

Reaccreditation of a Dispensing / Pharmacy Assistant programme, Mediapharm

Report of a reaccreditation event, 17 July 2018

Introduction

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

Mediapharm approached the GPhC with a proposal to instigate a Dispensing Assistant programme as an adjunct to its existing Medicines Counter Assistant (MCA) training course that was accredited originally by the Royal Pharmaceutical Society of Great Britain in 2010 and reaccredited in 2013-14 for a further period of three years. At the request of the provider, an event was scheduled for 17 July 2018 to review the Dispensing Assistant programme's suitability for accreditation.

Accreditation was carried out in line with the General Pharmaceutical Council's processes and was to the General Pharmaceutical Council's 2010 standards for accreditation of dispensing and pharmacist assistant courses, which reflect the knowledge and understanding equivalent to the Pharmacy Services Skills level 2 NVQ (QCF).

Documentation

Documentation was submitted to the GPhC and a pre-event meeting was held on 02 July 2018. The submission referred to one 'hybrid' Healthcare Assistant (HCA) programme, with a separate Medicine Counter Assistant (MCA) exit point at the end of module 12. It was agreed that this exit point was not clearly articulated or defined for the purpose on the reaccreditation event. The GPhC representatives sought clarification around the current MCA offering and the continued plans to run the programme post event, if any. It was agreed that the provider would retain its currently accredited MCA offering, with a defined and clearly articulated exit point, and also seek accreditation for its separate, enhanced DA programme at the accreditation event. Therefore, the event would be a reaccreditation of the current MCA offering and an accreditation of the new DA offering. The MCA provision will be modules 1-12 of the MediaPharm programme of modules and their associated assessment, while the DA provision will be the MCA provision plus the additional modules 13-17 and associated assessment. At the pre-event the provider was also

advised of a number of areas within the course documentation that required updating or editing prior to the reaccreditation event. This is a report of the accreditation of the g Dispensing Assistant course.

The event

The accreditation event was held on 17 July 2018 at the General Pharmaceutical Council offices, London and involved meetings between the GPhC's accreditation team and representatives of the course provider.

The Accreditation Team:

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

Name	Designation at the time of accreditation event
Ms Leonie Milliner*	Accreditation team leader, (Lay member), Chief Executive Officer, Association for Nutrition
Ms Catherine Davies	Accreditation team member (pharmacy technician), Freelance Education and Training provider
Ms Donna Bartlett	Accreditation team member (pharmacy technician), Locum Technician, Lancashire Teaching Hospitals
Ms Sabina Khanom	Accreditation team member (pharmacist), Patient safety lead (Primary Care), NHS Improvement England

along with:

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

*attended pre-visit meeting on 02 July 2018

Declarations of interest

There were no conflicts of interest declared.

The accreditation criteria

	Accreditation team's commentary
1. The Training Programme	<p>All seven criteria relating to the training programme will be met with one criterion subject to amendments to the published documentation.</p> <p>The course has been developed by taking into consideration the National Occupational Standards (NOS) as well as the NVQ Level 2 (QCF) and competency and the Diploma in Pharmaceutical Science Level 2 knowledge. The team agreed that the documentation submitted specified the sixteen units defined by the above standards. The course will consist of an induction programme designed to give trainees the essentials and to work within their competency in the first 4 weeks of starting, followed by 17 modules. After completing the first 12 modules, the trainee is considered competent to work on the counter and is equivalent to having completed the MCA programme. The programme will be delivered online and will use a blended learning approach that reflects Mediapharm research into working practices and learner preferences of the pharmacy team, including use of mobile devices, place of learning, 'just in case' vs 'just in time' learning, gamification and shortening attention spans for formal learning. It was explained that trainees for the programme will undertake modules 1-17 of the programme, that is: 1. Working in a Pharmacy, 2. Pain, 3. Summer Health, 4. Women's Health, 5. Children's Health, 6. Winter Health, 7. Skin Problems, 8. Indigestion and Bowel Problems, 9. Footcare and First Aid, 10. Healthy Living, 11. Mouthcare, 12. Eyes, Ears and Scalp, 13. Communication, 14. Laws, 15. Teamwork, 16. Dispensing, 17. Stock. The team had sent its comments on the mapping exercise of the course to the NOS and NVQ Standards to the provider which, in turn, had commented and made relevant draft alterations to the module documentation. However, the team was cognisant of the fact that these draft alterations had not been finalised in a published online form. Accordingly, the team agreed that the relevant criterion would be met subject to the module documentation being amended formally and sent to the GPhC for approval by the team within a period of four weeks. It was confirmed to the team that the assessment regimen had been reviewed externally on two occasions by external experts.</p>
2. Academic Management	<p>Three of the four criteria relating to Academic and Management Structures will be met.</p>

<p>Structures</p>	<p>The team, being cognisant of the fact that the programme will be delivered online, observed that, despite the objective nature of the online assessments, a considerable amount of human input and associated quality assurance will be involved in the assessment of the case study element of the assessments, and in the assessments of competences. The team noted that the provider's representatives were somewhat unsure when explaining the quality assurance processes in place. The team was told that there will be sampling of the tutors, and that the results will be examined, for example, in cases where trainees require more than one attempt to pass. The provider's representatives agreed that the case study assessments can be subjective and again indicated that they would examine poor marks. It was stressed that the tutors will be provided with guidance notes pertaining to the case studies, so that the tutors will know what they are looking for. The provider's representatives indicated to the team that they will rely on the guidance notes to ensure consistency between different tutors and confirmed that the assessment of both the case studies and the competences will be personal and marked on a pass/fail basis. The case studies are written by the module authors and are reviewed by grassroots pharmacists and by a stakeholder panel, taking into account any major changes. The cases are refreshed as required, reviewed on a quarterly basis, and will be overhauled prior to each accreditation event. There is a question bank with a process for balancing the selected questions for a particular assessment. The questions are randomly selected for different candidates but can be grouped if necessary. Mediapharm must be approached by a tutor or trainee on behalf of any trainee failing an assessment three times and requesting an exceptional fourth attempt. In the hypothetical case of a trainee taking four attempts and then failing a subsequent module, the team was told that the case would likely be escalated to the trainee's superintendent pharmacist for consideration. There has been training to upskill the tutors in the assessment of competence; this will be associated with a CPD module for tutors. The team learned that there will be random sampling for quality assurance of the delivery of the programme, to provide clarification of what is expected from tutors and trainees; this may involve visits to pharmacies by the provider.</p> <p>The provider's stakeholder panel has been selected from grassroots pharmacists, representatives from clinical commissioning groups, assistants, with a mix of managers, head office staff and pharmacists. The group meets quarterly, usually by teleconference. Recent items of discussion have included baby care, healthy living pharmacies, and public health. Although there are no patients on the stakeholder panel, the patient voice is represented through Dementia Friends, advising on training for dealing with patients and their carers, and advised by Alzheimer's Society.</p> <p>In any appeal against assessment decisions, a Mediapharm internal mentor would communicate with the trainee, and the Director of Learning with the tutor. Any appeal against Mediapharm would be addressed by an internal mentor but might involve the pharmacy company head office. The team was told that any such cases would be referred to an independent assessor, although it was confirmed that there is no written policy on this process at the moment. The team noted that any appeal must be based on a defect in the assessment process rather than against an assessment decision on academic grounds and was told that this referred to the automated regulations for MCQ assessments, but that the regulations needed to be clarified with respect to appeals against decisions on the case studies and competency assessments. The team agreed that it should be a recommendation that the provider should submit to the GPhC the revised examination and appeals regulations to ensure assessment and appeal decisions are fair, robust and draw on best</p>
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	<p>practice within the sector.</p> <p>Noting the outcome of previous reaccreditations in 2010 and 2013 which imposed a condition relating to quality assurance of the programme and the subsequent submission of annual reports and association by the provider, the team agreed that it should be a condition of reaccreditation that the provider must develop and implement a robust and consistently applied quality assurance strategy for the programme and its assessment and processes for the strategy's continuous review which reflects best practice in the sector. The provider must submit the strategy and provide an annual report demonstrating its fitness for purpose. This relates to criterion 2a. which was not met.</p>
<p>3. Resources</p>	<p>All eight criteria relating to Resources are met.</p> <p>The course will be funded as part of a pharmacy subscription to the Mediapharm learning platform. The platform gives pharmacy staff a learning account from which to access the healthcare assistant course as well as a range of supporting material to enhance their learning including monthly category updates, product training, resources and a calendar. The pharmacy manager also receives on-demand access to reports to monitor staff progress and support them. The course team includes the Course Director and the Course Manager along with two course consultants that act in an advisory capacity and four central learning mentors, pharmacists employed on a freelance basis to support trainees and tutors. The attrition rate was estimated at 10% per year. The team was told that the provider was examining ways that it could support trainees and tutors to improve the completion rate. The programme will be reviewed every year and feedback rather than data influences course developments. The provider is aware that learning can be personalised for certain trainees by using video presentations rather than pdf documents.</p> <p>The team was concerned that the sample certificates provided as evidence did not clearly differentiate between learners that had passed the Dispensing Assistant course and the Medicines Counter Assistant course, and found the title used on both certificates, 'Healthcare Assistant' confusing. The team was told that the exit point for the Medicines Counter Assistant results in the issue of a digital badge rather than a certificate. The team leader made it clear to the provider's representatives that the awards to the Dispensing Assistants and Medicines Counter Assistants must be differentiated clearly and the provider agreed to action this, modifying the existing Medicines Counter Assistant certificate and the new Dispensing Assistant certificate. Should there be a problem after the automated download of the certificate, for example, a complaint against a tutor, it will be possible to suspend the certificate, and the certificate states that any new employer is encouraged to contact Mediapharm for its validation. Pharmacy technicians can now act as tutors for Dispensing Assistants; the documentation will be updated to reflect this. There is an online tutor pack with learning and development support material to help with taking assessment decisions, including those based on observation of the trainees. Tutors will be required to agree to a learning contract with their trainee to support the trainee. The team was told that although the programme is an e-learning course, in-person sampling of the tutors will take place. If a tutor is identified as not meeting the requirements of the learning contract, an interim Mediapharm tutor would assume the role. The on-site tutor will act as the</p>

	personal tutor for the trainee to provide immediate advice and support on both academic and pastoral matters; trainees will also have access to a Mediapharm learning mentor.
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Summary and conclusions

The team agreed to recommend to the Registrar of the General Pharmaceutical Council that MediaPharm should be accredited as a Dispensing Assistant course provider for a period of 3 years. There is **one (1) condition** and **one (1) recommendation**:

The condition is:

1. The provider must develop and implement a robust and consistently applied quality assurance strategy for the programme and its assessment and processes for this strategy's continuous review which reflects best practice in the sector. The provider must submit the strategy and provide an annual report demonstrating its fitness for purpose. This is to meet criterion 2(a)

The recommendation is:

2. The provider should submit to the GPhC the revised examination and appeals regulations to ensure assessment and appeal decisions are fair, robust and draw on best practice within the sector. This to meet criterion 2(c).

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

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

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

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

Appendix 1 - Accreditation Criteria

1. The training programme

- a. The programme is equivalent to one or more units of the S/NVQ level 2 (QCF) (pre 2016)
- b. The unit(s) the course is designed to cover are specified.
- c. The course content covers the relevant units of the 'GPhC underpinning knowledge template' (see mapping of the course to the programme requirements).
- d. For each unit, the transfer of underpinning knowledge into the workplace is demonstrated through the use of a variety of methods
- e. The programme is taught at Qualifications Credit framework level 2.
- f. The programme is planned with reference to the S/NVQ (QCF) level 2 underpinning knowledge template.
- g. Assessments have been developed by subject experts from the Pharmacy sector and directly relate to the relevant units of the S/NVQ (QCF) level 2 underpinning knowledge template.

2. Academic and Management Structures

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

3. Resources

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

- h. The training provider seeks to provide the student with a positive learning experience.

Appendix 2 - Mapping to the programmes requirements

Mapping of this training programme to units of the NVQ level 2 (QCF) Pharmacy Services (pre 2016)

Note: Any units that are shaded grey are not covered by this training programme

Unit 1 - Assist with the provision of a pharmacy service to meet individual needs		
To demonstrate knowledge and understanding in this NOS , assistants should be able to apply:	Name of document and unit/module number	Page
Legislation, policy and good practice		
1.1 A working knowledge of SOPs and the importance of adhering to them at all times	13	7
1.2 A working knowledge of the importance of maintaining individual satisfaction, loyalty and confidence to the organisation and how you contribute towards it	13 part 1	1
1.3 A working knowledge of the organisation’s policy on individual service and individual relationships and how this applies to your role	13	3
1.4 A working knowledge of the organisations procedure for handling complaints	13 part 3	4
1.5 A working knowledge of the importance of working within the limits of your competence and authority	13 part 5	6, 7

1.6	A working knowledge of the importance of establishing the requirements of individuals clearly and accurately	13 part 1	2
1.7	A working knowledge of the importance of verbal and non verbal communication when communicating with individuals	13 part1	1
Provide information			
1.8	A working knowledge of how to give clear and accurate information and check the individual's understanding	13 part 1	2
1.9	A working knowledge of relevant products and services or advice for which information and/or advice is required	13 part 1, plus MCA	2
1.10	A working knowledge of where to get assistance if you can't provide information and advice yourself	13 part 4	5
1.11	A working knowledge of what source of information to use, what information can be given to the individual	13 part 4	5
1.12	A working knowledge of the source(s) of information that can be accessed and the information that can be given to individuals by the pharmacist	13 part 4	5
Resolve queries and complaints			
1.13	A working knowledge of how to manage conflict and/or individuals who are angry	13 part 3	4
1.14	A working knowledge of how to assess complaints and what action to take	13 part 3	4
1.15	A working knowledge of when you should refer complaints to a higher authority	13 part 3	4

Unit 2 - Make sure your own actions reduce risks to health and safety

To demonstrate knowledge and understanding in this NOS , assistants should be able to apply knowledge of:	Name of document and unit/module number	Page
2.1 What 'hazards' and 'risks' are	14 part 2	4
2.2 Their responsibilities and legal duties for health and safety in the workplace	14 part 2	4
2.3 Their responsibilities for health and safety as required by the law covering their job role	14 part 2	4
2.4 The hazards which exist in their workplace and the safe working practices which they must follow	14 part 2	5
2.5 The particular health and safety hazards which may be present in their own job and the precautions they must take	14 part 2	5
2.6 The importance of remaining alert to the presence of hazards in the whole workplace	14 part 2	5
2.7 The importance of dealing with, or promptly reporting risks	14 part 2	5
2.8 The responsibilities of health and safety in their job description	14 part 2	5
2.9 The safe working practices for their own job role	14 part 2	5
2.10 The responsible people they should report health and safety matters to	14 part 2	5
2.11 Where and when to get additional health and safety assistance	14 part 2	5
2.12 Their scope and responsibility for controlling risks	14 part 2	5
2.13 Workplace instructions for managing risks which they are unable to deal with	14 part 2	5

2.14 Suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which they must follow	14 part 2	5
2.15 The importance of personal presentation in maintaining health and safety in their workplace	14 part 2	5
2.16 The importance of personal behaviour in maintaining the health and safety of themselves and others	14 part 2	5
2.17 The risks to the environment which may be present in their workplace and/or in their own job	14 part 2	6

Unit 3 - Contribute to the effectiveness of teams		
To demonstrate knowledge and understanding in this NOS , assistants should be able to apply:	Name of document and unit/module number	Page
Values		
3.1 A working knowledge of legal and organisational requirements on equality, diversity, discrimination and rights when working in teams	14 part 1	1
Legislation and organisational policy and procedures		
3.2 A working knowledge of codes of practice and conduct, and standards and guidance relevant to their own roles, responsibilities, accountability and duties of others when working in teams to support individuals	15 part 1	2
3.3 A working knowledge of current local, UK and European legislation, and organisational	14 part 1	1, 2

requirements, procedures and practices for:		
a) Accessing records		
b) Recording, reporting, confidentiality and sharing information, including data protection		
c) Team working		
3.4 A working knowledge of how to access up-to-date copies of the organisation's workplace policies, procedures and systems, and practice and service standards related to team working	15	2
Theory and practice		
3.5 A working knowledge of the principles that underpin effective team working	15 part 2	3
3.6 A working knowledge of individuals' styles of interaction and how these can affect team working	15 part 2	3
3.7 A working knowledge of barriers to developing relationships within the team and how these can be overcome	15 part 2	4, 5
3.8 A working knowledge of problems which may be encountered when relating to and interacting with other team members and how these can be best handled	15 part 2	4, 5
3.9 A working knowledge of their own strengths and weaknesses as an individual worker and as a team member	15 part 2	3
3.10 A working knowledge of development and learning opportunities available to support them in team working and activities	15 part 2	5

Unit 4 - Assist in the sale of medicines and products

To demonstrate knowledge and understanding in this NOS , assistants should be able to apply:	Name of document and unit/module number	Page
Legislation, policy and good practice		
<p>4.1. A working knowledge of the pharmacy protocol on the sale of medicines and SOPs including:</p> <ul style="list-style-type: none"> a) What is listed in them b) How to use them c) Why it is important that SOPs should be followed at all times 	<p>Module 1 – Working in a Pharmacy</p> <p>Sections:</p> <p>Medicines Counter</p> <p>Confidentiality</p> <p>Selling medicines</p> <p>Procedures</p>	<p>1</p> <p>1</p> <p>5</p> <p>7</p>
<p>4.2. A factual knowledge of the legal responsibility and authority of the pharmacist and others in the organisation</p>	<p>Module 1 – Working in a Pharmacy</p> <p>Sections:</p> <p>Colleagues</p>	<p>3</p>
<p>4.3. A working knowledge of legal and ethical requirements for confidentiality</p>	<p>Module 1 – Working in a Pharmacy</p> <p>Sections:</p> <p>Confidentiality</p>	<p>1</p>
<p>4.4. A working knowledge of the main actions and side effects of the active ingredients within commonly used non-prescription medicines</p>	<p>Throughout Modules 2-12</p>	
<p>4.5. A working knowledge of the differences between:</p> <ul style="list-style-type: none"> a) General Sales List (GSL) medicines 	<p>Module 1 – Working in a Pharmacy</p> <p>Sections:</p>	

b) Pharmacy (P)	Medicines	
c) Prescription Only Medicines (POM) items		3
Procedures and techniques		
4.6. A working knowledge of the use of questioning techniques such as 2WHAM	Module 1 – Working in a Pharmacy	
	Sections:	
	WWHAM	6
	ASMETHOD	6
4.7. A working knowledge of the needs of different types of individuals	Module 1 – Working in a Pharmacy	
	Sections:	
	Customers	2
	Special cases	8
4.8. A working knowledge of the sources of information to access	Module 1 – Working in a Pharmacy	
	Sections:	
	Information sources	7
4.9. A working knowledge of the information that is suitable to give individuals	Module 1 – Working in a Pharmacy	
	Sections:	
	Information sources	7
4.10. A working knowledge of the type of information/advice that needs to be referred to a	Module 1 – Working in a Pharmacy	

pharmacist or a pharmacy technician	Sections:	
	Selling medicines	5
	WWHAM	6

Unit 5 - Receive prescriptions from individuals		
To demonstrate knowledge and understanding in this NOS , assistants should be able to apply:	Name of document and unit/module number	Page
Legislation, policy and good practice		
5.1 A working knowledge of the importance of working within the limits of their own role and recognising when to refer to an appropriate person	Module 1 – Working in a Pharmacy Sections: Taking in prescriptions and handing out medicines	7, 8
5.2 A working knowledge of Standard Operating Procedures regarding the receiving of prescriptions and the importance of adhering to them at all times	Module 1 – Working in a Pharmacy Sections: Taking in prescriptions	7, 8
5.3 A working knowledge of current legislation relating to prescription charges and exemptions and differences in practice across the UK	Module 1 – Working in a Pharmacy Sections: Prescription charges	11

5.4	A working knowledge of regulations and procedures relating to prescriptions for clinical trials	N/A	
5.5	A working knowledge of the relevant national and local guidelines, policies and procedures that are available and how and when they should be accessed	14 part 1	1, 2
5.6	A working knowledge of the different types of prescribers	1 part 4	11
Specific health related knowledge and skills			
5.7	A working knowledge of the different types of prescriptions and when they are used	Module 1 – Working in a Pharmacy	
		Sections:	
		NHS prescriptions	10
		Understanding private prescriptions	12
5.8	A working knowledge of exemptions and how individuals can claim refunds, including the use of official forms and prepayment certificates	Module 1 – Working in a Pharmacy	
		Sections:	
		NHS prescriptions	11
		Prepayment	11
		Refunds	12
Procedures and techniques			
5.9	A working knowledge of how to deal with individuals with special needs	Module 1 – Working in a Pharmacy	
		Sections:	
		Customers	2

	Special cases	8
5.10 A working knowledge of the transactional and administration procedures as required by governmental regulations and those that apply to the workplace	Module 1 – Working in a Pharmacy	
	Sections:	
	Taking in prescriptions and handing out medicines	7
	Understanding the prescription form	9
Records and documentation		
5.11 A working knowledge of the importance of maintaining dispensary records	Module 1 – Working in a Pharmacy	
	Sections:	
	Records	1

Unit 6 - Assemble prescribed items		
To demonstrate knowledge and understanding in this NOS , assistants should be able to apply:	Name of document and unit/module number	Page
Legislation, policy and good practice		
6.1 A working knowledge of the importance of working within the limits of their own role and recognising when to refer to an appropriate person	16 part1	

6.2 A working knowledge of current ethical and legal requirements that govern the dispensing and issuing of a prescription	14 part 1 13 part1	1, 2, 3, 4 5
6.3 A working knowledge of SOPs and the importance of adhering to them at all times	16 part 1	
6.4 A working knowledge of relevant national and local guidelines, policies and procedures that are available including when they should be used and how to use them	14 part 1 13 part 4	1, 2, 3, 4 5
6.5 A working knowledge of the importance of personal hygiene and correct use of protective clothing	14 part 2	5
6.6 A working knowledge of basic hygiene and the importance of maintaining a clean working environment and equipment	16 part 1	
Specific health related knowledge and skills		
6.7 A factual knowledge of the principles underlying the dispensing of sterile products	17 part 2	3
6.8 A factual knowledge of factors which cause deterioration of stock including: <ul style="list-style-type: none"> • Environmental conditions • Storage conditions • Microbial contamination 	17 part 2	3
6.9 A factual knowledge of sources of contamination and appropriate corrective action including: <ul style="list-style-type: none"> • Microbial • Cross-chemical • Physical, environmental and storage conditions 	13 part 2	3

6.10 A factual knowledge of prescribing conventions and abbreviations	16 part 3	5
6.11 A factual knowledge of the common proprietary and generic names	17 part 2	2
6.12 A working knowledge of dosage forms and their properties and use	16 part 4	6, 7
6.13 A working knowledge of different strengths, doses and quantities of medicines, and why they are used and how to calculate them	16 part 3	5

Unit 7 - Order pharmaceutical stock		
To demonstrate knowledge and understanding in this NOS , assistants should be able to apply :	Name of document and unit/module number	Page
Legislation, policy and good practice		
7.1 A working knowledge of working within the limits of their own authority and when to refer to an appropriate person	17 part 1	1
7.2 A factual awareness of current legislation that applies to the ordering of pharmaceutical stock	17 part 1	1
7.3 A working knowledge of their responsibilities under current legislation when ordering pharmaceutical stock	17 part 1	1
7.4 A working knowledge of the importance of following ordering SOPs	17 part 1	1
7.5 A working knowledge of the health and safety requirements related to ordering of pharmaceutical stock	17 part 1	1

7.6 A working knowledge of local or regional pharmaceutical contracts	17 part 1	1
Specific health related knowledge and skills		
7.7 A working knowledge of the different formulation of drugs and why it is important to order sufficient quantities of the correct formulation and strength	17 part 1	1, 2
7.8 A working knowledge of the difference between branded and generic drugs	17 part 1	2
7.9 A working knowledge of the importance of referring to current drug alerts and company recalls when ordering pharmaceutical stock	17 part 3	4
Ordering stock		
7.10 A working knowledge of the sources and suppliers of stock	17 part 1	1
7.11 A working knowledge of the procedures for responding to urgent requests.	17 part 1	1
7.12 A working knowledge of the importance of taking account of seasonal variations when ordering pharmaceutical stock	17 part 1	1
7.13 A working knowledge of the action to be taken if stock is unavailable	17 part 1	1
Records and documentation		
7.14 A working knowledge of the input and retrieval of stock data	17 part 2	2, 3
7.15 A working knowledge of the parameters set for the computer ordering system	17 part 2	2, 3
7.16 A working knowledge of the importance of maintaining correct, accurate documentation, including backup systems to IT failure where appropriate.	17 part 2	2, 3

Unit 8 - Receive pharmaceutical stock		
To demonstrate knowledge and understanding in this NOS , assistants should be able to apply :	Name of document and unit/module number	Page
Legislation, policy and good practice		
8.1 A working knowledge of working within the limits of their own authority and when to refer to an appropriate person	17 part 2	3
8.2 A factual knowledge of current legislation and their responsibilities that apply to the receipt of pharmaceutical stock	17 part 2	3
8.3 A working knowledge of the importance of following SOPs related to receiving pharmaceutical stock	17 part 2	3, 4
8.4 A working knowledge of the COSHH and health and safety requirements related to receipt of pharmaceutical stock	17 part 2	4
	14 part 2	4
8.5 A working knowledge of local or regional pharmaceutical contracts	17 part 1	1
Specific health related knowledge and skills		
8.6 A working knowledge of the different formulation of drugs and why it is important to stock sufficient quantities of the correct formulation and strength	17 part 1	1
8.7 A working knowledge of the difference between branded and generic drugs	17 part 1	2
8.8 A working knowledge of the importance of referring to current drug alerts and company recalls when receiving pharmaceutical stock	17 part 1	4
Receiving stock		

8.9 A working knowledge of the sources and suppliers of stock	17 part 1	1
8.10 A working knowledge of the procedures that apply to receiving pharmaceutical stock, including: a) only receiving stock identified on the original order b) expiry dates and batch numbers c) identifying damaged, contaminated or deteriorated stock	17 part 2	2
8.11 A working knowledge of the action to be taken if stock is unavailable	17 part 2	2
8.12 A working knowledge of the action to be taken if received stock: a) not on original order b) is not the complete order c) beyond expiry date d) has inconsistent batch number or batch number for which drug alerts/recalls have been issued damaged or contaminated	17 part 2	2
9.13 A working knowledge of promptly informing the appropriate person of the availability of the stock where the goods received are for a special or outstanding order	17 part 2	2
Incorporating received stock into storage		
9.14 A working knowledge of the storage requirements of different types of products and why they are important	17 part 2	3
9.15 A working knowledge of the importance placing received stock in a manner that allows stock rotation	17 part 2	3

9.16 A working knowledge of the importance placing received stock in a safe storage environment	17 part 2	3
Resolve queries and complaints		
9.17 A working knowledge of the input and retrieval of stock data	17 part 2	3
9.18 A working knowledge of the parameters set for the computer ordering system where appropriate	17 part 2	3
9.19 A working knowledge of the importance of maintaining correct, accurate documentation, including back up systems to IT failure where appropriate	17 part 2	3

Unit 9 - Maintain pharmaceutical stock		
To demonstrate knowledge and understanding in this NOS , assistants should be able to apply :	Name of document and unit/module	Page
Legislation, policy and good practice		
9.1 A working knowledge of working within the limits of their own authority and when to refer to an appropriate person	17 part 2	2, 3
9.2 A working knowledge of your responsibilities and current legislation that applies to maintaining pharmaceutical stock	17 part 2	2, 3
9.3 A working knowledge of the importance of following SOPs related to maintaining pharmaceutical stock	17 part 2	2, 3
9.4 A working knowledge of the health and safety requirements related to: a) maintaining pharmaceutical stock	14 part 2	5

b) disposing of outdated, damaged or decontaminated stock		
9.5 A working knowledge of the different formulation of drugs and why it is important to stock sufficient quantities of the correct formulation and strength		
	17 part 1	1
9.6 A working knowledge of the difference between branded and generic drugs	17 part 1	2
9.7 A working knowledge of the of the action to take immediately when drug alerts and company recalls are received	17 part 3	4
Maintaining stock		
9.8 A working knowledge of the importance of maintaining a safe storage environment	17 part 1	2
9.9 A working knowledge of the storage requirements of different types of products and why they are important	17 part 2	2
9.10 A working knowledge of the importance of storing stock into the correct: a) storage area b) location	17 part 2	2
9.11 A working knowledge of the importance of taking any special storage requirements into consideration	17 part 2	2
9.12 A working knowledge of the importance of good stock management, including: a) the rotation of stock b) checking expiry dates of stock c) the quantity of stock - taking account of seasonal variations	17 part 2	2, 3

d) identifying damaged, contaminated or deteriorated stock		
9.13 A working knowledge of the action to be taken if stock is unavailable	17 part 2	2
9.14 A working knowledge of the action to be taken if stock: a) is beyond expiry date b) is damaged or contaminated c) has inconsistent batch number or batch number for which drug alerts/recalls have been issued	17 part 2	2
Records and documentation		
9.15 A working knowledge of the input and retrieval of stock data	17 part 2	3
9.16 A working knowledge of the parameters set for the computer ordering system	17 part 2	3
9.17 A working knowledge of the importance of maintaining correct, accurate documentation, including back up systems to IT failure where appropriate.	17 part 2	3

Unit 15 - Assist in the issuing of prescribed items		
To demonstrate knowledge and understanding in this NOS , assistants should be able to apply :	Name of document and unit/module number	Page
Legislation, policy and good practice		
15.1 A working knowledge of the limits of their own role and when to refer to an appropriate person	Module 1 – Working in a Pharmacy Sections:	

	Taking in prescriptions and handing out medicines	7, 8
15.2 A working knowledge of principles for issuing dispensed medicines and products and the local Standard Operating Procedures that relate to this	Module 1 – Working in a Pharmacy Sections: Taking in prescriptions and handing out medicines Guidelines for handing out prescriptions	7, 8 12
15.3 A working knowledge of the current ethical and legal requirements that govern the issuing of a prescription	Module 1 – Working in a Pharmacy Sections: Taking in prescriptions and handing out medicines Guidelines for handing out prescriptions	8 12
Procedures and techniques		
15.4 A working knowledge of how to deal with individuals with special needs	Module 1 – Working in a Pharmacy Sections: Special cases	8
15.5 A working knowledge of the importance of confirming the individual's identity before issuing dispensed items	Module 1 – Working in a Pharmacy Sections: Giving out dispensed medicines Guidelines for handing out prescriptions	8 12
15.6 A working knowledge of the importance of providing information on:	Module 1 – Working in a Pharmacy	

<p>a) the storage and maintenance of prescribed items</p> <p>b) possible side effects</p>	<p>Sections:</p> <p>Knowing more about medicines</p> <p>Counselling</p>	<p>5</p> <p>8</p>
Records and documentation		
<p>15.7 A factual knowledge of the importance of maintaining dispensary records including the use of the dispensary computer</p>	<p>Module 1 – Working in a Pharmacy</p> <p>Sections:</p> <p>Records</p>	<p>1</p>
<p>15.8 A factual knowledge of how medicines are administered</p>	<p>Module 1 – Working in a Pharmacy</p> <p>Sections:</p> <p>Formulation</p>	<p>5</p>
Materials and equipment		
<p>15.9 A working knowledge of the importance of selecting the correct equipment for use</p>	<p>16 part 2</p>	<p>2</p>
<p>15.10 A working knowledge of the properties of different types of container types and when to use each</p>	<p>16 part 2</p>	<p>2</p>

Unit 16 - Undertake an in-process accuracy check of assembled prescribed items prior to the final accuracy check

To demonstrate knowledge and understanding in this NOS , assistants should be able to apply :	Name of document and unit/module number	Page
<i>Legislation, policy and good practice</i>		
16.1 an in-depth understanding of the limits of their own role and recognising when to refer to an appropriate person	16 part 1 13 part 5	1 6
16.2 an in-depth understanding of Standard Operating Procedures and the importance of adhering to them at all times	16 part 1 13 part 5	1 6
16.3 a working knowledge of current ethical and legal and professional requirements that govern the dispensing of a prescription	14 part 1	1
16.4 a working knowledge of the different types of check on a prescription	16 part 2	4
16.5 a working knowledge of different types of prescribers	1 part 4	11
16.6 a working knowledge of the types of medicines supply	16 part 2	3
16.7 a working knowledge of how to identify near misses and dispensing errors	16 part 5	7
16.8 a basic awareness of the causes and consequences of near misses and dispensing errors	16 part 5	7
16.9 a basic awareness of error recording	16 part 5	7
<i>Specific health related knowledge and skills</i>		
16.10 a working knowledge of the details required on a prescription and why these are necessary	1 part 3	7
16.11 a working knowledge of the prescribing conventions and abbreviations	16 part 3	5
16.12 a working knowledge of the common proprietary and generic names	17 part 2	2

16.13 a factual knowledge of how medicines are administered	16 part 4	6
16.14 a working knowledge of different strengths, doses and quantities of medicines	16 part 4	5, 6
16.15 a working knowledge of different relevant national and local guidelines, policies, procedures that are available including: a) when they should be used b) how to use them	14 part 1 13 part 4	1, 2 6
<i>Records and documentation</i>		
16.16 a working knowledge of when and why Patient Medication Records (PMRs) are used	16 part 1	1
16.17 a working knowledge of the importance of maintaining dispensary records.	16 part 1	1