

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



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## Event summary and conclusions

Provider	MediaPharm
Course name	Homecare Customer Service Assistant
Framework used	National Occupational Standards
Relevant requirements	<a href="#">Requirements for the education and training of pharmacy support staff, October 2020</a>
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 <a href="#">found here</a> .
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Please note, where the term Foundation course has been used, this has been superseded by foundation modules, the rationale for which is detailed in the Background section of the part 1 and 2 report.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)

### PHARM01

Assist with the provision of a pharmacy service

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

#### **Provider's commentary**

The learning for this NOS is covered across the Homecare Customer Service Coordinator module as providing customer service is the main part of the learner's role. This module also builds on learning gained in the foundation module 'Introduction to Customer Service' with the foundation module providing generic learning and the Homecare Customer Service coordinator module providing learning focussed on the what is relevant to the learner's role. The learning is split across the following chapters of the course:

- **Chapter 2 – Process and procedure**, covering learning about GPhC standards, SOPs, and how the Homecare role works.
- **Chapter 5 – Providing great customer service**, covering Customers, Person Centred Care, and using empathy. It also covers handling complaints and effective communication building on learning from the foundation modules.
- **Chapter 6 – Teamwork**, covering dealing with problems and knowing when to refer

The learning is covered using a combination of e-learning, both in text and video, and activities encouraging the learner to find out about company policies and processes and to reflect on their learning and situations they have encountered. How the module maps across each of the NOS and builds on the foundation course is shown in the supporting documentation.

***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. It is taught in the Foundation module and in more detail in course-specific modules.

Case studies are used to set the scene and allow trainees to comment on what they would do in a particular situation, and to relate back to how they actually responded in previous situations.

Tutors are recommended to complete the observation checklist as the trainee progresses. Once a trainee completes a case study, they would usually progress quite quickly to the observation to consolidate their learning.

The team asked if some trainees are unable to complete tasks on the observation checklist, for example if they work in internet pharmacy. This has not been the case to date, and if the situation arises will be dealt with on a case-by-case basis.

The team was satisfied that this NOS would be met.

**Additional technical outcomes not covered by the pharmacy suite of NOS’s (delete if not applicable)**

**HSS1**

Make sure your own actions reduce the risk to health and safety

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

**Provider’s commentary**

This is covered within **Chapter 4 – Health and Safety** of the Homecare Customer Service Assistant course. It builds on learning and practical ability from the Introduction to Health and Safety module of the foundation course and therefore provides a focus on health and safety as relevant to the specific Homecare Customer Service Assistant role.

- **Section 1** of this chapter covers hazards and risks to reinforce learning from the foundation module.

- **Section 2** of this chapter focusses on the specific health and safety risks within the role – using Display Screen Equipment and home working. Learners are asked to review their knowledge from the foundation module covering more general health and safety risks as part of this section.

The content is taught using a mix of e-learning, using text and video, and activities requiring the learner to find out about SOPs and Health and safety policies relevant within their own company and is mapped in **Appendix 3 - Homecare Health and safety map**. How the module maps across each of the NOS and builds on the foundation course is shown in **Appendix 1 – Homecare matrix map**.

### ***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 and featuring questions on health and safety. 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**

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

**HSC241**

Contribute to the effectiveness of teams

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

#### **Provider's commentary**

As a customer service assistant the learner will have a key role in working with other teams within the company to provide effective patient care. Therefore teamwork and understanding the role and the learner's limitations and when to refer flows throughout the whole Homecare Customer Service assistant module. This module provides learning directed at the learner's role within the team and builds on learning and practical ability taught in the foundation course, mainly the following modules:

- Introduction to pharmacy
- Introduction to customers
- Working in a team
- Introduction to Safeguarding
- Introduction to Data Security

Learning covering the NOS standards is covered within this module in the following Chapters:

- **Chapter 1 – The Homecare setting**, providing an understanding of the Homecare provider's role in healthcare and customers.
- **Chapter 2 – Process and procedure** covering the SOPs and policies that allow an understanding of the role and its boundaries, and the journey of the customer through homecare supply.
- **Chapter 3 – Law relating to Pharmacy**, covering a knowledge of the different roles of the team and referral
- **Chapter 5 – Providing great customer service**, dealing with complaints
- **Chapter 6 – Teamwork**, providing learning covering working as part of a team and when to refer.

The following parts of the NOS are not covered within the module content as each of them is covered in the foundation course module "Working in a team", which this module builds upon.

- K12 – Principles of reflective practice and why it is important
- K19 – Styles of interaction and how these can affect teamworking
- K22 – Your own strengths and development needs as an individual worker and a team member
- K23 – Opportunities available for continuing learning and development to support you in team working and activities.

Learners are encouraged to reflect on their learning as part of the course.

The learning is covered using a combination of e-learning, both in text and video, and activities encouraging the learner to find out about company policies and processes and to understand their role within the team and when to refer. How the module maps across each of the NOS and builds on the foundation course is shown in the supporting documentation.

### ***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 and featuring questions on teamwork. 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**

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





