

**National Pharmacy Association pharmacy support  
staff course reaccreditation event report,  
Introduction to Pharmacy Stock Control, part 3,  
November 2021**



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## Event summary and conclusions

<b>Provider</b>	National Pharmacy Association
<b>Course name</b>	Introduction to Pharmacy Stock Control
<b>Event type</b>	Reaccreditation
<b>Event date</b>	11-12 November 2021
<b>Approval period</b>	January 2022 – January 2025
<b>Relevant requirements</b>	<a href="#">Requirements for the education and training of pharmacy support staff, October 2020</a>
<b>Framework used</b>	National Occupational Standards
<b>Outcome</b>	Please refer to parts 1 and 2.
<b>Standing conditions</b>	A link to the standing conditions can be <a href="#">found here</a> .
<b>Recommendations</b>	Please refer to parts 1 and 2.
<b>Minor amendments</b>	Please refer to parts 1 and 2.
<b>Registrar decision</b>	Please refer to parts 1 and 2.

## Technical knowledge and skills

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

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

### PHARM12 - Order pharmaceutical stock

#### *How and where does the course/qualification support trainees to achieve this NOS outcome?*

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

At the start of this workbook, the students are introduced to some key principles and processes that relate to working within a pharmacy environment which also apply to ordering pharmaceutical stock. At the very beginning of the workbook, students are taught about the importance of standard operating procedures and understanding these procedures is important for ordering stock. Throughout the workbook, reference is made to the importance of completing tasks and following procedures and this also refers to ordering pharmaceutical stock. Section 5 covers in detail about ordering stock. This section starts by teaching the student about the different items stocked in the pharmacy which introduces the student to different types of items they will come across including: controlled drugs, fridge items, unlicensed medicines and branded and generic products.

In terms of ordering stock, the students are taught about different factors which will influence maintaining adequate stock levels and these include seasonal variation, short shelf life products and how often particular products are used. This introduction also covers how computers can be set to help manage levels and ordering stock. This section covers wholesalers which is relevant as students are likely to use different wholesalers depending on what products they are ordering. The students are taught the different ways they can order pharmaceutical stock and how health and safety should be considered in terms of safe storage when deciding on the quantity to order. Finally this section highlights when students may need to refer to senior colleagues when particular items such as controlled drugs need ordering and in this case, students are advised to follow their pharmacy procedures.

#### *How and where does the course/qualification assess the trainee's achievement of this NOS outcome at the stated competency level?*

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

The students are assessed on this learning outcome based on MCQs and various workbook activities in section 5 which helps to assess their understanding on factors that are important when ordering stock and identify items that they should not order/ seek advice from a colleague before ordering. Students are also assessed on this learning outcome in the competency workbook in learning outcomes 1, 4 and 5. Using this competency booklet, the students undertake a variety of different assessment criteria to meet this learning outcome.

**GPhC use only.**

**NOS met/will be met? Yes  No**

## PHARM13 - Receive pharmaceutical stock

### *How and where does the course/qualification support trainees to achieve this NOS outcome?*

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

Students are taught about receiving stock in section 5. They are also introduced to the different items students may receive: fridge, hazardous and controlled drugs, and what action they should take if any special storage requirements are needed when they receive these items.

The section teaches the students the main things they should check once they have received and opened the delivery as well as ensuring they refer to their pharmacy's procedure. These include: expiry date, packaging, quantity and any special storage requirements.

This section also covers what action should be taken if: received stock is not on the original order, short dated, damaged or if the receipted orders have recalled by a drug alert or batch recall. Students are taught on how to put stock away by ensuring stock rotation is carried out appropriately upon receipt of new stock and why this is important. This section also covers parallel imports and specials/ unlicensed medicines which teaches the students to refer to the relevant person when these items have been received.

In section 4, the students are taught about the various dispensary records which is relevant to their role; as they need to be aware that when they receive stock and put it away, the medicines are stored safely and any required documentation is completed.

### *How and where does the course/qualification assess the trainee's achievement of this NOS outcome at the stated competency level?*

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

The PSC course assesses this learning outcome by MCQs at the end of the course. The students are also assessed by completing activities throughout the section, which helps to assess their understanding about the processes involved when receiving stock and what action should be taken if they receive damaged stock and incorrect goods.

Students are also assessed on this learning outcome in the competency workbook in learning outcomes 2, 4 and 5. Using this competency booklet, the students undertake a variety of different assessment criteria to meet this learning outcome.

#### **GPhC use only.**

NOS met/will be met? Yes  No

## PHARM14 - Maintain pharmaceutical stock

### *How and where does the course/qualification support trainees to achieve this NOS outcome?*

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

Section 6 covers stock management and teaches the student various topics relevant to maintaining pharmaceutical stock including: date-checking, stock checks, patient returns, managing waste and dealing with drug recalls/alerts. At the start of the course, the importance of standard operating procedures is covered and working to these procedures are referred to throughout the book.

In section 4, students are taught about how the dispensary layout and design is important to be aware of as products will be stocked generally in alphabetical order with the odd exceptions. This is important for the students to know as they have to have a good working knowledge of where products are stocked to ensure the date-checking, stock rotation and top-up aspects of their role are completed correctly. They are also taught about dispensary records which is important to ensure any records are correctly completed so stock is maintained.

***How and where does the course/qualification assess the trainee's achievement of this NOS outcome at the stated competency level?***

**Provider's commentary**

Students are assessed by MCQs and a number of activities in section 6 which tests the students understanding of the topics they have been taught and are relevant to stock maintenance.

Students are also assessed on this learning outcome in the competency workbook in learning outcomes 3, 4 and 5. Using this competency booklet, the students undertake a variety of different assessment criteria to meet this learning outcome.

**GPhC use only.**

**NOS met/will be met? Yes  No**



