commitment to quality

Performance standard	Learning outcome(s)	Miller's level
A4.1 Work to an acceptable standard ¹² when preparing products and delivering services	LO 18 - Take responsibility for all aspects of pharmacy services, and make sure that the care and services provided are safe and accurate	Does
	LO 26 - Consider the quality, safety and risks associated with medicines and products and take appropriate action when producing, and supplying and prescribing them	Shows how

¹² As defined by GPhC standards for pharmacy professionals with a focus on providing safe and effective care.

Performance standard	Learning outcome(s)	Miller's level
	LO 27 - Take responsibility for the legal, safe and efficient supply, prescribing and administration of medicines and devices	Does
A4.2 Check your own work effectively	LO 18 - Take responsibility for all aspects of pharmacy services, and make sure that the care and services provided are safe and accurate	Does
	LO 26 - Consider the quality, safety and risks associated with medicines and products and take appropriate action when producing, and supplying and prescribing them	Shows how
	LO 27 - Take responsibility for the legal, safe and efficient supply, prescribing and administration of medicines and devices	Does
	LO 53 - Reflect upon, identify, and proactively address their learning needs	Does
A4.3 Minimise error by others through effective supervision	LO 18 - Take responsibility for all aspects of pharmacy services, and make sure that the care and services provided are safe and accurate	Does
	LO 19 - Take responsibility for all aspects of health and safety and take actions when necessary, particularly but not exclusively during the COVID-19 pandemic	Does
	LO 26 - Consider the quality, safety and risks associated with medicines and products and take appropriate action when producing, and supplying and prescribing them	Shows how
	LO 27 - Take responsibility for the legal, safe and efficient supply, prescribing and administration of medicines and devices	Does
	LO 45 - Demonstrate effective leadership and management skills as part of the multi-disciplinary team	Does
	LO 49 - Use tools and techniques to avoid medication errors associated with prescribing (by others), supply and administration	Does
	LO 50 - Take appropriate actions to respond to complaints, incidents or errors in a timely manner and to prevent them happening again	Does

Performance standard	Learning outcome(s)	Miller's level
	LO 54 - Support the learning and development of others, including through mentoring	Does
A4.4 Identify and rectify your own and others' mistakes promptly and effectively	LO 20 - Act openly and honestly when things go wrong and raise concerns even when it is not easy to do so	Does
	LO 49 - Use tools and techniques to avoid medication errors associated with prescribing (by others), supply and administration	Does
	LO 50 - Take appropriate actions to respond to complaints, incidents or errors in a timely manner and to prevent them happening again	Does
A4.5 Minimise health and safety risks to yourself and others	LO 18 - Take responsibility for all aspects of pharmacy services, and make sure that the care and services provided are safe and accurate	Does
	LO 19 - Take responsibility for all aspects of health and safety and take actions when necessary, particularly but not exclusively during the COVID-19 pandemic	Does
	LO 25 - Apply pharmaceutical principles to the safe and effective formulation, preparation, packaging and disposal of medicines and products	Shows how
	LO 26 - Consider the quality, safety and risks associated with medicines and products and take appropriate action when producing, and supplying and prescribing them	Shows how
	LO 27 - Take responsibility for the legal, safe and efficient supply, prescribing and administration of medicines and devices	Does
	LO 48 - Actively take part in the management of risks and consider the impacts on people	Does
A4.6 Base your actions, advice and decisions on evidence ¹³	LO 16 - Apply professional judgement in all circumstances, taking legal and ethical reasoning into account	Does
	LO 18 - Take responsibility for all aspects of pharmacy services, and make sure that the care and services provided are safe and accurate	Does

¹³ rather than assumption, anecdote or hearsay.

Performance standard	Learning outcome(s)	Miller's level
	LO 30 - Appraise the evidence base and apply clinical reasoning and professional judgement to make safe and logical decisions which minimise risk and optimise outcomes for the person	Does
	LO 36 - Apply relevant legislation and ethical decision-making related to prescribing, including remote prescribing	Does
	LO 55 - Take part in research activities, audit, service evaluation and quality improvement, and demonstrate how these are used to improve care and services	Does
A4.7 Obtain and process the evidence you need to meet A4.6 ¹⁴	LO 30 - Appraise the evidence base and apply clinical reasoning and professional judgement to make safe and logical decisions which minimise risk and optimise outcomes for the person	Does
	LO 55 - Take part in research activities, audit, service evaluation and quality improvement, and demonstrate how these are used to improve care and services	Does
A4.8 Have successfully engaged in a quality improvement process (audit or completing a PDSA cycle)	LO 47 - Develop, lead and apply effective strategies to improve the quality of care and safe use of medicines	Does
	LO 55 - Take part in research activities, audit, service evaluation and quality improvement, and demonstrate how these are used to improve care and services	Does

A.5 Demonstrate ongoing learning and development

Table 5: Performance standard unit: Demonstrate ongoing learning and development

Performance standard	Learning outcome(s)	Miller's level
A5.1 Identify and prioritise your own learning and development needs, based on self-reflection/evaluation	LO 46 - Make use of the skills and knowledge of other members of the multi-disciplinary team to manage resources and priorities	Does
	LO 51 - Recognise when and how their performance or that of others could put people at risk and take appropriate actions	Does

¹⁴ by effectively gathering, reviewing, evaluating and applying research evidence.

Performance standard	Learning outcome(s)	Miller's level
and on feedback from others	LO 53 - Reflect upon, identify, and proactively address their learning needs	Does
A5.2 Develop your own plans to meet identified needs, using SMART learning objectives. Plans should include a variety of learning activities	LO 53 - Reflect upon, identify, and proactively address their learning needs	Does
A5.3 Make full use of learning and development opportunities ¹⁵	LO 14 - Work collaboratively and effectively with other members of the multi-disciplinary team to ensure high-quality, person-centred care, including continuity of care	Does
	LO 53 - Reflect upon, identify, and proactively address their learning needs	Does
A5.4 Evaluate whether your learning objectives have been met	LO 53 - Reflect upon, identify, and proactively address their learning needs	Does
A5.5 Identify your further learning needs	LO 53 - Reflect upon, identify, and proactively address their learning needs	Does
A5.6 Record your own learning and development process and outcomes	LO 53 - Reflect upon, identify, and proactively address their learning needs	Does
	LO 55 - Take part in research activities, audit, service evaluation and quality improvement, and demonstrate how these are used to improve care and services	Does
A5.7 Apply learning to practice	LO 53 - Reflect upon, identify, and proactively address their learning needs	Does
	LO 55 - Take part in research activities, audit, service evaluation and quality improvement, and demonstrate how these are used to improve care and services	Does

B.1 Communicate effectively

Table 6: Performance standard unit: Communicate effectively

¹⁵ opportunities will arise from the activities listed in A5.2 and from daily activities (for example, dealing with new tasks and situations, handling problems).

Performance standard	Learning outcome(s)	Miller's level
B1.1 Communicate effectively ¹⁶ in English	LO 3 - Demonstrate effective communication at all times and adapt their approach and communication style to meet the needs of the person	Does
	LO 4 - Understand the variety of settings and adapt their communication accordingly	Does
B1.2 Behave in a polite and helpful manner	LO 3 - Demonstrate effective communication at all times and adapt their approach and communication style to meet the needs of the person	Does
	LO 6 - Treat people as equals, with dignity and respect, and meet their own legal responsibilities under equality and human rights legislation, while respecting diversity and cultural differences	Does
	LO 15 - Demonstrate the values, attitudes and behaviours expected of a pharmacy professional at all times	Does
B1.3 Sensitively approach people who need or who may need assistance	LO 3 - Demonstrate effective communication at all times and adapt their approach and communication style to meet the needs of the person	Does
	LO 6 - Treat people as equals, with dignity and respect, and meet their own legal responsibilities under equality and human rights legislation, while respecting diversity and cultural differences	Does
	LO 7 - Obtain informed consent before providing care and pharmacy services	Does
B1.4 Elicit all relevant information by the use of appropriate questions	LO 2 - Work in partnership with people to support and empower them in shared decision-making about their health and wellbeing	Does
	LO 3 - Demonstrate effective communication at all times and adapt their approach and communication style to meet the needs of the person	Does
	LO 4 - Understand the variety of settings and adapt their communication accordingly	Does

¹⁶ 'Effectively' here means that you are competent enough in English to understand and be understood in writing, on the phone and in person.

Performance standard	Learning outcome(s)	Miller's level
	LO 5 - Proactively support people to make safe and effective use of their medicines and devices	Does
	LO 10 - Demonstrate effective consultation skills, and in partnership with the person, decide the most appropriate course of action	Does
B1.5 Listen effectively to the whole message ¹⁷	LO 1 - Demonstrate empathy and keep the person at the centre of their approach to care at all times	Does
	LO 2 - Work in partnership with people to support and empower them in shared decision-making about their health and wellbeing	Does
	LO 3 - Demonstrate effective communication at all times and adapt their approach and communication style to meet the needs of the person	Does
	LO 4 - Understand the variety of settings and adapt their communication accordingly	Does
	LO 10 - Demonstrate effective consultation skills, and in partnership with the person, decide the most appropriate course of action	Does
B1.6 Respect and observe confidentiality	LO 6 - Treat people as equals, with dignity and respect, and meet their own legal responsibilities under equality and human rights legislation, while respecting diversity and cultural differences	Does
	LO 7 - Obtain informed consent before providing care and pharmacy services	Does
	LO 39 - Take responsibility for people's health records, including the legality, appropriateness, accuracy, security and confidentiality of personal data	Does
B1.7 Act appropriately in response to spoken and	LO 1 - Demonstrate empathy and keep the person at the centre of their approach to care at all times	Does
	LO 5 - Proactively support people to make safe and effective use of their medicines and devices	Does

¹⁷ this includes the spoken word, body language and tone of voice

Performance standard	Learning outcome(s)	Miller's level
unspoken needs of others ¹⁸	LO 6 - Treat people as equals, with dignity and respect, and meet their own legal responsibilities under equality and human rights legislation, while respecting diversity and cultural differences	Does
	LO 10 - Demonstrate effective consultation skills, and in partnership with the person, decide the most appropriate course of action	Does
B1.8 Behave in a manner which instils confidence	LO 2 - Work in partnership with people to support and empower them in shared decision-making about their health and wellbeing	Does
	LO 3 - Demonstrate effective communication at all times and adapt their approach and communication style to meet the needs of the person	Does
	LO 5 - Proactively support people to make safe and effective use of their medicines and devices	Does
	LO 45 - Demonstrate effective leadership and management skills as part of the multi-disciplinary team	Does
	LO 47 - Develop, lead and apply effective strategies to improve the quality of care and safe use of medicines	Does
	LO 48 - Actively take part in the management of risks and consider the impacts on people	Does
	LO 49 - Use tools and techniques to avoid medication errors associated with prescribing (by others), supply and administration	Does
	LO 50 - Take appropriate actions to respond to complaints, incidents or errors in a timely manner and to prevent them happening again	Does
B1.9 Behave assertively	LO 12 - Take an all-inclusive approach to ensure the most appropriate course of action based on clinical, legal and professional considerations	Does

¹⁸ 'Others' will include people with special needs and people from different backgrounds and with different lifestyles.

Performance standard	Learning outcome(s)	Miller's level
	LO 18 - Take responsibility for all aspects of pharmacy services, and make sure that the care and services provided are safe and accurate	Does
	LO 27 - Take responsibility for the legal, safe and efficient supply, prescribing and administration of medicines and devices	Does
	LO 40 - Understand and implement relevant safeguarding procedures, including local and national guidance in relation to each person	Does
	LO 44 - Respond appropriately to medical emergencies, including the provision of first aid	Shows how
	LO 45 - Demonstrate effective leadership and management skills as part of the multi-disciplinary team	Does
	LO 47 - Develop, lead and apply effective strategies to improve the quality of care and safe use of medicines	Does
B1.10 Use appropriate body language	LO 1 - Demonstrate empathy and keep the person at the centre of their approach to care at all times	Does
	LO 3 - Demonstrate effective communication at all times and adapt their approach and communication style to meet the needs of the person	Does
	LO 6 - Treat people as equals, with dignity and respect, and meet their own legal responsibilities under equality and human rights legislation, while respecting diversity and cultural differences	Does
B1.11 Provide information and advice appropriate to the needs of the recipient(s) ¹⁹	LO 2 - Work in partnership with people to support and empower them in shared decision-making about their health and wellbeing	Does
	LO 12 - Take an all-inclusive approach to ensure the most appropriate course of action based on clinical, legal and professional considerations	Does

¹⁹ 'Recipients' must include individuals, groups and people with particular needs, for example people with diabetes, asthma and so on.

Performance standard	Learning outcome(s)	Miller's level
B1.12 Handle conflict ²⁰ appropriately ²¹ taking action to prevent conflict wherever possible	LO 15 - Demonstrate the values, attitudes and behaviours expected of a pharmacy professional at all times	Does
	LO 45 - Demonstrate effective leadership and management skills as part of the multi-disciplinary team	Does
	LO 50 - Take appropriate actions to respond to complaints, incidents or errors in a timely manner and to prevent them happening again	Does
	LO 51 - Recognise when and how their performance or that of others could put people at risk and take appropriate actions	Does
	LO 52 - Demonstrate resilience and flexibility, and apply effective strategies to manage multiple priorities, uncertainty, complexity and change	Does

B.2 Work effectively with others

Table 7: Performance standard unit: Work effectively with others

Performance standard	Learning outcome(s)	Miller's level
B2.1 Acknowledge the ideas and opinions of others ²² and act on them when appropriate.	LO 14 - Work collaboratively and effectively with other members of the multi-disciplinary team to ensure high-quality, person-centred care, including continuity of care	Does
	LO 46 - Make use of the skills and knowledge of other members of the multi-disciplinary team to manage resources and priorities	Does
B2.2 Present your own ideas and opinions appropriately when speaking and in writing	LO 14 - Work collaboratively and effectively with other members of the multi-disciplinary team to ensure high-quality, person-centred care, including continuity of care	Does

²⁰ this will include taking action to prevent conflict wherever possible.

²¹ evidence must cover conflict arising from complaints, aggressive behaviour and from disagreements with or among colleagues.

²² 'Others' must include junior and senior colleagues and external contacts.

Performance standard	Learning outcome(s)	Miller's level
B2.3 Meet commitments ²³ made to others within agreed deadlines	LO 14 - Work collaboratively and effectively with other members of the multi-disciplinary team to ensure high-quality, person-centred care, including continuity of care	Does
	LO 18 - Take responsibility for all aspects of pharmacy services, and make sure that the care and services provided are safe and accurate	Does
	LO 27 - Take responsibility for the legal, safe and efficient supply, prescribing and administration of medicines and devices	Does
	LO 50 - Take appropriate actions to respond to complaints, incidents or errors in a timely manner and to prevent them happening again	Does
	LO 52 - Demonstrate resilience and flexibility, and apply effective strategies to manage multiple priorities, uncertainty, complexity and change	Does
B2.4 Give constructive feedback ²⁴ to others based on accurate evaluation of their performance	LO 51 - Recognise when and how their performance or that of others could put people at risk and take appropriate actions	Does
	LO 54 - Support the learning and development of others, including through mentoring	Does
B2.5 Secure help from others when necessary in an appropriate manner	LO 17 - Recognise and work within the limits of their knowledge and skills, and get support and refer to others when they need to	Does
	LO 46 - Make use of the skills and knowledge of other members of the multi-disciplinary team to manage resources and priorities	Does
B2.6 Assist others when necessary	LO 14 - Work collaboratively and effectively with other members of the multi-disciplinary team to ensure high-quality, person-centred care, including continuity of care	Does
	LO 48 - Actively take part in the management of risks and consider the impacts on people	Does

²³ this will include giving a clear explanation if you cannot meet a commitment.

²⁴ This must include both positive and negative feedback.

Performance standard	Learning outcome(s)	Miller's level
	LO 54 - Support the learning and development of others, including through mentoring	Does
B2.7 Delegate tasks appropriately ²⁵	LO 14 - Work collaboratively and effectively with other members of the multi-disciplinary team to ensure high-quality, person-centred care, including continuity of care	Does
	LO 18 - Take responsibility for all aspects of pharmacy services, and make sure that the care and services provided are safe and accurate	Does
	LO 45 - Demonstrate effective leadership and management skills as part of the multi-disciplinary team	Does
B2.8 Supervise others in an appropriate manner to ensure that agreed outcomes are achieved	LO 14 - Work collaboratively and effectively with other members of the multi-disciplinary team to ensure high-quality, person-centred care, including continuity of care	Does
	LO 18 - Take responsibility for all aspects of pharmacy services, and make sure that the care and services provided are safe and accurate	Does
	LO 45 - Demonstrate effective leadership and management skills as part of the multi-disciplinary team	Does
	LO 54 - Support the learning and development of others, including through mentoring	Does
B2.9 Use your knowledge and skills effectively when helping others learn	LO 54 - Support the learning and development of others, including through mentoring	Does
	LO 55 - Take part in research activities, audit, service evaluation and quality improvement, and demonstrate how these are used to improve care and services	Does

C.1 Manage the dispensing process

Table 8: Performance standard unit: Manage the dispensing process

²⁵ when necessary and in a manner that supports team working.

Performance standard	Learning outcome(s)	Miller's level
C1.1 Correctly ²⁶ receive prescriptions into the pharmacy	LO 18 - Take responsibility for all aspects of pharmacy services, and make sure that the care and services provided are safe and accurate	Does
	LO 25 - Apply pharmaceutical principles to the safe and effective formulation, preparation, packaging and disposal of medicines and products	Shows how
	LO 36 - Apply relevant legislation and ethical decision-making related to prescribing, including remote prescribing	Does
C1.2 Check the prescription is valid ²⁷	LO 25 - Apply pharmaceutical principles to the safe and effective formulation, preparation, packaging and disposal of medicines and products	Shows how
	LO 27 - Take responsibility for the legal, safe and efficient supply, prescribing and administration of medicines and devices	Does
	LO 36 - Apply relevant legislation and ethical decision-making related to prescribing, including remote prescribing	Does
C1.3 Assess the prescription for safety and clinical appropriateness	LO 21 - Apply the science behind pharmacy in all activities	Does
	LO 25 - Apply pharmaceutical principles to the safe and effective formulation, preparation, packaging and disposal of medicines and products	Shows how
	LO 26 - Consider the quality, safety and risks associated with medicines and products and take appropriate action when producing, and supplying and prescribing them	Shows how
	LO 27 - Take responsibility for the legal, safe and efficient supply, prescribing and administration of medicines and devices	Does
	LO 29 - Apply the principles of clinical therapeutics, pharmacology and genomics to make effective use of	Does

²⁶ 'Correctly' includes following protocols, correct charging and exemption procedures, and providing necessary information.

²⁷ 'Valid' means legible, accurate, complete, following legal requirements, not fraudulent.

Performance standard	Learning outcome(s)	Miller's level
	medicines for people, including in their prescribing practice	
	LO 30 - Appraise the evidence base and apply clinical reasoning and professional judgement to make safe and logical decisions which minimise risk and optimise outcomes for the person	Does
	LO 35 - Anticipate and recognise adverse drug reactions, and recognise the need to apply the principles of pharmacovigilance ²⁸	Does
C1.4 Resolve any identified problems ²⁹ appropriately	LO 12 - Take an all-inclusive approach to ensure the most appropriate course of action based on clinical, legal and professional considerations	Does
	LO 30 - Appraise the evidence base and apply clinical reasoning and professional judgement to make safe and logical decisions which minimise risk and optimise outcomes for the person	Does
	LO 50 - Take appropriate actions to respond to complaints, incidents or errors in a timely manner and to prevent them happening again	Does
C1.5 Perform calculations ³⁰ correctly	LO 32 - Accurately perform calculations	Does
	LO 18 - Take responsibility for all aspects of pharmacy services, and make sure that the care and services provided are safe and accurate	Does

²⁸ Monitoring the effects of medicines after they have been licensed for use, especially to identify previously unreported adverse reactions.

²⁹ this will include any problems arising from C1.2, C1.3 or from stock availability.

³⁰ Calculations must include all the following:

- formulations for creams and ointments
- complex solutions and suspensions
- IV formulations including cytotoxics
- parenteral nutrition and infusions
- doses and dosing schedules
- dose adjustment in paediatrics and in particular conditions such as renal failure
- IV dosing quantity to supply
- loading dose/steady state calculations
- calculations for syringe pumps and drivers, infusion pumps and nutrition pumps

Performance standard	Learning outcome(s)	Miller's level
C1.6 Assemble ³¹ the prescription correctly	LO 25 - Apply pharmaceutical principles to the safe and effective formulation, preparation, packaging and disposal of medicines and products	Shows how
	LO 26 - Consider the quality, safety and risks associated with medicines and products and take appropriate action when producing, and supplying and prescribing them	Shows how
C1.7 Supply ³² extemporaneously prepared products according to the correct formula.	LO 25 - Apply pharmaceutical principles to the safe and effective formulation, preparation, packaging and disposal of medicines and products	Shows how
	LO 26 - Consider the quality, safety and risks associated with medicines and products and take appropriate action when producing, and supplying and prescribing them	Shows how
	LO 27 - Take responsibility for the legal, safe and efficient supply, prescribing and administration of medicines and devices	Does
	LO 32 - Accurately perform calculations	Does
C1.8 Correctly issue dispensed item(s) to patient or representative, with appropriate information and advice	LO 10 - Demonstrate effective consultation skills, and in partnership with the person, decide the most appropriate course of action	Does
	LO 26 - Consider the quality, safety and risks associated with medicines and products and take appropriate action when producing, and supplying and prescribing them	Shows how
	LO 27 - Take responsibility for the legal, safe and efficient supply, prescribing and administration of medicines and devices	Does
C1.9 Ensure stock is managed ³³ correctly	LO 18 - Take responsibility for all aspects of pharmacy services, and make sure that the care and services provided are safe and accurate	Does

³¹ this includes packaging and producing computer-generated labels.

³² both by preparing and by ordering from a specialist manufacturing unit.

³³ this will include ordering, checking on delivery and dealing with discrepancies, stock rotation, dealing with recalls and returned items, storage and disposal.

Performance standard	Learning outcome(s)	Miller's level
	LO 26 - Consider the quality, safety and risks associated with medicines and products and take appropriate action when producing, and supplying and prescribing them	Shows how
	LO 27 - Take responsibility for the legal, safe and efficient supply, prescribing and administration of medicines and devices	Does
	LO 31 - Critically evaluate and use national guidelines and clinical evidence to support safe, rational and cost-effective procurement for the use, and prescribing (by others) of, medicines, devices and services – Does	Does
C1.10 Respond appropriately to requests ³⁴ to dispense prescription-only items without a prescription ³⁵	LO 30 - Appraise the evidence base and apply clinical reasoning and professional judgement to make safe and logical decisions which minimise risk and optimise outcomes for the person	Does
	LO 36 - Apply relevant legislation and ethical decision-making related to prescribing, including remote prescribing	Does
	LO 38 - Understand clinical governance in relation to prescribing, while also considering that the prescriber may be in a position to supply the prescribed medicines to people	Does Shows how
C1.11 Correctly process necessary documentation ³⁶	LO 18 - Take responsibility for all aspects of pharmacy services, and make sure that the care and services provided are safe and accurate	Does
	LO 39 - Take responsibility for people's health records, including the legality, appropriateness, accuracy, security and confidentiality of personal data	Does
C1.12 Effectively check prescriptions dispensed by others.	LO 18 - Take responsibility for all aspects of pharmacy services, and make sure that the care and services provided are safe and accurate	Does

³⁴ requests from patients or their representatives and from prescribers.

³⁵ By law, a pharmacist must have interviewed the patient and made the decision to supply. To meet this standard you should, with the patient's consent, listen to the interview, dispense the product and make the entry in the register (with checking by the pharmacist).

³⁶ this includes endorsing in hospital and the community, filing, stock control and completing PMRs, CD records and the prescription register.

Performance standard	Learning outcome(s)	Miller's level
	LO 26 - Consider the quality, safety and risks associated with medicines and products and take appropriate action when producing, and supplying and prescribing them	Shows how
	LO 27 - Take responsibility for the legal, safe and efficient supply, prescribing and administration of medicines and devices	Does
	LO 32 - Accurately perform calculations	Does
	LO 49 - Use tools and techniques to avoid medication errors associated with prescribing (by others), supply and administration	Does
	LO 54 - Support the learning and development of others, including through mentoring – Does	

C2 Provide additional clinical and pharmaceutical services

Table 9: Performance standard unit: Provide clinical and pharmaceutical services

Performance standard	Learning outcome(s)	Miller's level
C2.1 Provide considered and correct answers to queries, founded on research-based evidence ³⁷	LO 5 - Proactively support people to make safe and effective use of their medicines and devices	Does
	LO 30 - Appraise the evidence base and apply clinical reasoning and professional judgement to make safe and logical decisions which minimise risk and optimise outcomes for the person	Does
	LO 31 - Critically evaluate and use national guidelines and clinical evidence to support safe, rational and cost-effective procurement for the use, and prescribing (by others) of, medicines, devices and services	Does
	LO 33 - Effectively promote healthy lifestyles using evidence-based techniques	Does

³⁷ Evidence sources will include clinical textbooks, journals and pharmaceutical company information (paper based or electronic).

Performance standard	Learning outcome(s)	Miller's level
	LO 41 - Effectively make use of local and national health and social care policies to improve health outcomes and public health, and to address health inequalities	Does
C2.2 Pro-actively ³⁸ assist patients ³⁹ to obtain maximum benefit from their treatment	LO 2 - Work in partnership with people to support and empower them in shared decision-making about their health and wellbeing	Does
	LO 5 - Proactively support people to make safe and effective use of their medicines and devices	Does
	LO 11 - Take into consideration factors that affect people's behaviours in relation to health and wellbeing	Does
C2.3 Identify and take action to minimise risk to patients from their treatment	LO 13 - Recognise the psychological, physiological and physical impact of prescribing decisions on people	Does
	LO 16 - Apply professional judgement in all circumstances, taking legal and ethical reasoning into account	Does
	LO 30 - Appraise the evidence base and apply clinical reasoning and professional judgement to make safe and logical decisions which minimise risk and optimise outcomes for the person	Does
	LO 48 - Actively take part in the management of risks and consider the impacts on people	Does
C2.4 Actively provide information and advice to healthcare professionals	LO 14 - Work collaboratively and effectively with other members of the multi-disciplinary team to ensure high-quality, person-centred care, including continuity of care	Does
	LO 54 - Support the learning and development of others, including through mentoring	Does
C2.5 Construct medication histories ⁴⁰ using a range of sources	LO 10 - Demonstrate effective consultation skills, and in partnership with the person, decide the most appropriate course of action	Does

³⁸ this will include identifying opportunities to help, providing information, positive reinforcement, reassurance, testing understanding, and encouraging the recipient to ask questions.

³⁹ Directly or through their representatives.

⁴⁰ These must include basic and comprehensive histories.

Performance standard	Learning outcome(s)	Miller's level
	LO 39 - Take responsibility for people's health records, including the legality, appropriateness, accuracy, security and confidentiality of personal data	Does
C2.6 Use medication histories correctly ⁴¹	LO 10 - Demonstrate effective consultation skills, and in partnership with the person, decide the most appropriate course of action	Does
	LO 24 - Keep abreast of new technologies and use data and digital technologies to improve clinical outcomes and patient safety, keeping to information governance principles	Does
	LO 39 - Take responsibility for people's health records, including the legality, appropriateness, accuracy, security and confidentiality of personal data	Does
C2.7 Recognise possible adverse drug reactions, evaluate risks and take action ⁴² accordingly	LO 16 - Apply professional judgement in all circumstances, taking legal and ethical reasoning into account	Does
	LO 30 - Appraise the evidence base and apply clinical reasoning and professional judgement to make safe and logical decisions which minimise risk and optimise outcomes for the person	Does
	LO 34 - Apply the principles of effective monitoring and management to improve health outcomes	Does
	LO 35 - Anticipate and recognise adverse drug reactions, and recognise the need to apply the principles of pharmacovigilance ⁴³ – Does	Does
C2.8 Provide appropriate information and advice on the management of minor and common ailments ⁴⁴	LO 2 - Work in partnership with people to support and empower them in shared decision-making about their health and wellbeing	Does
	LO 29 - Apply the principles of clinical therapeutics, pharmacology and genomics to make effective use of	Does

⁴¹ Access existing information, record new information and apply the information.

⁴² this may include advising and informing the patient or their representative, discussions with colleagues and reporting in line with local and national protocols.

⁴³ Monitoring the effects of medicines after they have been licensed for use, especially to identify previously unreported adverse reactions.

⁴⁴ Information and advice must include both appropriate self-medication and appropriate non-drug actions.

Performance standard	Learning outcome(s)	Miller's level
	medicines for people, including in their prescribing practice	
C2.9 Effectively use opportunities ⁴⁵ to promote and support healthy lifestyles and prevent disease	LO 11 - Take into consideration factors that affect people's behaviours in relation to health and wellbeing	Does
	LO 33 - Effectively promote healthy lifestyles using evidence-based techniques	Does
	LO 42 - Proactively participate in the promotion and protection of public health in their practice	Does
	LO 41 - Effectively make use of local and national health and social care policies to improve health outcomes and public health, and to address health inequalities	Does
C2.10 Demonstrate awareness ⁴⁶ of emergency first aid	LO 44 - Respond appropriately to medical emergencies, including the provision of first aid	Shows how
C2.11 Refer, or direct the person, to a more suitable source ⁴⁷ of help or information, when necessary	LO 2 - Work in partnership with people to support and empower them in shared decision-making about their health and wellbeing	Does
	LO 13 - Recognise the psychological, physiological and physical impact of prescribing decisions on people	Does
	LO 14 - Work collaboratively and effectively with other members of the multi-disciplinary team to ensure high-quality, person-centred care, including continuity of care	Does
	LO 17 - Recognise and work within the limits of their knowledge and skills, and get support and refer to others when they need to	Does

More explicit learning outcomes

A number of learning outcomes are more explicit than the performance standards, and therefore only partially map to the performance standards requiring broader context to the respective objectives. Training providers will need to ensure that these new learning outcomes are fully considered in their training plans.

⁴⁵ with individual patients and at formal events such as presentations to patient or public groups.

⁴⁶ by successfully completing a training course from a recognised provider such as St John Ambulance - there is special guidance on first aid below.

⁴⁷ For example: support groups, GP, hospital A&E department

Table 10: More explicit learning outcomes

Learning outcome	Miller's level
LO 8 - Assess and respond to the person's particular health risks, taking account of individuals' protected characteristics and background	Does
LO 11 - Take into consideration factors that affect people's behaviours in relation to health and wellbeing	Does
LO 13 - Recognise the psychological, physiological and physical impact of prescribing decisions on people	Does
LO 21 - Apply the science behind pharmacy in all activities	Does
LO 22 - Demonstrate how the science behind pharmacy is applied in the discovery, design, development and safety testing of medicines and devices	Knows how
LO 23 - Recognise the technologies that are behind developing advanced therapeutic medicinal products and precision medicines, including the formulation, supply and quality assurance of these therapeutic agents	Does Knows how
LO 24 - Keep abreast of new technologies and use data and digital technologies to improve clinical outcomes and patient safety, keeping to information governance principles	Does
LO 25 - Apply pharmaceutical principles to the safe and effective formulation, preparation, packaging and disposal of medicines and products	Shows how
LO 28 - Demonstrate effective diagnostic skills, including physical examination, to decide the most appropriate course of action for the person. During the COVID-19 pandemic all relevant precautions must be taken to ensure the safety of the patient and foundation trainee when physical contact is necessary	Does Shows how
LO 34 - Apply the principles of effective monitoring and management to improve health outcomes	Does
LO 37 - Prescribe effectively within the relevant systems and frameworks for medicines use⁴⁸	Does
LO 41 - Effectively make use of local and national health and social care policies to improve health outcomes and public health, and to address health inequalities	Does
LO 43 - Identify misuse of medicines and implement effective strategies to deal with this	Does

⁴⁸ Removed from the learning outcomes for the 2021/22 foundation training year