



Unregistered
pharmacy staff –
Dispensing Assistant
programme

National Pharmacy Association
Report of a reaccreditation event
November 2018

Event summary and conclusions

Provider	National Pharmacy Association
Course	Dispensing Assistant (known as ADAC)
Event type	Reaccreditation
Event date	8 November 2018
Accreditation period	January 2019 – January 2022
Outcome	<p>Approval</p> <p>The accreditation team agreed to recommend to the Registrar of the General Pharmaceutical Council (GPhC) that the Dispensing Assistant (ADAC) programme provided by the National Pharmacy Association should be reaccredited for a period of three years.</p>
Conditions	There were no conditions.
Standing conditions	Please refer to Appendix 1
Recommendations	No recommendations were made
Registrar decision	The Registrar of the GPhC accepted the team's recommendation and approved the reaccreditation of the programme for a further period of 3 years.
Key contact (provider)	Leyla Hannbeck, Director of Pharmacy
Accreditation team	<p>Ms Leonie Milliner, (event chair), Chief Executive Officer, Association for Nutrition</p> <p>Ms Donna Bartlett, (accreditation team member - pharmacy technician), Locum Technician, Lancashire Teaching Hospitals</p> <p>Dr Ruth Edwards, (accreditation team member - pharmacist), Head of Professional Experience, Aston Pharmacy School</p> <p>Ms Laura McEwen-Smith, (accreditation team member - pharmacy technician), Principal Pharmacy Technician; Health Education Kent Surrey & Sussex Pharmacy Education</p>
GPhC representative	Mr Chris McKendrick, Quality Assurance Officer, GPhC
Rapporteur	Mrs Jane Smith, Chief Executive Officer, European Association for Cancer Research

Introduction

Role of the GPhC

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. The accreditation process is based on the GPhC's Accreditation and Recognition of unregistered pharmacy staff training programme(s) – interim guidance (September 2018).

The powers and obligations of the GPhC in relation to the accreditation of pharmacy education are legislated in the Pharmacy Order 2010. For more information, visit:

<http://www.legislation.gov.uk/ukxi/2010/231/contents/made>

Background

The National Pharmacy Association (NPA), 'the provider', is a trade association for independent community pharmacy owners in the UK. It offers a range of support staff training courses and was originally accredited by the Royal Pharmaceutical Society of Great Britain to offer a Dispensing Assistant course. The course was reaccredited by the GPhC in 2011 and again in 2014. As a result of the 2014 visit, the NPA dispensing assistant course was reaccredited for a further period of three years. There were no conditions and the accreditation team identified as an area of strength the progress made by the NPA since the previous accreditation. This three year period was extended by a further year due to the GPhC consultation on the safe and effective pharmacy team.

In line with the GPhC's process, an event was scheduled for 8 November 2018 to review the programme's suitability for further reaccreditation.

Documentation

Prior to the event, the provider submitted documentation to the GPhC in line with the agreed timescales. The documentation was reviewed by the accreditation team and it was deemed to be satisfactory to provide a basis for discussion.

The event

The event was held at the GPhC offices in London on 8 November 2018 and comprised a number of meetings between the GPhC accreditation team and representatives of the NPA. A pre-visit meeting was held by teleconference on 26 October 2018 where the content of the submission and mapping of the programme was discussed.

Declarations of interest

There were no declarations of interest.

Key findings

Section 1: The training programme

The team was satisfied that all four criteria relating to the training programme are met. (See Appendix 2 for criteria)

The programme is taught at RQF level 2 / SCQF level 5 or equivalent and meets the requirements of the

following units of the Pharmacy National Occupational Standards (NOS):

1. Assist with the provision of a pharmacy service
2. Make sure your own actions reduce risks to health and safety
3. Contribute to the effectiveness of teams
5. Receive prescriptions
6. Assemble prescribed items
7. Order pharmaceutical stock
8. Receive pharmaceutical stock
9. Maintain pharmaceutical stock
10. Supply pharmaceutical stock
15. Assist in the issuing of prescribed items

The team reviewed the provider's mapping document (Appendix 3) which cross references the requirements of each of the ten units of the national standards with the programme content. The provider had responded to the team's feedback prior to the event and provided an updated mapping document to confirm the amendments and additions that would be made to the materials. The team was satisfied that, with these changes, all areas are covered and are mapped appropriately.

The programme is delivered via distance learning, with students having the option of a paper or online version. It consists of a total student workload of 150 hours over four modules:

- Module 1: Introduction to Dispensing Practice and Stock Control (35 hours)
- Module 2: Pharmacy Practice and Procedures (35 hours)
- Module 3: Pharmacy Law and Ethics (40 hours)
- Module 4: The Drug Tariff (40 hours). There are three different versions of this module, for England and Wales, Scotland and Northern Ireland

The programme and all assessments are developed by the provider's Education and Training Pharmacists, all of whom are registered with the GPhC. Students taking the paper-based version receive all four modules upon enrolment and work through the modules in order. Students taking the online version are given initial access to Module 1 and gain access to subsequent modules on completion. All students can work through the modules at their own pace, within a period of 6-12 months. Extensions are available for students who need additional time.

Section 2: Academic and management structures

The team was satisfied that all four criteria relating to the academic and management structures are met.

A full review of Modules 1 and 2 is carried out annually by the programme team. A full review of Modules 3 and 4 is carried out every 6 months, as these topics are subject to the most changes. If important or urgent developments are identified between these reviews, then a programme addendum is produced. This is published on the provider's website and students are informed.

Patients and the public are involved in the process of programme review at an organisational level via patient forums. Relevant feedback from these is passed to the pharmacy team and taken on board in developing the programme. Indirect feedback also comes from the provider's telephone advice service which takes calls from pharmacists around the UK.

The programme is assessed via a workbook for each module. The workbooks have a pass mark of 50%, except for the module 2 workbook which contains several calculations exercises. Currently students are only allowed to get two incorrect answers from 15 questions in the first of these exercises and no errors in the remaining three exercises. It is proposed to move to a negative marking system and a pass mark of 75% (three errors allowed). This change was noted by the team. Students are allowed three attempts at the workbook, receiving feedback after each attempt.

10% of workbooks are sampled to ensure that marking is consistent and appropriate. External markers are used for the programme. All markers must be GPhC registered pharmacists and all work is double-marked until the provider is satisfied that new markers are marking appropriately.

In addition to the workbooks, students must take a multiple choice assessment under exam conditions at the end of each module. The provider views these as formative assessments but as they must be passed in order to progress, they could be considered summative.

There is a three-stage appeals process, with work re-marked from scratch at each stage, by the course lead, the QA pharmacist and finally the Education and Training Manager. Students confirmed that they are aware of the appeals process and of how to raise concerns more generally. Processes are also in place for dealing with suspected plagiarism or malpractice.

Students with special learning needs are identified through the enrolment process and arrangements put in place, taking into account, for example, whether the student has had a formal diagnosis with recommendations and any adaptations that have been made previously. The provider has a range of suggested adaptations and support mechanisms including extra time in assessments and allowances for spelling errors.

Supervising pharmacists are supported in making assessment decisions through a written guide containing a section on coaching and how to give feedback. Leadership training, which includes a section on giving feedback, is available through the provider and supervising pharmacists are encouraged to take this course if a need is identified.

Section 3: Resources

The team was satisfied that all eight criteria relating to the resources are met.

The programme is delivered and managed by both the NPA Education and Training department and the NPA Member Services department, led by two senior managers. The Education and Training department is made up of a team of Education and Training pharmacists, a QA Pharmacist, an NVQ3 Centre Manager (who manages the 17 external markers) and e-learning developers. The Member Services department supports students and members, and provides administrative support for the programme. Staff involved with developing the course keep up to date with current educational and pharmacy practice by undertaking online learning and through contact with subject experts.

A workforce development strategy is being prepared for 2019 onwards which will outline the support and resources planned for each of the unregistered pharmacy staff training programmes. This will include a review of the names of the individual unregistered pharmacy staff training programmes. Any planned name changes must be notified to the GPhC before they are introduced.

The provider uses a bespoke customer relationship management IT system to record student data from the point of enrolment through to completion. This also records details of any calls, emails or letters regarding extenuating circumstances and requests for course extensions.

Students are issued with certificates in the GPhC's approved format within 10-14 working days of successfully completing the programme.

The student's in-store named Supervising Pharmacist (SVP) is responsible for tutoring and mentoring the student, as well as marking the multiple choice assessments, and signing off the student after completing all modules on the End of Course Progress Report. The SVP is provided with a detailed SVP guide at the beginning of the course. Students can also access support through the provider's head office, by telephone or email.

The majority of students are still choosing the paper version of the programme. A new e-learning platform will be launched in early 2019 which students will be encouraged to use. Some students indicated that they preferred the paper version of the course, noting that it is not reliant on internet

access and also provides a resource to refer back to once the course is completed.

Students are encouraged to give feedback on the programme through an end of course feedback form. Robust processes are in place to act on feedback received. Students who had completed the programme confirmed that they were satisfied with the experience and had found the programme helpful and well-structured.

Appendix 1 – Standing conditions

The following are standing conditions of accreditation and apply to all providers:

1. The record and report include other comments from the team, and providers are required to take all comments into account as part of the accreditation process. The provider must confirm to the GPhC that required amendments have been made.
2. The provider must respond to the definitive version of the record and report within three months of receipt. The summary report, along with the provider's response, will be published on the GPhC's website for the duration of the accreditation period.
3. The provider must seek approval from the GPhC for any substantial change (or proposed change) which is, or has the potential to be, material to the delivery of an accredited course. This includes, but is not limited to:
 - a. the content, structure or delivery of the accredited programme;
 - b. ownership or management structure of the institution;
 - c. resources and/or funding;
 - d. student numbers and/or admissions policy;
 - e. any existing partnership, licensing or franchise agreement;
 - f. staff associated with the programme.
4. The provider must make students and potential students aware that successful completion of an accredited course is not a guarantee of employment.
5. The provider must make students and potential students aware of the existence and website address where they can view the GPhC's accreditation reports and the timescales for future accreditations.
6. Whenever required to do so by the GPhC, providers must give such information and assistance as the GPhC may reasonably require in connection with the exercise of its functions. Any information in relation to fulfilment of these standing conditions must be provided in a proactive and timely manner.

Appendix 2 – Accreditation criteria

GPhC accreditation criteria for unregistered pharmacy staff training programme(s)

Section 1: The training programme

- 1.a For the MCA provision, the programme content is mapped to unit 4 (SFHPHARM04), unit 5 (SFHPHARM07) and unit 15 (SFHPHARM32).
- 1.b For the DA provision, the unit(s) are relevant, specific and mapped clearly to the programme being developed.
- 1.c For the MCA and DA 'combined' provision, the programme content is mapped to unit 4 (SFHPHARM04), unit 5 (SFHPHARM07) and unit 15 (SFHPHARM32) and additional units are relevant, specific and mapped clearly to the programme being developed.

- 1.d** The programme(s) is (are) aligned and thought to the Pharmacy National Occupational Standards (NOS) at RQF level 2 / SCQF level 5 or equivalent.
- 1.e** For each unit, the transfer of underpinning knowledge into the workplace is demonstrated through the use of a variety of methods.
- 1.f** Assessments have been developed by subject experts from the Pharmacy sector and directly relate to the relevant units of the Pharmacy National Occupational Standards (NOS) at RQF level 2 / SCQF level 5 or equivalent.

Section 2: Academic and management structures

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

Section 3: Resources

- 3.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.
- 3.b** Record keeping systems are able to generate data on candidates completing, completion rates, student sector of practice, and disability.
- 3.c** Systems are in place for issuing certificates of completion to successful students in the GPhC's approved format.
- 3.d** There is an appropriate mix of tutors, mentors and assessors.
- 3.e** The student has access to a personal tutor or tutors for academic guidance and pastoral care.
- 3.f** The student is instructed in the use of information resources.
- 3.g** There are adequate student feedback mechanisms in place.
- 3.h** The training provider seeks to provide the student with a positive learning experience.

Appendix 3 – Mapping

Unregistered staff training programme(s) mapping

Please demonstrate how the training programme has been designed to meet one or more units of the Pharmacy National Occupational Standards (NOS) at RQF level 2 / SCQF level 5 or equivalent.

Any units which are NOT covered by your training programme should be DELETED.

Revisions to the mapping contained in the original submission were made by the provider before the event took place. These revisions have been incorporated into this Report.

1.	Assist with the provision of a pharmacy service			
	General Pharmaceutical Council (GPhC) Learning Outcomes			
	To demonstrate knowledge and understanding in this NOS, assistants should be able to apply:	Name of document and unit/module number	Page number(s)	Accreditation team use only
1.1	A working knowledge of the Standard Operating Procedures and the importance of adhering to them at all times	Module 1 Section 2 Module 1 Section 3 Module 1 Section 5 Module 1 Section 6 Module 2 Section 2 Module 2 Section 6 Module 2 Section 7 Module 3 section 10	19-22, 24-26, 29-30 37-39 67 76-78, 80-81 18-27 48 58 51-52, 63-64	Maps
1.2	A working knowledge of the importance of	Module 1 Section 1	12-13	Maps

	working within the limits of your competence and authority, when to seek agreement or permission from others and when to refer on to an appropriate person	Module 1 Section 2 Module 1 Section 3	26 36-39	
1.3	A working knowledge of the current health and safety legislation and how it applies to the working environment	Module 1 Section 5 Module 3 Section 12 Module 3 Section 14 Module 3 Section 15	59-69 74-77 90-91 94-95	Maps
1.4	A working knowledge of the legal, organisational and policy requirements relevant to your role, the role of others in your organisation and the activities being carried out	Module 1 section 1 Module 1 section 3 Module 3 section 1 Module 3 section 2, 3 Module 3 section 6, 7	12-13 34-37 5-13 13-20 25-34	Maps
1.5	A working knowledge of the relevant national and local guidelines, policies and procedures that are available and how and when they should be accessed	Module 1 Section 2 Module 2 section 2 Module 2 section 3 Module 3 section 10 Module 3 section 12 Module 3 section 14 Module 4 Drug tariff	19-22 20-24 37 55- 56 71 85 All	Maps
1.6	A working knowledge of the importance of adhering to information governance policies and maintaining confidentiality when sharing information about individuals with others	Module 1 Section 1 Module 1 Section 2 Module 2 Section 2 Module 2 Section 6 Module 2 Section 7 Module 3 Section 17	17-18 24-27, 30 19-20, 23 48-49 52-53 101-102	Maps
1.7	A working knowledge of the duty to report any acts or omissions that could be detrimental to individuals, yourself, colleagues or your employer	Module 1 Section 3 Module 2 Section 2 Whistle-blowing policy will be incorporated into Module 3 Section 1 p.8	43 18	Maps

1.8	A working knowledge of what constitutes good customer service	Module 1 Section 1 Module 1 Section 3	5-18 33-34, 39-43	Maps
1.9	A working knowledge of the organisation's policy on the service provided to individuals and how this applies to your role	Module 1 Section 1 Module 1 Section 3	5-18 33-34, 39-43	Maps
1.10	A working knowledge of the organisation's procedure for handling complaints	Module 1 Section 1	14-16	Maps
1.11	A working knowledge of how to assess complaints and what action to take	Module 1 Section 1	14-16	Maps
1.12	A working knowledge of when you should refer complaints and to whom	Module 1 Section 1	14-16	Maps
1.13	A working knowledge of the methods of enabling effective communication and supporting individuals to communicate their needs, views and preferences	Module 1 Section 1 Communication addendum	5-12, 14-16	Maps
1.14	A working knowledge of the importance of establishing the requirements of individuals clearly and accurately	Module 1 Section 1 Module 1 Section 2	5-16 24-25	Maps
1.15	A working knowledge of the importance of collecting the relevant information about the individual and their problem	Module 1 Section 1	5-16	Maps
1.16	A working knowledge of the importance of verbal and non-verbal communication when communicating with individuals	Module 1 Section 1 Addendum	6-7, 10-12 NPA website	Maps
1.17	A working knowledge of how to give clear and accurate information and check the individual's understanding	Module 1 Section 1 Module 1 Section 2	7-9 25-26	Maps
1.18	A working knowledge of how to manage conflict and/or individuals who are distressed	Module 1 section 3	43-44	Maps
1.19	A working knowledge of the relevant products and services or advice for which information and/or advice is required	Module 1 Section 2 Module 1 Section 6 Module 2 section 5	25-26 84-85 44-45	Maps

		Module 2 section 7 Module 3 Section 7 Module 3 section 18 Module 4 Section 9 (E&W) Module 4 Section 16 (E&W) Module 4 Section 9 (S) Module 4 Section 16 (S) Module 4 Section 9 (NI) Module 4 Section 16 (NI)	53-59 27-32 109-113 51-55 91-92 41-45 82 41-44 75	
1.20	A working knowledge of the where to get assistance if you cannot provide information and advice yourself	Module 1 Section 1 Module 1 Section 2 Module 1 Section 3	12-13 22, 25-26 36-43	Maps
1.21	A working knowledge of the source(s) of information that can be accessed and the information that can be given to individuals by you and other colleagues	Module 1 Section 2 Module 2 Section 1 Module 2 Section 3 Reference sources e.g. BNF referred to throughout the four modules and there is a reference source list in the SVP guide. Module 4 (covers Drug Tariff)	26 14 35-36 All	Maps
1.22	A working knowledge of the importance of recording, storing and retrieving information in accordance with organisational procedures	Module 1 Section 1 Module 1 Section 2 Module 1 Section 3 Module 1 Section 4 Module 1 Section 5 Module 1 Section 6 Module 2 Section 2 Module 2 Section 3 Module 2 Section 6 Module 2 Section 7	15, 17-18 22, 27, 30 38 51 65-66, 68-69 77-78, 81-82, 86-87 19-20, 23, 26-27 35 47-50 52	Maps

		Module 3 Section 8	38, 41-46	
		Module 3 Section 9	50	
		Module 3 Section 10	63	
		Module 3 Section 11	65	
		Module 3 Section 12	67-68, 71-77	
		Module 3 Section 13	85	
		Module 3 Section 14	90-92	
		Module 3 Section 16	99	
		Module 3 Section 17	102	
		Module 4 Section 17 (E&W)	101	
		Module 4 Section 18 (E&W)	104	
		Module 4 Section 3 (NI)	17	
		Module 4 Section 15 (NI)	69	
		Module 4 Section 15 (S)	75	

2	Make sure your own actions reduce risks to health and safety			
	General Pharmaceutical Council (GPhC) Learning Outcomes			
	To demonstrate knowledge and understanding in this NOS, assistants should be able to apply:	Name of document and unit/module number	Page number(s)	Accreditation team use only
2.1	A working knowledge of what 'hazards' and 'risks' are	Module 1 Section 5	61-65	Maps
2.2	A working knowledge of what their own responsibilities and legal duties for health and safety in the workplace	Module 1 Section 5 Module 1 section 5 Module 3 Section 12 Module 3 Section 1 Module 3 Section 15 Module 3 Section 16	61-65 59-63 70-73 89-92 93-96 99-100	Maps

2.3	A working knowledge of their own responsibilities for health and safety as required by the law covering their job role	Module 1 Section 5 Module 2 section 5 Module 3 Section 12 Module 3 Section 14 Module 3 Section 15 Module 3 Section 16	61-65 44-45 70-73 89-92 93-96 99-100	Maps
2.4	A working knowledge of the hazards which exist in their workplace and the safe working practices which they must follow	Module 1 Section 5	59-69	Maps
2.5	A working knowledge of the particular health and safety hazards which may be present in their own job and the precautions they must take	Module 1 Section 5	59-69	Maps
2.6	A working knowledge of the importance of remaining alert to the presence of hazards in the whole workplace	Module 1 Section 5	59-69	Maps
2.7	A working knowledge of the importance of dealing with, or promptly reporting risks	Module 1 Section 5	59-69	Maps
2.8	A working knowledge of the responsibilities of health and safety in their job description	Module 1 Section 5	59-60	Maps
2.9	A working knowledge of the safe working practices for their own job role	Module 1 Section 4 Module 1 Section 5	50-56 59-60	Maps
2.10	A working knowledge of the responsible people they should report health and safety matters to	Module 1 Section 5	59-69	Maps
2.11	A working knowledge of where and when to get additional health and safety assistance	Module 1 Section 5	63-69	Maps
2.12	A working knowledge of their own scope and responsibility for controlling risks	Module 1 Section 5 Module 1 section 1	63-69 12-13	Maps
2.13	A working knowledge of workplace instructions for managing risks which they are unable to deal with	Module 1 Section 5 Module 1 section 1	63-69 12-13	Maps
2.14	A working knowledge of suppliers' and	Module 1 Section 5	64	Maps

	manufacturers' instructions for the safe use of equipment, materials and products which they must follow	Module 1 section 4 Module 2 section 7	50-56 52	
2.15	A working knowledge of the importance of personal presentation in maintaining health and safety in their workplace	Module 1 Section 5	59-63	Maps
2.16	A working knowledge of the importance of personal behaviour in maintaining the health and safety of themselves and others	Module 1 Section 5	59-60	Maps

3	Contribute to the effectiveness of teams			
	General Pharmaceutical Council (GPhC) Learning Outcomes			
	To demonstrate knowledge and understanding in this NOS, assistants should be able to apply:	Name of document and unit/module number	Page number(s)	Accreditation team use only
3.1.	A working knowledge of legal and organisational requirements on equality, diversity, discrimination and rights when working in teams	Module 1 Section 3 Module 3 section 17	39-46 101-107	Maps
3.2.	A working knowledge of codes of practice and conduct, standards and guidance relevant to their own roles, responsibilities, accountability and duties of others when working in teams to support individuals	Module 1 Section 3	39-46	Maps
3.3.	A working knowledge of current local, UK and European legislation, and organisational requirements, procedures and practices for: a) Accessing records b) Recording, reporting, confidentiality and sharing information, including data protection c) Team working	a) Module 2 Section 6 b) Module 1 Section 1 Module 2 Section 6 Module 3 section 17 Patient Confidentiality Factsheet	48-50 17-18 48-50 101-107	Maps

		Patient Confidentiality Agreement	33-37 41-44	
		Module 1 Section 3		
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	Module 1 Section 2 Module 1 Section 3	19-33 35-47	Maps
3.5.	A working knowledge of the principles that underpin effective team working	Module 1 Section 3	39-44	Maps
3.6.	A working knowledge of individuals' styles of interaction and how these can affect team working	Module 1 Section 3	39-44	Maps
3.7.	A working knowledge of barriers to developing relationships within the team and how these can be overcome	Module 1 Section 3	39-44	Maps
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	Module 1 Section 3	39-44	Maps
3.9.	A working knowledge of their own strengths and weaknesses as an individual worker and as a team member	Module 1 Section 3	39-44	Maps
3.10.	A working knowledge of development and learning opportunities available to support them in team working and activities	Module 1 Section 3	39-44	Maps

5	Receive prescriptions			
	General Pharmaceutical Council (GPhC) Learning Outcomes			
	To demonstrate knowledge and understanding in this NOS, assistants should be able to apply:	Name of document and unit/module number	Page number(s)	Accreditation team use only

5.1	A working knowledge of the Standard Operating Procedures regarding the receiving and retrieving of prescriptions and the importance of adhering to them at all times	Module 1 Section 2 Module 2 section 2	19-21 20-22	Maps
5.2	A working knowledge of the importance of working within the limits of your competence and authority, when to seek agreement or permission from others and when to refer on to an appropriate person	Module 1 Section 1 Module 1 Section 2 Module 1 Section 3	12-13 26 36-39	Maps
5.3	A working knowledge of the current legislation relating to prescription charges and exemptions and differences in practice across the UK	Module 1 Section 2 Module 2 section 2 Module 4 Section 16 (E&W) Module 4 Section 16 (S) Module 4 Section 16 (NI)	23-25 27 89-95 81-85 75-77	Maps
5.4	A working knowledge of the legal, organisational and policy requirements relevant to your role, the role of others in your organisation and the activities being carried out	Module 1 section 1 Module 1 section 3 Module 3 section 1 Module 3 section 2, 3 Module 3 section 6, 7	12-13 34-37 5-13 13-20 25-34	Maps
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	Module 1 Section 2 Module 2 section 2 Module 2 section 3 Module 3 section 10 Module 3 section 12 Module 3 section 14 Module 4 Drug tariff	19-22 20-24 37 55- 56 71 85 All	Maps
5.6	A working knowledge of the importance of adhering to information governance policies and maintaining confidentiality when sharing	Module 1 Section 1 Module 1 Section 2 Module 2 Section 2	17-18 24-27, 30 19-20, 23	Maps

	information about individuals with others	Module 2 Section 6 Module 2 Section 7 Module 3 Section 17	48-49 52-53 101-102	
5.7	A working knowledge of the duty to report any acts or omissions that could be detrimental to individuals, yourself, colleagues or your employer	Module 1 section 3 Module 2 Section 2 Module 3 Section 12 Whistle-blowing policy will be incorporated into Module 3 Section 1 p.8	43 20-21 71	Maps
5.8	A working knowledge of regulations and procedures relating to different types of prescriptions and medicines	Module 4 (drug tariff) Module 3 section 11 Module 3 section 10 Module 3 section 7 Module 1 section 4	All 67-81 55-64 27-32 47-56	Maps
5.9	A working knowledge of methods of enabling effective communication and supporting individuals to communicate their needs, views and preferences	Module 1 Section 1 Module 1 Section 3 Communication Addendum	5-18 34-37, 41-46	Maps
5.10	A working knowledge of the different types of prescribers	Module 1 Section 1 Module 1 Section 2 Module 3 section 2 Module 3 section 8 Module 3 section 12 Module 3 section 13 Module 4 Section 2 (E&W) Module 4 Section 2 (S) Module 4 Section 2 (NI) Module 4 Section 12 (E&W)	13-14 31-33 16-18 36-38 68, 77-79 81-82 9-14 3-14 9-12 71-72	Maps

		Module 4 Section 12 (S) Module 4 Section 12 (NI)	61-62 57-58	
		Module 4 Section 13 (E&W) Module 4 Section 13 (S) Module 4 Section 13 (NI)	73-76 63-65 59-61	
5.11	A working knowledge of the different types of prescriptions and when they are used	Module 1 Section 2 Module 3 section 2 Module 3 section 12 Module 3 section 13 Module 4 Section 2(E&W) Module 4 Section 2 (S) Module 4 Section 2 (NI) Module 4 Section 3(E&W) Module 4 Section 3 (S) Module 4 Section 3 (NI)	32-33 18 70, 76-79 81 9-14 3-14 9-12 15-18 11-14 9-12	Maps
5.12	A working knowledge of the different ways of receiving prescriptions	Module 1 section 2 Module 2 section 2 Insert regarding electronic prescription service (EPS) to be incorporated into Module 1 Section 2 p.23 and new section 7	19-23 20	Maps
5.13	A working knowledge of the details required on a prescription and why they are necessary	Module 1 Section 2 Module 3 section 2	22 19	Maps

		Module 3 section 12 Module 3 section 13 Module 4 Section 2(E&W) Module 4 Section 2 (S) Module 4 Section 2 (NI) Module 4 Section 3(E&W) Module 4 Section 3 (S) Module 4 Section 3 (NI)	67-81, 84 9-14 3-14 9-12 15-18 11-14 9-12	
5.14	A working knowledge of exemptions and how individuals can claim refunds, including the use of official forms and prepayment certificates	Module 1 Section 2 Module 4 Section 16(E&W) Module 4 Section 16 (S) Module 4 Section 16 (NI)	24 89-95 81-85 75-76	Maps
5.15	A working knowledge of the transactional and administration procedures as required by government regulations and those that apply to your workplace	Module 1 Section 2 Module 4 Section 16(E&W) Module 4 Section 16 (S) Module 4 Section 16 (NI) Module 4 Section 17(E&W) Module 4 Section 17 (S) Module 4 Section 17 (NI)	22-23 88-95 80-85 75-76 97-102 87-89 77-79	Maps
5.16	A working knowledge of the importance of recording, storing and retrieving information in accordance with organisational procedures	Module 1 Section 1 Module 1 Section 2 Module 1 Section 3 Module 1 Section 4	15, 17-18 22, 27, 30 38 51	Maps

		Module 1 Section 5	65-66, 68-69	
		Module 1 Section 6	77-78, 81-82, 86-87	
		Module 2 Section 2	19-20, 23, 26-27	
		Module 2 Section 3	35	
		Module 2 Section 6	47-50	
		Module 2 Section 7	52	
		Module 3 Section 8	38, 41-46	
		Module 3 Section 9	50	
		Module 3 Section 10	63	
		Module 3 Section 11	65	
		Module 3 Section 12	67-68, 71-77	
		Module 3 Section 13	85	
		Module 3 Section 14	90-92	
		Module 3 Section 16	99	
		Module 3 Section 17	102	
		Module 4 Section 17 (E&W)	101	
		Module 4 Section 18 (E&W)	104	
		Module 4 Section 3 (NI)	17	
		Module 4 Section 15 (NI)	69	
		Module 4 Section 15 (S)	75	

6	Assemble prescribed items			
	General Pharmaceutical Council (GPhC) Learning Outcomes			
	To demonstrate knowledge and understanding in this NOS, assistants should be able to apply:	Name of document and unit/module number	Page number(s)	Accreditation team use only
6.1.	A working knowledge of the Standard Operating	Module 1 Section 2	19-22, 24-26, 29-	Maps

	Procedures and the importance of adhering to them at all times	Module 1 Section 3 Module 1 Section 5 Module 1 Section 6 Module 2 Section 2 Module 2 Section 6 Module 2 Section 7 Module 3 section 10	30 37-39 67 76-78, 80-81 18-27 48 58 51-52, 63-64	
6.2.	A working knowledge of the importance of working within the limits of your competence and authority, when to seek agreement or permission from others and when to refer on to an appropriate person	Module 1 Section 1 Module 1 Section 2 Module 1 Section 3 Module 3 section 12	12-13 26 36-39 71, 73, 74	Maps
6.3.	A working knowledge of the current health and safety legislation and how it applies to the working environment	Module 1 Section 5 Module 3 Section 12 Module 3 Section 14 Module 3 Section 15	59-69 74-77 90-91 94-95	Maps
6.4.	A working knowledge of the legal, organisational and policy requirements relevant to your role, the role of others in your organisation and the activities being carried out	Module 1 section 1 Module 1 section 3 Module 3 section 1 Module 3 section 2, 3 Module 3 section 6, 7	12-13 34-37 5-13 13-20 25-34	Maps
6.5.	A working knowledge of the relevant national and local guidelines, policies and procedures that are available and how and when they should be accessed	Module 1 Section 2 Module 2 section 2 Module 2 section 3 Module 3 section 10 Module 3 section 12 Module 3 section 14	19-22 20-24 37 55- 56 71 85	Maps

		Module 4 Drug tariff	All	
6.6.	A working knowledge of the importance of adhering to information governance policies and maintaining confidentiality when sharing information about individuals with others	Module 1 Section 1 Module 2 Section 2 Module 2 Section 6 Module 3 Section 9 Module 3 Section 17 GDPR – changes and inserts incorporated into Module 1 Section 1 p.18; Module 2 Section 6 p.48; Module 3 p.52; Module 3 Section 17 p.3	17-18 19-20 48-49 52 101-102	Maps
6.7.	A working knowledge of the duty to report any acts or omissions that could be detrimental to individuals, yourself, colleagues or your employer	Module 1 Section 1 Module 1 Section 2 Module 1 section 3 Module 2 Section 2 Module 2 Section 6 Module 2 Section 7 Module 3 Section 12 Module 3 Section 17	17-18 24-27, 30 43 19-23 48-49 52-53 71 101-102	Maps
6.8.	A working knowledge of the importance of personal hygiene and correct use of protective clothing	Module 1 section 4 Module 1 section 5	54-57 59-69	Maps
6.9.	A working knowledge of the importance of maintaining a clean working environment and equipment	Module 1 section 4 Module 2 section 3	54-57 31-36	Maps
6.10.	A working knowledge of the factors which cause deterioration of stock	Module 1 section 4	50-57	Maps
6.11.	A working knowledge of the sources of contamination and appropriate corrective action	Module 1 section 4	50-57	Maps

6.12.	A working knowledge of the prescribing conventions, abbreviations and medical terminology	Module 2 section 2	22-24	Maps
6.13.	A working knowledge of the proprietary and generic names of medicines within your scope of practice	Module 1 section 6 Module 4 section 4(E&W) Module 4 Section 4 (S) Module 4 Section 4 (NI)	84-88 20-22 26-27 24-26	Maps
6.14.	A working knowledge of how medicines are administered	Module 1 section 1 Module 2 section 5	7-9 45-47	Maps
6.15.	A working knowledge of the different strengths, forms, doses and quantities of medicines, and why they are used and how to calculate them	Module 1 section 6 Module 2 section 8	74-75 61-77	Maps
6.16.	A working knowledge of the different stages of the checking procedure	Module 1 section 2 Module 2 section 2 Module 3 section 8 Module 3 section 12 Module 3 section 13 Module 4 sections 2-13 inclusive	22 17-28 33-37 68-69, 76-79 83-84	Maps
6.17.	A working knowledge of the how to identify near misses and dispensing errors	Module 2 section 2	18-19, 26,	Maps
6.18.	A working knowledge of the causes and consequences of near misses and dispensing errors	Module 2 section 2	18-19	Maps
6.19.	A working knowledge of the local and/or national error reporting procedures and communication channels	Module 2 section 2	18-19	Maps
6.20.	A working knowledge of the importance of selecting the correct equipment for use	Module 2 section 3	29-36	Maps
6.21.	A working knowledge of the properties of different types of container types and when to use each	Module 2 section 4	37-42	Maps

6.22.	A working knowledge of the safe handling and storage of hazardous material and procedures to minimise risk	Module 1 section 5	61-64	Maps
6.23.	A working knowledge of the processes for reconstitution	Module 2 section 3	29-33	Maps
6.24.	A working knowledge of the labelling requirements and conventions	Module 2 section 5	43-46	Maps
6.25.	A working knowledge of when and why patient medication records are used	Module 2 section 6	46-50	Maps
6.26.	A working knowledge of the importance of recording, storing and retrieving information in accordance with organisational procedures	Module 1 Section 1 Module 1 Section 2 Module 1 Section 3 Module 1 Section 4 Module 1 Section 5 Module 1 Section 6 Module 2 Section 2 Module 2 Section 3 Module 2 Section 6 Module 2 Section 7 Module 3 Section 8 Module 3 Section 9 Module 3 Section 10 Module 3 Section 11 Module 3 Section 12 Module 3 Section 13 Module 3 Section 14 Module 3 Section 16 Module 3 Section 17 Module 4 Section 17 (E&W)	15, 17-18 22, 27, 30 38 51 65-66, 68-69 77-78, 81-82, 86-87 19-20, 23, 26-27 35 47-50 52 38, 41-46 50 63 65 67-68, 71-77 85 90-92 99 102	Maps

		Module 4 Section 18 (E&W)	101	
		Module 4 Section 3 (NI)	104	
		Module 4 Section 15 (NI)	17	
		Module 4 Section 15 (S)	69	
			75	

7		Order pharmaceutical stock		
General Pharmaceutical Council (GPhC) Learning Outcomes				
	To demonstrate knowledge and understanding in this NOS, assistants should be able to apply:	Name of document and unit/module number	Page number(s)	Accreditation team use only
7.1	A working knowledge of the Standard Operating Procedures and the importance of adhering to them at all times	Module 1 Section 2 Module 1 Section 3 Module 1 Section 5 Module 1 Section 6 Module 2 Section 2 Module 2 Section 6 Module 2 Section 7 Module 3 section 10	19-22, 24-26, 29-30 37-39 67 76-78, 80-81 18-27 48 58 51-52, 63-64	Maps
7.2	A working knowledge of the importance of working within the limits of your competence and authority, when to seek agreement or permission from others and when to refer on to an appropriate person	Module 1 Section 1 Module 1 Section 2 Module 1 Section 3 Module 3 section 12	12-13 26 36-39 71, 73, 74	Maps

7.3	A working knowledge of the current health and safety legislation and how it applies to the working environment	Module 1 Section 5 Module 3 Section 12 Module 3 Section 14 Module 3 Section 15	59-69 74-77 90-91 94-95	Maps
7.4	A working knowledge of the legal, organisational and policy requirements relevant to your role, the role of others in your organisation and the activities being carried out	Module 1 section 1 Module 1 section 3 Module 3 section 1 Module 3 section 2, 3 Module 3 section 6, 7	12-13 34-37 5-13 13-20 25-34	Maps
7.5	A working knowledge of the relevant national and local guidelines, policies and procedures that are available and how and when they should be accessed	Module 1 Section 2 Module 2 section 2 Module 2 section 3 Module 3 section 10 Module 3 section 12 Module 3 section 14 Module 4 Drug tariff	19-22 20-24 37 55- 56 71 85 All	Maps
7.6	A working knowledge of the importance of adhering to information governance policies and maintaining confidentiality when sharing information about individuals with others	Module 1 Section 6 Module 2 Section 2 New paragraph to be inserted into Module 1 Section 6 p.75 at the end of the current 'Ordering stock' context	75-77 19	Maps
7.7	A working knowledge of the duty to report any acts or omissions that could be detrimental to individuals, yourself, colleagues or your employer	Module 1 Section 1 Module 1 Section 2 Module 1 section 3 Module 2 Section 2 Module 2 Section 6 Module 2 Section 7	17-18 24-27, 30 43 19-23 48-49 52-53	Maps

		Module 3 Section 12 Module 3 Section 17	71 101-102	
7.8	A working knowledge of the different procurement processes and legislation that applies to the ordering of pharmaceutical stock	Module 1 section 6	69-82, 87-88	Maps
7.9	A working knowledge of your responsibilities and current guidelines that apply when ordering pharmaceutical stock	Module 1 section 6	71-88	Maps
7.10	A working knowledge of the difference between proprietary and generic medicines	Module 1 section 6	84-85	Maps
7.11	A working knowledge of the different forms of medicines and why it is important to order appropriate quantities of the correct form and strength	Module 1 section 6	78-81	Maps
7.12	A working knowledge of how to place an order with the appropriate supplier	Module 1 section 6	73-77	Maps
7.13	A working knowledge of the importance of ensuring that stock is available based on the needs of individuals	Module 1 section 6	82	Maps
7.14	A working knowledge of the impact stock availability may have on the care of individuals	Module 1 section 6	82	Maps
7.15	A working knowledge of the importance of taking account of seasonal variations when ordering pharmaceutical stock	Module 1 section 6 Seasonal variations insert to be incorporated into Module 1 Section 6 p.82 at the end of the current 'Stock checks' context	75, 79	Maps
7.16	A working knowledge of the action to be taken if stock is unavailable	Module 1 section 2 Module 1 section 6 Module 2 section 6	27-29 81,82 47-50	Maps
7.17	A working knowledge of the input and retrieval of	Module 1 section 6	77-8279	Maps

	stock data to ensure levels are appropriate for stock management	Module 2 section 6	47-50	
7.18	A working knowledge of the importance of recording, storing and retrieving information in accordance with organisational procedures	Module 1 Section 1 Module 1 Section 2 Module 1 Section 3 Module 1 Section 4 Module 1 Section 5 Module 1 Section 6 Module 2 Section 2 Module 2 Section 3 Module 2 Section 6 Module 2 Section 7 Module 3 Section 8 Module 3 Section 9 Module 3 Section 10 Module 3 Section 11 Module 3 Section 12 Module 3 Section 13 Module 3 Section 14 Module 3 Section 16 Module 3 Section 17 Module 4 Section 17 (E&W) Module 4 Section 18 (E&W) Module 4 Section 3 (NI) Module 4 Section 15 (NI) Module 4 Section 15 (S)	15, 17-18 22, 27, 30 38 51 65-66, 68-69 77-78, 81-82, 86-87 19-20, 23, 26-27 35 47-50, 52 38, 41-46 50 63 65 67-68, 71-77 85 90-92 99 102 101 104 17 69 75	Maps

8	Receive pharmaceutical stock		
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General Pharmaceutical Council (GPhC) Learning Outcomes				
	To demonstrate knowledge and understanding in this NOS, assistants should be able to apply:	Name of document and unit/module number	Page number(s)	Accreditation team use only
8.1	A working knowledge of the Standard Operating Procedures and the importance of adhering to them at all times	Module 1 Section 2 Module 1 Section 3 Module 1 Section 5 Module 1 Section 6 Module 2 Section 2 Module 2 Section 6 Module 2 Section 7 Module 3 section 10	19-22, 24-26, 29-30 37-39 67 76-78, 80-81 18-27 48 58 51-52, 63-64	Maps
8.2	A working knowledge of the importance of working within the limits of your competence and authority, when to seek agreement or permission from others and when to refer on to an appropriate person	Module 1 Section 1 Module 1 Section 2 Module 1 Section 3 Module 3 section 12	12-13 26 36-39 71, 73, 74	Maps
8.3	A working knowledge of the current health and safety legislation and how it applies to the working environment	Module 1 Section 5 Module 3 Section 12 Module 3 Section 14 Module 3 Section 15	59-69 74-77 90-91 94-95	Maps
8.4	A working knowledge of the legal, organisational and policy requirements relevant to your role, the role of others in your organisation and the activities being carried out	Module 1 section 1 Module 1 section 3 Module 3 section 1 Module 3 section 2, 3 Module 3 section 6, 7	12-13 34-37 5-13 13-20 25-34	Maps

8.5	A working knowledge of the relevant national and local guidelines, policies and procedures that are available and how and when they should be accessed	Module 1 Section 2 Module 2 section 2 Module 2 section 3 Module 3 section 10 Module 3 section 12 Module 3 section 14 Module 4 Drug tariff	19-22 20-24 37 55- 56 71 85 All	Maps
8.6	A working knowledge of the importance of adhering to information governance policies and maintaining confidentiality when sharing information about individuals with others	Module 1 Section 1 Module 1 Section 2 Module 2 Section 2 Module 2 Section 6 Module 2 Section 7 Module 3 Section 17	17-18 24-27, 30 19-20, 23 48-49 52-53 101-102	Maps
8.7	A working knowledge of the duty to report any acts or omissions that could be detrimental to individuals, yourself, colleagues or your employer	Module 1 Section 1 Module 1 Section 2 Module 1 section 3 Module 2 Section 2 Module 2 Section 6 Module 2 Section 7 Module 3 Section 12 Module 3 Section 17	17-18 24-27, 30 43 19-23 48-49 52-53 71 101-102	Maps
8.8	A working knowledge of the current guidelines that apply to the receipt of pharmaceutical stock	Module 1 section 6 Module 3 section 12 Module 3 section 16	77-82 71-74 99-100	Maps
8.9	A working knowledge of the different forms of medicines and why it is important to stock appropriate quantities of the correct form and strength	Module 1 section 6	71-88	Maps
8.10	A working knowledge of the importance of how receiving the correct form and quantity of stock can affect the care of individuals	Module 1 section 6	84-86	Maps
8.11	A working knowledge of the importance of referring to current drug alerts and company	Module 1 section 2	24-25	Maps

	recalls when receiving pharmaceutical stock	Module 1 section 6	78, 83-84	
8.12	A working knowledge of the sources and suppliers of stock	Module 1 section 6	73-75 84-88	Maps
8.13	A working knowledge of the equipment used when receiving pharmaceutical stock	Module 1 section 5	67	Maps
8.14	A working knowledge of the action to be taken if received stock: a) is not on the original order b) is not the complete order c) is short dated or expired d) has the wrong batch number e) has a batch number for which drug alerts/recalls have been issued f) is damaged, contaminated or suspected to be counterfeit g) has not been stored correctly during transportation	Module 1 section 6	79-83	Maps
8.15	A working knowledge of the action to be taken if stock is unavailable	Module 1 section 2 Module 1 section 6 Module 2 section 6	27-28 81 49-52	Maps
8.16	A working knowledge of how to promptly inform the appropriate person of the availability of the stock where the goods received are for a special or outstanding order	Module 1 section 2 Module 1 section 6	28 81-87	Maps
8.17	A working knowledge of the storage requirements of different types of products and why they are important	Module 1 section 4 Module 1 section 6 Module 3 section 12 Module 3 section 14 Module 3 section 16	50-57 77-83 73-74 89-92 99-100	Maps
8.18	A working knowledge of the importance of stock	Module 1 section 4	50-53	Maps

	rotation and the safe storage of stock	Module 1 section 6	75-82	
8.19	A working knowledge of how to receive an order into stock	Module 1 section 6 Module 3 section 12 Module 3 section 16	77-83 71-74 99-100	Maps
8.20	A working knowledge of the input and retrieval of stock data to ensure levels are appropriate	Module 1 section 6 Module 2 section 6 Module 3 section 12 Module 3 section 13 Module 3 section 14 Module 3 section 16	79-83 47-50 71-73 83-85 89-92 99-100	Maps
8.21	A working knowledge of the importance of recording, storing and retrieving information in accordance with organisational procedures	Module 1 Section 1 Module 1 Section 2 Module 1 Section 3 Module 1 Section 4 Module 1 Section 5 Module 1 Section 6 Module 2 Section 2 Module 2 Section 3 Module 2 Section 6 Module 2 Section 7 Module 3 Section 8 Module 3 Section 9 Module 3 Section 10 Module 3 Section 11 Module 3 Section 12 Module 3 Section 13	15, 17-18 22, 27, 30 38 51 65-66, 68-69 77-78, 81-82, 86-87 19-20, 23, 26-27 35 47-50 52 38, 41-46 50 63 65 67-68, 71-77 85 90-92	Maps

		Module 3 Section 14	99	
		Module 3 Section 16	102	
		Module 3 Section 17		
			101	
		Module 4 Section 17 (E&W)	104	
		Module 4 Section 18 (E&W)	17	
		Module 4 Section 3 (NI)	69	
		Module 4 Section 15 (NI)	75	
		Module 4 Section 15 (S)		

9		Maintain pharmaceutical stock		
General Pharmaceutical Council (GPhC) Learning Outcomes				
	To demonstrate knowledge and understanding in this NOS, assistants should be able to apply:	Name of document and unit/module number	Page number(s)	Accreditation team use only
9.1	A working knowledge of the Standard Operating Procedures and the importance of adhering to them at all times	Module 1 Section 2 Module 1 Section 3 Module 1 Section 5 Module 1 Section 6 Module 2 Section 2 Module 2 Section 6 Module 2 Section 7 Module 3 section 10	19-22, 24-26, 29-30 37-39 67 76-78, 80-81 18-27 48 58 51-52, 63-64	Maps
9.2	A working knowledge of the importance of working within the limits of your competence and authority, when to seek agreement or permission	Module 1 Section 1 Module 1 Section 2 Module 1 Section 3	12-13 26 36-39	Maps

	from others and when to refer on to an appropriate person	Module 3 section 12	71, 73, 74	
9.3	A working knowledge of the current health and safety legislation and how it applies to the working environment	Module 1 Section 5 Module 3 Section 12 Module 3 Section 14 Module 3 Section 15	59-69 74-77 90-91 94-95	Maps
9.4	A working knowledge of the legal, organisational and policy requirements relevant to your role, the role of others in your organisation and the activities being carried out	Module 1 section 1 Module 1 section 3 Module 3 section 1 Module 3 section 2, 3 Module 3 section 6, 7	12-13 34-37 5-13 13-20 25-34	Maps
9.5	A working knowledge of the relevant national and local guidelines, policies and procedures that are available and how and when they should be accessed	Module 1 Section 2 Module 2 section 2 Module 2 section 3 Module 3 section 10 Module 3 section 12 Module 3 section 14 Module 4 Drug tariff	19-22 20-24 37 55- 56 71 85 All	Maps
9.6	A working knowledge of the importance of adhering to information governance policies and maintaining confidentiality when sharing information about individuals with others	Module 1 Section 1 Module 1 Section 2 Module 2 Section 2 Module 2 Section 6 Module 2 Section 7 Module 3 Section 17	17-18 24-27, 30 19-20, 23 48-49 52-53 101-102	Maps
9.7	A working knowledge of the duty to report any acts or omissions that could be detrimental to individuals, yourself, colleagues or your employer	Module 1 Section 1 Module 1 Section 2 Module 1 section 3 Module 2 Section 2	17-18 24-27, 30 43 19-23	Maps

		Module 2 Section 6 Module 2 Section 7 Module 3 Section 12 Module 3 Section 17	48-49 52-53 71 101-102	
9.8	A working knowledge of the current guidelines that apply to maintaining pharmaceutical stock	Module 3 section 15 Module 3 section 10 Module 2 section 4	93-97 55-64 37-42	Maps
9.9	A working knowledge of the different forms of medicines and why it is important to stock appropriate quantities of the correct formulation and strength	Module 1 section 6	77-81	Maps
9.10	A working knowledge of the action to take immediately when drug alerts and company recalls are received	Module 1 section 2 Module 1 section 6	24-25 83-84	Maps
9.11	A working knowledge of the importance of monitoring and maintaining a safe, secure and clean environment	Module 1 section 4 Module 3 section 12 Module 3 section 14 Module 3 section 16	52-59 71-76 89-92 99-100-	Maps
9.12	A working knowledge of the storage requirements of different types of products and why they are important	Module 1 section 4 Module 1 section 6 Module 3 section 12 Module 3 section 14 Module 3 section 16	50-57 77-83 73-74 89-92 99-100	Maps
9.13	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	a) Module 1 section 6 b) Module 1 section 4 Module 1 section 6	82-85 52-53, 58 78-80,	Maps

	seasonal variations d) identifying damaged, contaminated or deteriorated stock	c) Module 1 section 6 d) Module 1 section 6	75-76 78-80	
9.14	A working knowledge of the importance of taking appropriate action if stock is unavailable	Module 1 section 2 Module 1 section 6	27, 28 81	Maps
9.15	A working knowledge of the action to be taken if stock: a) is short dated or expired b) is damaged or contaminated c) has a batch number for which drug alerts/recalls have been issued d) has been returned to the pharmacy	a) Module 1 section 6 Module 1 section 6 Module 3 section 12 b) Module 1 section 4 Module 1 section 6 c) Module 1 section 6 d) Module 1 section 5	80,82 72 7475 52-59 78-80 78-80 66, 67	Maps
9.16	A working knowledge of the procedures for the safe handling and disposal of waste materials	Module 1 section 5	61-65	Maps
9.17	A working knowledge of how automation is used to control stock	Module 2 section 6	47-50	Maps
9.18	A working knowledge of how to ensure that stock levels are maintained to meet demand	Module 1 section 6 Module 2 section 6	79-83 47-50	Maps
9.19	A working knowledge of the input and retrieval of stock data to ensure levels are appropriate	Module 1 section 6 Module 2 section 6 Module 3 section 12 Module 3 section 13 Module 3 section 14 Module 3 section 16	79-83 47-50 71-76 83-84 89-92 99-100	Maps
9.20	A working knowledge of the importance of recording, storing and retrieving information in accordance with organisational procedures	Module 1 Section 1 Module 1 Section 2 Module 1 Section 3	15, 17-18 22, 27, 30 38	Maps

	Module 1 Section 4	51	
	Module 1 Section 5	65-66, 68-69	
	Module 1 Section 6	77-78, 81-82, 86-87	
	Module 2 Section 2	19-20, 23, 26-27	
	Module 2 Section 3	35	
	Module 2 Section 6	47-50	
	Module 2 Section 7	52	
		38, 41-46	
	Module 3 Section 8	50	
	Module 3 Section 9	63	
	Module 3 Section 10	65	
	Module 3 Section 11	67-68, 71-77	
	Module 3 Section 12	85	
	Module 3 Section 13	90-92	
	Module 3 Section 14	99	
	Module 3 Section 16	102	
	Module 3 Section 17	101	
	Module 4 Section 17 (E&W)	104	
	Module 4 Section 18 (E&W)	17	
	Module 4 Section 3 (NI)	69	
	Module 4 Section 15 (NI)	75	
	Module 4 Section 15 (S)		

10	Supply pharmaceutical stock		
	General Pharmaceutical Council (GPhC) Learning Outcomes		

	To demonstrate knowledge and understanding in this NOS, assistants should be able to apply:	Name of document and unit/module number	Page number(s)	Accreditation team use only
10.1	A working knowledge of the Standard Operating Procedures and the importance of adhering to them at all times	Module 1 Section 2 Module 1 Section 3 Module 1 Section 5 Module 1 Section 6 Module 2 Section 2 Module 2 Section 6 Module 2 Section 7 Module 3 section 10	19-22, 24-26, 29-30 37-39 67 76-78, 80-81 18-27 48 58 51-52, 63-64	Maps
10.2	A working knowledge of the importance of working within the limits of your competence and authority, when to seek agreement or permission from others and when to refer on to an appropriate person	Module 1 Section 1 Module 1 Section 2 Module 1 Section 3 Module 3 section 12	12-13 26 36-39 71, 73, 74	Maps
10.3	A working knowledge of the current health and safety legislation and how it applies to the working environment	Module 1 Section 5 Module 3 Section 12 Module 3 Section 14 Module 3 Section 15	59-69 74-77 90-91 94-95	Maps
10.4	A working knowledge of the legal, organisational and policy requirements relevant to your role, the role of others in your organisation and the activities being carried out	Module 1 section 1 Module 1 section 3 Module 3 section 1 Module 3 section 2, 3 Module 3 section 6, 7	12-13 34-37 5-13 13-20 25-34	Maps
10.5	A working knowledge of the relevant national and local guidelines, policies and procedures that are available and how and when they should be accessed	Module 1 Section 2 Module 2 section 2 Module 2 section 3 Module 3 section 10	19-22 20-24 37 55- 56	Maps

		Module 3 section 12 Module 3 section 14 Module 4 Drug tariff	71 85 All	
10.6	A working knowledge of the importance of adhering to information governance policies and maintaining confidentiality when sharing information about individuals with others	Module 1 Section 1 Module 1 Section 2 Module 2 Section 2 Module 2 Section 6 Module 2 Section 7 Module 3 Section 17	17-18 24-27, 30 19-20, 23 48-49 52-53 101-102	Maps
10.7	A working knowledge of the duty to report any acts or omissions that could be detrimental to individuals, yourself, colleagues or your employer	Module 1 Section 1 Module 1 Section 2 Module 1 section 3 Module 2 Section 2 Module 2 Section 6 Module 2 Section 7 Module 3 Section 12 Module 3 Section 17	17-18 24-27, 30 43 19-23 48-49 52-53 71 101-102	Maps
10.8	A working knowledge of the different forms of medicines and why it is important to supply appropriate quantities of the correct formulation and strength	Module 1 section 6 Module 2 section 1 Module 2 section 3 Module 2 section 8	74, 79 7-17 31-38 67-79	Maps
10.9	A working knowledge of the difference between proprietary and generic medicines	Module 1 section 6 module 3 section 12 Module 3 section 8	84-85 75 35	Maps
10.10	A working knowledge of the action to be taken if stock is not fit for purpose	Module 1 section 6	77-80	Maps
10.11	A working knowledge of the importance of checking stock for supply against current drug alerts/recalls	Module 1 section 2 Module 1 section 6	27-28 78-83	Maps
10.12	A working knowledge of the procedures for responding to urgent requests	Module 1 section 2 Module 1 section 6	27, 28 79, 80	Maps

		Module 3 section 8	41-45	
10.13	A working knowledge of the importance of storing products correctly especially in relation to maintaining the cold chain the	Module 1 section 2 Module 1 section 4 Module 2 section 2 Module 2 section 4 Module 3 section 15	24,25 29, 30 50 23, 24 37-42 93-97	Maps
10.14	A working knowledge of which products need special packaging and transportation and why it is important to adhere to these special requirements	Module 1 section 2 Module 1 section 4 Module 2 section 2 Module 2 section 4 Module 3 section 15 Module 2 section 7	24,25 29, 30 50 23, 24 37-42 93-97 51-53	Maps
10.15	A working knowledge of the importance of correctly labelling packages for delivery	Module 2 section 2 Module 2 section 5 Module 2 section 6 Module 2 section 7 Module 3 section 8 Module 3 section 9 Module 3 section 10 Module 3 section 12 Module 3 section 13 Module 3 section 14 Module 3 section 15	17-28 43-46 47-50 51-53 34-47 49-53 61-62 71 83, 86 89 93-94	Maps
10.16	A working knowledge of how automation is used to control stock	Module 2 Section 6	47-50	Maps
10.17	A working knowledge of how to supply stock to the correct destination using the correct delivery	Module 1 section 2 Module 2 section 2	30-31 28	Maps

	method	Module 3 section 12 Module 3 section 14 Module 3 section 16	69, 78 87 97-98	
10.18	A working knowledge of the input and retrieval of stock data to ensure levels are appropriate	Module 1 section 6 Module 2 section 6 Module 3 section 12 Module 3 section 13 Module 3 section 14 Module 3 section 16	79-83 47-50 71-76 83-84 89-92 99-100	Maps
10.19	A working knowledge of the importance of recording, storing and retrieving information in accordance with organisational procedures	Module 1 Section 1 Module 1 Section 2 Module 1 Section 3 Module 1 Section 4 Module 1 Section 5 Module 1 Section 6 Module 2 Section 2 Module 2 Section 3 Module 2 Section 6 Module 2 Section 7 Module 3 Section 8 Module 3 Section 9 Module 3 Section 10 Module 3 Section 11 Module 3 Section 12 Module 3 Section 13 Module 3 Section 14 Module 3 Section 16	15, 17-18 22, 27, 30 38 51 65-66, 68-69 77-78, 81-82, 86-87 19-20, 23, 26-27 35 47-50 52 38, 41-46 50 63 65 67-68, 71-77 85 90-92 99	Maps

		Module 3 Section 17	102	
		Module 4 Section 17 (E&W)	101	
		Module 4 Section 18 (E&W)	104	
		Module 4 Section 3 (NI)	17	
		Module 4 Section 15 (NI)	69	
		Module 4 Section 15 (S)	75	

15		Assist in the issuing of prescribed items		
General Pharmaceutical Council (GPhC) Learning Outcomes				
	To demonstrate knowledge and understanding in this NOS, assistants should be able to apply:	Name of document and unit/module number	Page number(s)	Accreditation team use only
15.1	A working knowledge of the Standard Operating Procedures and the importance of adhering to them at all times	Module 1 Section 2 Module 1 Section 3 Module 1 Section 5 Module 1 Section 6 Module 2 Section 2 Module 2 Section 6 Module 2 Section 7 Module 3 section 10	19-22, 24-26, 29-30 37-39 67 76-78, 80-81 18-27 48 58 51-52, 63-64	Maps
15.2	A working knowledge of the importance of working within the limits of your competence and authority, when to seek agreement or permission from others and when to refer on to an appropriate person	Module 1 Section 1 Module 1 Section 2 Module 1 Section 3 Module 3 section 12	12-13 26 36-39 71, 73, 74	Maps
15.3	A working knowledge of the current health and	Module 1 Section 5	59-69	Maps

	safety legislation and how it applies to the working environment	Module 3 Section 12 Module 3 Section 14 Module 3 Section 15	74-77 90-91 94-95	
15.4	A working knowledge of the legal, organisational and policy requirements relevant to your role, the role of others in your organisation and the activities being carried out	Module 1 section 1 Module 1 section 3 Module 3 section 1 Module 3 section 2, 3 Module 3 section 6, 7	12-13 34-37 5-13 13-20 25-34	Maps
15.5	A working knowledge of the relevant national and local guidelines, policies and procedures that are available and how and when they should be accessed	Module 1 Section 2 Module 2 section 2 Module 2 section 3 Module 3 section 10 Module 3 section 12 Module 3 section 14 Module 4 Drug tariff	19-22 20-24 37 55- 56 71 85 All	Maps
15.6	A working knowledge of the importance of adhering to information governance policies and maintaining confidentiality when sharing information about individuals with others	Module 1 Section 1 Module 1 Section 2 Module 2 Section 2 Module 2 Section 6 Module 2 Section 7 Module 3 Section 17	17-18 24-27, 30 19-20, 23 48-49 52-53 101-102	Maps
15.7	A working knowledge of the duty to report any acts or omissions that could be detrimental to individuals, yourself, colleagues or your employer	Module 1 Section 1 Module 1 Section 2 Module 1 section 3 Module 2 Section 2 Module 2 Section 6 Module 2 Section 7 Module 3 Section 12	17-18 24-27, 30 43 19-23 48-49 52-53 71	Maps

		Module 3 Section 17	101-102	
15.8	A working knowledge of methods of enabling effective communication and supporting individuals to communicate their needs, views and preferences	Module 1 Section 1 Module 1 Section 3 Communication Addendum	5-18 34-37, 41-46	Maps
15.9	A working knowledge of the current ethical and legal requirements that govern the issuing of a prescription	Module 1 section 2 Module 2 section 2 Module 3 section 12 Module 3 section 13	24-28 26-28 68-70 84	Maps
15.10	A working knowledge of the importance of confirming the individual's identity before issuing dispensed items	Module 1 section 2s Module 2 section 2	25 26 26-28	Maps
15.11	A working knowledge of the importance of providing relevant information on the prescribed item within your scope of practice	Module 1 section 1 Module 1 section 2 Module 1 section 3	8, 9, 12-13 24-27 36-37	Maps
15.12	A working knowledge of how medicines are administered and how to safely store them	Module 1 section 1 Module 1 section 2 Module 1 section 4	7-12 25-26 50-55	Maps
15.13	A working knowledge of the importance of ensuring that the appropriate packaging is used for issued medication	Module 1 section 4 Module 2 section 4	50-55 37-42	Maps
15.14	A working knowledge of the importance of recording, storing and retrieving information in accordance with organisational procedures	Module 1 Section 1 Module 1 Section 2 Module 1 Section 3 Module 1 Section 4 Module 1 Section 5 Module 1 Section 6 Module 2 Section 2	15, 17-18 22, 27, 30 38 51 65-66, 68-69 77-78, 81-82, 86-87	Maps

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	Module 4 Section 18 (E&W)	101	
	Module 4 Section 3 (NI)	104	
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Assessment summary		
Assessment method	Pass mark	Weighting
Summative assessment Module 1-4	50%, except in calculations in module 2.	100%
End of module MCQ's	70%	0%
Total		100%

