

**MediaPharm support staff course accreditation
event report, Customer Service Assistant, part 3,
April 2021**



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Event summary and conclusions

Provider	MediaPharm
Course name	Customer Service Assistant
Framework used	National Occupational Standards
Relevant requirements	Requirements for the education and training of pharmacy support staff, October 2020
Event type	Accreditation
Event date	13 April 2021
Approval period	September 2021 – September 2024
Outcome	Please refer to parts 1 and 2.
Conditions	Please refer to parts 1 and 2.
Standing conditions	A link to the standing conditions can be found here .
Recommendations	Please refer to parts 1 and 2.
Registrar decision	Please refer to parts 1 and 2.

Technical knowledge and skills

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

Please note, where the term Foundation course has been used, this has been superseded by foundation modules, the rationale for which is detailed in the Background section of the part 1 and 2 report.

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

PHARM07

Receive prescriptions

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

Provider's commentary

This is taught in Module 1 Working in a Pharmacy covering handling prescriptions. It highlights the need to understand the roles and responsibilities of the team and the trainee's own limits, referring in the first instance to the pharmacy's SOP.

The learning also covers recognising different prescriptions, what to check for on a prescription, payments and exemptions and how to take a person-centred approach when dealing with patients with additional needs. The case study highlights common mistakes that can be made and how to improve the interaction with the patient.

Communicating effectively with the dispensary team at the point of receiving a prescriptions is also explained as a way of managing patient expectations and avoiding delays in a patient getting their medicines.

Communication is also covered in the foundation module 'Introduction to Communication'.

The learning is covered using a combination of e-learning, both in text and video, and activities encouraging the learner to find out about processes and prescriptions and to reflect on their learning and situations they have encountered. It encourages trainees to explore prescriptions-related items e.g. prescription bags, exemption forms, so they extend the learning to the work environment.

The content is mapped to the knowledge requirements of this NOS with 'Time Out' activities created to provide opportunities for the trainee to demonstrate the practical side of the learning outcomes.

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

Provider's commentary

The module content is validated using a variety of methods to allow confirmation of knowledge and practical ability.

The learner is asked to complete 'Time Out' activities throughout the module, these are completed on paper with the learner's tutor required to check appropriate completion of the activities prior to declaring the module as complete.

The module itself has a knowledge check quiz at the end covering the module as a whole. It also has a final sign off sat under exam conditions covering the following:

- 10 MCQs randomly selected from a bank of 30 covering whole course content. This is invigilated under the control of the learner's tutor and is aimed at assuring the learner has appropriate knowledge.
- 2 case studies randomly selected from a bank of 5 covering whole course content. This is conducted by the learner's tutor who has discussion points available to help assess knowledge and understanding of the scenario presented.
- Observation of practical ability by the learner's tutor acting as an expert witness and guided by an observation checklist. The observation covers the practical aspects of the NOS and is completed over the space of at least a week. The checklist requires comment from the tutor as to how the learner shows competence, and acts as a 'declaration of competence' sign off on practical ability and knowledge covering the NOS standards by a registered pharmacy professional.

The aspects of formal knowledge and practical ability are quality assured in line with the Mediapharm quality assurance policy, and tutors are provided with guidance on how to conduct the different aspects of the tutor sign off and act as an expert witness.

Accreditation/recognition team's commentary.

Learning outcome met? Yes No

This learning outcome was tested at the event.

The Foundation modules introduced this NOS at the generic level. Trainees then progress to look at this in a role-specific context, including topics such as Standard Operating Procedures, exemptions, prescription charges, different types of prescriptions, and queue management.

Knowledge and competence is integrated through observation of a colleague receiving a prescription, eventually building to doing this under the supervision and receiving feedback.

The NOS is assessed via the observation checklist and the workbook.

The team was satisfied that this NOS would be met.

PHARM12

Order pharmaceutical stock

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

Provider's commentary

This NOS is covered in Module 17 Stock which provides knowledge on how to assist in the ordering of stock. It covers the correct processes and the need to work within assigned roles. The module also covers medicines types, suppliers of stock and the use of computer systems.

The learning uses a combination of e-learning and activities encouraging the learner to find out about company policies, process, their usual and specialist suppliers and the computer ordering system.

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

Provider's commentary

As before

Accreditation/recognition team's commentary.

Learning outcome met? Yes No

The team agreed that this National Occupational Standard would be met based on the submission mapping and assurance taken from the testing of other standards and learning outcomes.

PHARM13

Receive pharmaceutical stock

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

Provider's commentary

This NOS is covered in Module 17 Stock which provides knowledge on how to assist in receiving and managing stock. It covers the correct processes and the need to work within assigned roles. The module also covers checking deliveries and dealing with discrepancies, paperwork, correct and safe storage of medicines and products (including health & safety) and the use of computer systems.

The learning is covered using a combination of e-learning and activities encouraging the learner to find out about company policies and processes, handling the paperwork involved and getting familiar with where and how stock is processed and stored once received.

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

Provider's commentary

As before.

Accreditation/recognition team's commentary.

Learning outcome met? Yes No

The team agreed that this National Occupational Standard would be met based on the submission mapping and assurance taken from the testing of other standards and learning outcomes.

PHARM14

Maintain pharmaceutical stock

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

Provider's commentary

This NOS is covered in Module 17 Stock which provides knowledge on how to assist in maintaining stock safely. It covers the correct processes and the need to work within assigned roles. The module also covers maintaining stock level, rotating stock and date checking so that medicines supply to patient is not disrupted. It also covers tasks around keeping stock areas clean and tidy. The process around drug recall are also outlined.

The learning is covered using a combination of e-learning and activities encouraging the learner to find out about company policies and processes and getting familiar with best practice in

managing stock, including how to avoid medicines contamination and what to do with expired stock.

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

Provider's commentary

As before

Accreditation/recognition team's commentary.

Learning outcome met? Yes No

The team agreed that this National Occupational Standard would be met based on the submission mapping and assurance taken from the testing of other standards and learning outcomes.

PHARM32 Assist in the issuing of prescribed items

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

Provider's commentary

This is taught in Module 1 Working in a Pharmacy covering handling prescriptions. It highlights the need to understand the roles and responsibilities of the team and the trainee's own limits, referring in the first instance to the pharmacy's SOP.

It also highlights the grave consequences of giving our prescriptions to the wrong person and gives context to why following correct procedures are central to safe practice.

The learning also covers labelling bags, owings and counselling and again where and when to involve the pharmacist. The role of electronic prescriptions is also explained as is the prescription delivery service the pharmacy may have so that other areas of handing out prescribed medicines is considered.

The learning is covered using a combination of e-learning, both in text and video, and activities encouraging the learner to find out about processes and prescriptions and to reflect on their learning and situations they have encountered. It encourages trainees to explore related activities e.g. prescription delivery, owings, so they extend the learning to the work environment.

The content is mapped to the knowledge requirements of this NOS with 'Time Out' activities created to provide opportunities for the trainee to demonstrate the practical side of the learning outcomes.

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

Provider's commentary

As before

Accreditation/recognition team's commentary.

Learning outcome met? Yes No

This learning outcome was tested at the event.

It is taught at a generic level in the foundation module, Working in a Pharmacy. Trainees then progress to knowledge acquisition and competence relevant to their role. The foundation and role-specific content are linked and cross-referenced, to ensure that trainees' learning is contextualised.

This NOS is assessed via the observation checklist and the workbook.

