



Unregistered
pharmacy staff
training
programme(s)

National Pharmacy Association
Report of an accreditation event
January 2020

Event summary and conclusions

Provider	National Pharmacy Association
Course	Medicines Counter Assistant (MCA) and Dispensing Assistant (DA) Combined (known as Medicines Counter and Dispensing Course)
Event type	Accreditation
Event date	January 2020 (desktop review)
Accreditation period	February 2020 – January 2022
Outcome	Approval The accreditation team agreed to recommend to the Registrar of the General Pharmaceutical Council (GPhC) that the Medicines Counter and Dispensing Course offered by the National Pharmacy Association should be accredited for a period of two years.
Conditions	There were no conditions.
Standing conditions	Please refer to Appendix 1
Recommendations	No recommendations were made
Registrar decision	Following the desktop review, the Registrar of the GPhC accepted the accreditation team's recommendation and approved the reaccreditation of the combined MCA and and DA course for a further two years.
Key contact (provider)	Kushal Patel, Quality Assurance Pharmacist
Accreditation team	Leonie Milliner, (event chair) Donna Bartlett, Dispensary Team Leader Lancashire Teaching Hospitals Ruth Edwards, Head of Professional Experience, Aston University Laura McEwen-Smith, Strategic Project Lead, Pharmacy and Primary Care Development, Health Education England
GPhC representative	Chris McKendrick, Quality Assurance Officer, GPhC
Rapporteur	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) approached the GPhC with an application for accreditation of a combined Medicines Counter Assistant and Dispensing Assistant programme to train unregistered pharmacy staff. This course is a combination of two separate NPA courses (known as ADAC and Interact) that were last reaccredited by the GPhC at an event held in November 2018. At that event, both courses were reaccredited for three years from January 2019 to January 2022 with no conditions and no recommendations. As the proposed new, combined course contains no new material and simply removes duplication between the two accredited courses, the GPhC agreed that the accreditation could be carried out as a desktop review. The review took place in December 2019 and January 2020.

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. Questions and requests for further documentation and clarification were made in writing. Responses were received from the provider and are summarised in this record.

The event

The desktop review took place during December 2019 and January 2020.

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 provider are met. (See Appendix 2 for criteria)

The course is a combination of two GPhC-accredited courses already offered by the provider; the Interact (Medicines Counter Assistant) course and the ADAC (Dispensing Assistant) course. The new course will be 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
4. Provide advice on non-prescribed medicines and products
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 units of the national standards with the programme content. The provider submitted a supplement to the mapping document, showing how the combined course will map to the existing Interact and ADAC courses. The team was satisfied that all areas are covered and are mapped appropriately.

The programme consists of a total student workload of 205 guided learning hours over six modules:

- Module 1: Working on the counter part 1 (27.5 hours)
- Module 2: Working on the counter part 2 (27.5 hours)
- Module 3: Introduction to working in a pharmacy and stock control (35 hours)
- Module 4: Pharmacy practice and procedures (35 hours)
- Module 5: Pharmacy law and ethics (40 hours)
- Module 6: The drug tariff (40 hours). There are three different versions of this module for the devolved countries; England and Wales, Scotland and Northern Ireland.

Modules 1-2 will be formed from the accredited MCA provision and Modules 3-6 will be formed from the accredited DA provision. These courses were reaccredited at an event in November 2018 for a period of three years from January 2019 to January 2022.

The course will be delivered as a paper-based distance learning course initially and later via an e-learning platform. The course and all assessments are developed by the provider's Education and Training Pharmacists, all of whom are registered with the GPhC. Students will receive all modules when they first enrol and should work through the modules in order from 1-6. Students can work through the modules at their own pace, within a period of 6-18 months. Extensions are available for students who need additional time.

Students' knowledge is assessed via a variety of formative and summative assessments (see Appendix 3). They also work with a supervising pharmacist (SVP), part of whose role is to explain the relevance of the learning material to the workplace. The SVP signs a declaration when the student submits a summative assessment to the provider which states that they have seen the student applying their knowledge in the workplace.

Students can contact the provider for support and advice via a telephone helpline and by email.

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, 2, 3 and 4 is carried out annually by the provider. A full review of Module 5 (Law and Ethics) and Module 6 (the Drug Tariff) is carried out every 6 months, as these topics are subject to more frequent changes. Students are made aware of any important or urgent developments in between these reviews via an addendum published on the provider's website.

External self-employed markers who are currently used for the marking of the ADAC course will be used for the combined course, working on the same four modules (modules 3-6). All markers are registered pharmacists or pharmacy technicians and receive an information pack and specific guidance for each

module. 10% of workbooks are sampled to ensure that marking is consistent and appropriate and all work is double-marked until the provider is satisfied that new markers are marking appropriately.

The provider relies on the SVP's duty of candour to ensure that the tests are completed under examination conditions. Formative assessments are marked by the SPV, but summative assessments are marked centrally by the provider. Three attempts are allowed at any assessment. If a student fails their first attempt, they are sent a re-sit paper. If a student fails their second attempt, their work is sent to the NPA Course Leader for review. This allows an opportunity to provide feedback and discuss with the student and SVP any difficulties the student may be having, to best prepare the student for the third and final attempt.

If a student wishes to appeal an assessment decision, either the student or the SVP must write to the NPA stating the reason behind the appeal. Appropriate processes are in place to consider the appeal and to inform the student, SVP and marker of the outcome. 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.

Section 3: Resources

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

The course is delivered and managed by both the NPA Learning and Development department and the NPA Member Services department, led by two senior managers. The Learning and Development department is made up of a team of Learning and Development pharmacists, a QA Pharmacist, an NVQ3 Centre Manager (who manages the external markers) and e-learning developers. The Member Services department supports students and members, and provides administrative support for the course.

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.

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 guide at the beginning of the course. Students can also access support through the provider's head office, by telephone or email. Students are directed to appropriate resources to support them in their learning and receive feedback on both formative and summative assessments.

The provider confirmed that students who exit the course after successfully completing Modules 1 and 2 will be awarded the Medicines Counter Assistant certificate, provided also that their supervisor is happy to confirm that they have the skills required to practise safely in that role. Students can only start the combined course at Module 1 and there is no accreditation of prior learning; all modules must be completed.

If a student changes employer part-way through the course, they are able to continue on the course provided their new employer is willing to support the transfer and has a suitable supervisor and premises.

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

In order to avoid confusion for students and supervisors, many of the course materials require updating and editing to refer to one combined course, rather than two separate courses. The provider submitted an updated Student Guide and Supervisor Guide and a course pathway to make the structure of the new course much clearer. The course policies and procedures have also been updated and collated into one document. A document outlining the benefits of the combined course was also submitted, explaining that

the course will be properly integrated and has been developed in response to demand from employers and students.

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

Submission template part 2: support staff training programme(s) mapping

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		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	19-22, 24-26, 29-30 37-39 67 76-78, 80-81 18-27 48 58	Maps

		Module 3 section 10	51-52, 63-64	
1.2	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	12-13	Maps
		Module 1 Section 2	26	
		Module 1 Section 3	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	59-69	Maps
		Module 3 Section 12	74-77	
		Module 3 Section 14	90-91	
		Module 3 Section 15	94-95	
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	12-13	Maps
		Module 1 section 3	34-37	
		Module 3 section 1	5-13	
		Module 3 section 2, 3	13-20	
		Module 3 section 6, 7	25-34	
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	19-22	Maps
		Module 2 section 2	20-24	
		Module 2 section 3	37	
		Module 3 section 10	55- 56	
		Module 3 section 12	71	
		Module 3 section 14	85	
		Module 4 Drug tariff	All	

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	17-18	Maps
		Module 1 Section 2	24-27, 30	
		Module 2 Section 2	19-20, 23	
		Module 2 Section 6	48-49	
		Module 2 Section 7	52-53	
		Module 3 Section 17	101-102	
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	43	Maps
		Module 2 Section 2	20-22	
		Module 3 Section 12	71	
1.8	A working knowledge of what constitutes good customer service	Module 1 Section 1	5-18	Maps
		Module 1 Section 3	33-34, 39-43	
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	5-18	Maps
		Module 1 Section 3	33-34, 39-43	
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	5-12, 14-16	Maps
		Communication addendum		

1.14	A working knowledge of the importance of establishing the requirements of individuals clearly and accurately	Module 1 Section 1	5-16	Maps
		Module 1 Section 2	24-25	
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	6-7, 10-12	Maps
		Addendum	NPA website	
1.17	A working knowledge of how to give clear and accurate information and check the individual's understanding	Module 1 Section 1	7-9	Maps
		Module 1 Section 2	25-26	
1.18	A working knowledge of how to manage conflict and/or individuals who are distressed	Module 1 Section 1	14-16	Maps
		Module 1 section 3	43-44	
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	25-26	Maps
		Module 1 Section 6	84-85	
		Module 2 section 5	44-45	
		Module 2 section 7	53-59	
		Module 3 Section 7	27-32	
		Module 3 section 18	109-113	
		Module 4 Section 9 (E&W)	51-55	
		Module 4 Section 16 (E&W)	91-92	
		Module 4 Section 9 (S)	41-45	
		Module 4 Section 16 (S)	82	
	Module 4 Section 9 (NI)	41-44		
	Module 4 Section 16 (NI)	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 eg 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		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 manufacturers' instructions for the safe use of equipment, materials and products which they must follow	Module 1 Section 5 Module 1 section 4 Module 2 section 7	64 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		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	a) Module 2 Section 6 b) Module 1 Section 1	48-50 17-18	Maps

	<p>b) Recording, reporting, confidentiality and sharing information, including data protection</p> <p>c) Team working</p>	<p>Module 2 Section 6</p> <p>Module 3 section 17</p> <p>Patient Confidentiality Factsheet</p> <p>Patient Confidentiality Agreement</p> <p>Module 1 Section 3</p>	<p>48-50</p> <p>101-107</p> <p>33-37</p> <p>41-44</p>	
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	<p>Module 1 Section 2</p> <p>Module 1 Section 3</p>	<p>19-33</p> <p>35-47</p>	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
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4		Provide advice on non-prescribed medicines and products		
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		Accreditation team use only
4.1.	A working knowledge of the Standard Operating Procedures and the importance of adhering to them at all times	Part A Chapter 1	19-45-	Maps
4.2.	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	Part A Chapter 1 Part A Chapter 3 Part A Chapter 4 Part A Chapter 5 Part B Chapter 6 Part B Chapter 7 Part B Chapter 8 Part B Chapter 9	6, 15, 19 -25 91 113 133 8, 14-15 38, 50, 55 68, , 108	Maps

4.3.	A working knowledge of the current health and safety legislation and how it applies to the working environment	Not mapped		Maps
4.4.	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	Part A Chapter 1 Part A Chapter 2	19 – 20, 37-40 57 - 58	Maps
4.5.	A working knowledge of the relevant national and local guidelines, policies and procedures that are available and how and when they should be accessed	Part A chapter 1	19-22	Maps
4.6.	A working knowledge of the importance of adhering to information governance policies and maintaining confidentiality when sharing information about individuals with others	Part A chapter 1	24,57	Maps
4.7.	A working knowledge of the duty to report any acts or omissions that could be detrimental to individuals, yourself, colleagues or your employer	Part A Chapter 2	66, 67	Maps
4.8.	A working knowledge of the methods of enabling effective communication and supporting individuals to communicate their needs, views and preferences	Part A chapter 1	9-11	Maps
4.9.	A working knowledge of the when and how to use the relevant protocols for the safe sale of medicines	Part A Chapter 1 Part A Chapter 4 Part A Chapter 5 Part B Chapter 6	16-17 112 132, 142 7, 13	Maps

		Part B Chapter 7 General advice throughout all clinical chapters of the course	37	
4.10.	A working knowledge of the main actions and side effects of the active ingredients within the most commonly used non-prescription medicines	Part A Chapter 3 Part A Chapter 4 Part A Chapter 5 Part B Chapter 6 Part B Chapter 7 Part B Chapter 8 Part B Chapter 9	89, 92, 93, 94, 95-100 116, 117-128, 129 134-136 137 18, 26, 140-143 36, 38-39 43-44, 46, 65, 70, 73 74, 84, 9196, 104-106,108-109, 111,	Maps
4.11.	A working knowledge of the different classes of medicines	Part A Chapter 1	12-15	Maps
4.12.	A working knowledge of the interactions, cautions and contraindications of commonly used non-prescribed medicines	Part A chapter 3 Part A Chapter 4 Part A Chapter 5	Done by group of medicines/product , each group of medicines/product	Maps

		Part A chapter 6 Part A chapter 7 Part A chapter 8	will have mention	
4.13.	A working knowledge of the which medicines or products are liable to misuse or abuse by individuals	Part A Chapter 1 Part A Chapter 3 Part A Chapter 5 Part B Chapter 9	15 96, 97 135 84, 114	Maps
4.14.	A working knowledge of the how to give advice on the appropriate use of non-prescribed medicines and products	Part A chapter 3 Part A Chapter 4 Part A Chapter 5 Part A chapter 6 Part A chapter 7 Part A chapter 8	Done by topic, each topic will have mention	Maps
4.15.	A working knowledge of the how to maintain the privacy of the individual when asking questions related to their needs	Part A Chapter 5 Part B Chapter 6	133 11	Maps
4.16.	A working knowledge of the use of appropriate questioning techniques to obtain relevant information	Part A Chapter 1 Part A Chapter 4 Part A Chapter 5 Part B Chapter 6 Part B Chapter 7 General advice throughout all clinical chapters of the course	16-17 114 133, 7, 13 37	Maps

4.17.	A working knowledge of the divergent needs of individuals	Part A Chapter 1 Also embedded throughout all clinical chapters (ch3-ch9 inclusive)	9, 15, 10-12	Maps
4.18.	A working knowledge of the sources of information that can be accessed and the information that can be given to individuals by you and other colleagues	Student Guide Part A Chapter 1	19, 31-35,57	Maps
4.19.	A working knowledge of the when you should refer for information/advice and to whom	Part A Chapter 1 Part A Chapter 3 Part A Chapter 4 Part A Chapter 5 Part B Chapter 6 Part B Chapter 7 Part B Chapter 8 Part B Chapter 9	15 89,91,96 107,109,110,113,14,115, 117,127,133,135,136 7,8,13,14,18 3648,49 , 50,52,53, 55,56 64, 65,66,70,71,74,75,76 85, 89,91,, 100, 108	Maps
4.20.	A working knowledge of the importance of recording, storing and retrieving information in accordance with organisational procedures	Part A chapter 1 Part A chapter 2	15, 24, 43 52, 57, 80	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		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 Part A Chapter 1	19-21 20-22 25,29- 31	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 Part A Chapter 1 Also embedded throughout all clinical chapters (ch3-ch10 inclusive)	12-13 26 36-39 15, 22-25	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)	23-25 27 89-95	Maps

		Module 4 Section 16 (S)	81-85	
		Module 4 Section 16 (NI)	75-77	
		Part A Chapter 1	31-33	
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	12-13	Maps
		Module 1 section 3	34-37	
		Module 3 section 1	5-13	
		Module 3 section 2, 3	13-20	
		Module 3 section 6, 7	25-34	
		Part A Chapter 1	5 8, 79-80	
		And throughout both Part A and B		
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	19-22	Maps
		Module 2 section 2	20-24	
		Module 2 section 3	37	
		Module 3 section 10	55- 56	
		Module 3 section 12	71	
		Module 3 section 14	85	
		Module 4 Drug tariff	All	
		Part A Chapter 1	19-45	
		Part A Chapter 2	48-62	

			79-80	
5.6	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 Part A Chapter 1 Part A Chapter 2	17-18 24-27, 30 19-20, 23 48-49 52-53 101-102 24, 25, 41 57	Maps
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 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 Part A Chapter 2	17-18 24-27, 30 43 19-23 48-49 52-53 71 101-102 66, 67	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	All 67-81 55-64	Maps

		Module 3 section 7	27-32	
		Module 1 section 4	47-56	
		Part A Chapter 1	26- 30	
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	5-18	Maps
		Module 1 Section 3	34-37, 41-46	
		Communication Addendum		
		Part A Chapter 1	9-11	
		Part A Chapter 2	63	
5.10	A working knowledge of the different types of prescribers	Module 1 Section 1	13-14	Maps
		Module 1 Section 2	31-33	
		Module 3 section 2	16-18	
		Module 3 section 8	36-38	
		Module 3 section 12	68, 77-79	
		Module 3 section 13	81-82	
		Module 4 Section 2 (E&W)	9-14	
		Module 4 Section 2 (S)	3-14	
		Module 4 Section 2 (NI)	9-12	
		Module 4 Section 12 (E&W)	71-72	
		Module 4 Section 12 (S)	61-62	
		Module 4 Section 12 (NI)	57-58	

		Module 4 Section 13 (E&W)	73-76	
		Module 4 Section 13 (S)	63-65	
		Module 4 Section 13 (NI)	59-61	
		Part A Chapter 1	26-27	
5.11	A working knowledge of the different types of prescriptions and when they are used	Module 1 Section 2	32-33	Maps
		Module 3 section 2	18	
		Module 3 section 12	70, 76-79	
		Module 3 section 13	81	
		Module 4 Section 2(E&W)	9-14	
		Module 4 Section 2 (S)	3-14	
		Module 4 Section 2 (NI)	9-12	
		Module 4 Section 3(E&W)	15-18	
		Module 4 Section 3 (S)	11-14	
		Module 4 Section 3 (NI)	9-12	
		Part A Chapter 1	26-30	

5.12	A working knowledge of the different ways of receiving prescriptions	Module 1 section 2 Part A Chapter 1	19-31 30	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 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) Part A Chapter 1	22 19 67-81, 84 9-14 3-14 9-12 15-18 11-14 9-12 28-30	Maps
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) Part A Chapter 1	24 89-95 81-85 75-76 32-34	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) Part A Chapter 1 Part A Chapter 2	22-23 88-95 80-85 75-76 97-102 87-89 77-79 -25, 26, 30, 31, 33-36, 39 74-83	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 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	
		Part A Chapter 1	24, 35-36, 41,43	
		Part A Chapter 2	51,56,57	

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		Accreditation team use only
6.1.	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
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 Module 4 Drug tariff	19-22 20-24 37 55- 56 71 85 All	Maps
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 1 Section 2 Module 2 Section 2 Module 2 Section 6	17-18 24-27, 30 19-20, 23 48-49	Maps

		Module 2 Section 7	52-53	
		Module 3 Section 17	101-102	
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	15, 17-18 22, 27, 30 38 51 65-66, 68-69	Maps

	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 65
	Module 3 Section 11	67-68, 71-77
	Module 3 Section 12	85 90-92
	Module 3 Section 13	99 102
	Module 3 Section 14	101
	Module 3 Section 16	104
	Module 3 Section 17	17 69 75
	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)		
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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		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	19-22, 24-26, 29-30 37-39 67 76-78, 80-81 18-27 48	Maps

		Module 2 Section 7	58	
		Module 3 section 10	51-52, 63-64	
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	12-13	Maps
		Module 1 Section 2	26	
		Module 1 Section 3	36-39	
		Module 3 section 12	71, 73, 74	
7.3	A working knowledge of the current health and safety legislation and how it applies to the working environment	Module 1 Section 5	59-69	Maps
		Module 3 Section 12	74-77	
		Module 3 Section 14	90-91	
		Module 3 Section 15	94-95	
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	12-13	Maps
		Module 1 section 3	34-37	
		Module 3 section 1	5-13	
		Module 3 section 2, 3	13-20	
		Module 3 section 6, 7	25-34	
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	19-22	Maps
		Module 2 section 2	20-24	
		Module 2 section 3	37	
		Module 3 section 10	55- 56	

		Module 3 section 12	71	
		Module 3 section 14	85	
		Module 4 Drug tariff	All	
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 1	17-18	Maps
		Module 1 Section 2	24-27, 30	
		Module 2 Section 2	19-20, 23	
		Module 2 Section 6	48-49	
		Module 2 Section 7	52-53	
		Module 3 Section 17	101-102	
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	17-18	Maps
		Module 1 Section 2	24-27, 30	
		Module 1 section 3	43	
		Module 2 Section 2	19-23	
		Module 2 Section 6	48-49	
		Module 2 Section 7	52-53	
		Module 3 Section 12	71	
		Module 3 Section 17	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	75	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 stock data to ensure levels are appropriate for stock management	Module 1 section 6 Module 2 section 6	77-8279 47-50	Maps
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	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, 52
Module 2 Section 7	
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

8	Receive 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		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	17-18 24-27, 30 19-20, 23 48-49 52-53	Maps

		Module 3 Section 17	101-102	
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 recalls when receiving pharmaceutical stock	Module 1 section 2 Module 1 section 6	24-25 78, 83-84	Maps
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 rotation and the safe storage of stock	Module 1 section 4 Module 1 section 6	50-53 75-82	Maps
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	15, 17-18 22, 27, 30 38 51 65-66, 68-69 77-78, 81-82, 86-87	Maps

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

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		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 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

9.3	A working knowledge of the current health and safety legislation and how it applies to the working environment	Module 1 Section 5	59-69	Maps
		Module 3 Section 12	74-77	
		Module 3 Section 14	90-91	
		Module 3 Section 15	94-95	
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	12-13	Maps
		Module 1 section 3	34-37	
		Module 3 section 1	5-13	
		Module 3 section 2, 3	13-20	
		Module 3 section 6, 7	25-34	
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	19-22	Maps
		Module 2 section 2	20-24	
		Module 2 section 3	37	
		Module 3 section 10	55- 56	
		Module 3 section 12	71	
		Module 3 section 14	85	
		Module 4 Drug tariff	All	
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	17-18	Maps
		Module 1 Section 2	24-27, 30	
		Module 2 Section 2	19-20, 23	
		Module 2 Section 6	48-49	
		Module 2 Section 7	52-53	

		Module 3 Section 17	101-102	
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 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
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 seasonal variations d) identifying damaged, contaminated or deteriorated stock	a) Module 1 section 6 b) Module 1 section 4 Module 1 section 6 c) Module 1 section 6 d) Module 1 section 6	82-85 52-53, 58 78-80, 75-76 78-80	Maps
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	80,82 72 7475 52-59 78-80 78-80	Maps

		d) Module 1 section 5	66, 67	
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 Module 1 Section 4 Module 1 Section 5 Module 1 Section 6	15, 17-18 22, 27, 30 38 51 65-66, 68-69	Maps

		77-78, 81-82, 86-87
	Module 2 Section 2	
	Module 2 Section 3	19-20, 23, 26-27
	Module 2 Section 6	35
	Module 2 Section 7	47-50
		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-
	Module 3 Section 13	77
	Module 3 Section 14	85
	Module 3 Section 16	90-92
	Module 3 Section 17	99
		102
	Module 4 Section 17 (E&W)	
	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

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		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	19-22, 24-26, 29-30	Maps
		Module 1 Section 3	37-39	
		Module 1 Section 5	67	
		Module 1 Section 6	76-78, 80-81	
		Module 2 Section 2	18-27	
		Module 2 Section 6	48	
		Module 2 Section 7	58	
		Module 3 section 10	51-52, 63-64	
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	12-13	Maps
		Module 1 Section 2	26	
		Module 1 Section 3	36-39	
		Module 3 section 12	71, 73, 74	

10.3	A working knowledge of the current health and safety legislation and how it applies to the working environment	Module 1 Section 5	59-69	Maps
		Module 3 Section 12	74-77	
		Module 3 Section 14	90-91	
		Module 3 Section 15	94-95	
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	12-13	Maps
		Module 1 section 3	34-37	
		Module 3 section 1	5-13	
		Module 3 section 2, 3	13-20	
		Module 3 section 6, 7	25-34	
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	19-22	Maps
		Module 2 section 2	20-24	
		Module 2 section 3	37	
		Module 3 section 10	55- 56	
		Module 3 section 12	71	
		Module 3 section 14	85	
		Module 4 Drug tariff	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	17-18	Maps
		Module 1 Section 2	24-27, 30	
		Module 2 Section 2	19-20, 23	
		Module 2 Section 6	48-49	
		Module 2 Section 7	52-53	

		Module 3 Section 17	101-102	
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	24,25 29, 30	Maps
		Module 1 section 4	50	
		Module 2 section 2	23, 24	
		Module 2 section 4	37-42	
		Module 3 section 15	93-97	
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	24,25 29, 30	Maps
		Module 1 section 4	50	
		Module 2 section 2	23, 24	
		Module 2 section 4	37-42	
		Module 3 section 15	93-97	
		Module 2 section 7	51-53	
10.15	A working knowledge of the importance of correctly labelling packages for delivery	Module 2 section 2	17-28	Maps
		Module 2 section 5	43-46	
		Module 2 section 6	47-50	
		Module 2 section 7	51-53	
		Module 3 section 8	34-47	
		Module 3 section 9	49-53	
		Module 3 section 10	61-62	
		Module 3 section 12	71	

		Module 3 section 13	83, 86	
		Module 3 section 14	89	
		Module 3 section 15	93-94	
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 method	Module 1 section 2	30-31	Maps
		Module 2 section 2	28	
		Module 3 section 12	69, 78	
		Module 3 section 14	87	
		Module 3 section 16	97-98	
10.18	A working knowledge of the input and retrieval of stock data to ensure levels are appropriate	Module 1 section 6	79-83	Maps
		Module 2 section 6	47-50	
		Module 3 section 12	71-76	
		Module 3 section 13	83-84	
		Module 3 section 14	89-92	
		Module 3 section 16	99-100	

10.19	A working knowledge of the importance of recording, storing and retrieving information in accordance with organisational procedures	Module 1 Section 1	15, 17-18	Maps
		Module 1 Section 2	22, 27, 30	
		Module 1 Section 3	38	
		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	
		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)		

		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	

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		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	19-22, 24-26, 29-30	Maps
		Module 1 Section 3	37-39	
		Module 1 Section 5	67	
		Module 1 Section 6	76-78, 80-81	
		Module 2 Section 2	18-27	
		Module 2 Section 6	48	
		Module 2 Section 7	58	
		Module 3 section 10		

		Part A Chapter 1	51-52, 63-64 35-41	
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 Part A Chapter 1	12-13 26 36-39 71, 73, 74 29-36	Maps
15.3	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 Part A Chapter 2 Part A Chapter 1	59-69 74-77 90-91 94-95 53, 73-74 37	Maps
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 Part A Chapter 1	12-13 34-37 5-13 13-20 25-34 6, 35-39	Maps
15.5	A working knowledge of the relevant national and local guidelines, policies and procedures	Module 1 Section 2 Module 2 section 2	19-22 20-24	Maps

	that are available and how and when they should be accessed	Module 2 section 3 Module 3 section 10 Module 3 section 12 Module 3 section 14 Module 4 Drug tariff Part A Chapter 1	37 55- 56 71 85 All 6, 35-39	
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 Part A Chapter 1	17-18 24-27, 30 19-20, 23 48-49 52-53 101-102 24	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 Module 3 Section 17 Part A Chapter 2	17-18 24-27, 30 43 19-23 48-49 52-53 71 101-102 66, 67	Maps

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 Part A Chapter 1 Also embedded throughout all clinical chapters (ch3-ch9 inclusive)	5-18 34-37, 41-46 9-10	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 Part A Chapter 1	24-28 26-28 68-70 84 7-8, 11, 24,25,28, 29, 35-39, 41	Maps
15.10	A working knowledge of the importance of confirming the individual's identity before issuing dispensed items	Module 1 section 2 Module 2 section 2 Part A Chapter 1	25 26 26-28 33-35	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 Part A Chapter 1 Part A Chapter 1 Also embedded throughout all clinical chapters (ch3-ch9 inclusive)	8, 9, 12-13 24-27 36-37 30 32 37-39	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 Part A Chapter 1 Also embedded throughout all clinical chapters (ch3-ch9 inclusive)	50-55 37-42 38	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 Module 2 Section 3 Module 2 Section 6 Module 2 Section 7 Module 3 Section 8	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 9	38, 41-46
	Module 3 Section 10	50
	Module 3 Section 11	63
	Module 3 Section 12	65
	Module 3 Section 13	67-68, 71-77
	Module 3 Section 14	85
	Module 3 Section 16	90-92
	Module 3 Section 17	99
		102
	Module 4 Section 17 (E&W)	
	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
	Part A	34, 41, 43, 53, 57
	Part B	121

Assessment summary		
Assessment method	Pass mark	Weighting
End of Chapter MCQ	70%	0%
Part A and Part B summative MCQs	80%	33.3%
Summative assessment Module 1-4	50%, except in calculations in module 2.	66.7%
End of module MCQ's	70%	0%
Total		100%