



Unregistered
pharmacy staff
training programme
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Dispensing Assistant

Scientia Skills

Report of a reaccreditation event
October 2018

Event summary and conclusions	
Provider	Scientia Skills
Course	Dispensing Assistant programme
Event type	Reaccreditation
Event date	25 October 2018
Accreditation period	January 2019 – January 2022
Outcome	<p>Approval with conditions</p> <p>The accreditation team agreed to recommend to the Registrar of the General Pharmaceutical Council (GPhC) that the Dispensing Assistant programme provided by Scientia Skills should be reaccredited for a period of three years, subject to one condition.</p>
Conditions	<p>Scientia Skills must review its assessment strategy to include assessment of the application of students' knowledge and skills in practice. This is because the assessment of students' fitness for purpose is singularly reliant on MCQ assessments. This is to meet criterion 2a. Scientia Skills must submit evidence of how this condition has been met to the GPhC, for approval by the accreditation team. This must be done before 31 January 2019.</p>
Standing conditions	Please refer to Appendix 1
Recommendations	Scientia Skills should strengthen its requirements for the invigilation procedure of the MCQs to ensure the integrity of the examinations.
Registrar decision	<p>Following the event, the provider submitted a response to the condition of reaccreditation, and the accreditation team agreed it had been met satisfactorily.</p> <p>The Registrar of the GPhC accepted the team's recommendation and approved the reaccreditation of the programme for a further period of 3 years.</p>
Key contact (provider)	Rachel Marchant, Managing Director
Accreditation team	<p>Ms Leonie Milliner, (event chair), Chief Executive, Association for Nutrition</p> <p>Ms Elizabeth Fidler, accreditation team member (pharmacy technician), Associate Head of Pharmacy, HEE London and Kent, Surrey and Sussex</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 Pharmacy Practice, Aston Pharmacy School</p>
GPhC representatives	<p>Mr Chris McKendrick, Quality Assurance Officer, GPhC</p> <p>Mr Simon Roer, Policy Manager, GPhC (Observer)</p>
Rapporteur	Professor Ian Marshall, Emeritus Professor of Pharmacology, University of Strathclyde; Proprietor, Caldarvan Research (Educational and Writing Services)

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

Scientia Skills, which had been previously accredited to provide a Medicines Counter Assistant course, was accredited originally in March 2012 to provide a Dispensing Assistant training programme for a period of three years, with no conditions or recommendations. A reaccreditation event for both programmes took place on 18 September 2015 and the accreditation team agreed to recommend to the Registrar of the General Pharmaceutical Council (GPhC) that Scientia Skills should be reaccredited as a Dispensing Assistant training course provider for a further period of three years. There were no conditions. The team made a recommendation that Scientia Skills should review the quality assurance processes for its programme, in particular the mechanisms for assuring the assessments and course materials to ensure the independent nature of the QA processes. Scientia Skills approached the GPhC with an application for reaccreditation of the programme to train unregistered pharmacy staff as Dispensing Assistants. In line with the GPhC's process for accreditation of Accreditation and Recognition of unregistered pharmacy staff, an event was scheduled for 25 October 2018 to review the programme's suitability for 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 25 October 2018 and comprised a number of meetings between the GPhC accreditation team and representatives of Scientia Skills. A teleconference with a selection of trainees and tutors was also undertaken by the accreditation team. A pre-visit meeting was held by teleconference on 11 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 provider are met subject to one criterion requiring clarification (See Appendix 2 for criteria)

The Dispensing Assistant (DA) Programme is for any staff working full- or part-time in the dispensary that have not already completed a recognised dispensing assistant training programme. The programme takes between 26-34 weeks to complete and consists of a Trainee Guide, Tutor Guide and three workbooks: Working in the dispensary, Dispensing prescriptions, and Managing dispensary stock. The programme covers the following units: Assist with the provision of a pharmacy service, Make sure your own actions reduce risks to health and safety, Contribute to the effectiveness of teams, Receive prescriptions from individuals, Assemble prescribed items, Order pharmaceutical stock, Receive pharmaceutical stock, Maintain pharmaceutical stock, and Assist in the issuing of prescribed items. The team tested the mapping of the content of the workbooks to the GPhC learning outcomes and agreed that, after some clarification by the provider, some proposed amendments to the documentation would be appropriate but advised that the amended text be emailed to the GPhC and that the amended text should be included in the workbooks immediately.

A number of assessments run throughout the programmes, including workbook activities reviewed by the tutor, MCQs, and review meetings. The assessments all relate directly to the content of the training material. The programme and assessments have been written and updated on a 6-monthly basis by Scientia Skills pharmacists. Quality assurance is facilitated by the involvement of external pharmacist consultants and a lay person to provide a patient perspective. Interim reviews and updates are carried out where necessary. Trainees should take a total of 26 weeks to complete the workbooks. Employers are recommended to provide trainees with 45 minutes every week of protected time to complete their reading and activities. The minimum permitted time for completion of the training is 20 weeks and the maximum is 34 weeks.

Section 2: Academic and management structures

The team was satisfied that three of the four criteria relating to the academic and management structures are met with one criterion subject to a condition. One recommendation was made.

Tutor-reviewed activities are included throughout the workbooks and these enable trainees to apply knowledge gained, along with questions and statements within the checklists at the end of each section. The workbook tests allow Scientia Skills and the tutor to ensure that the trainee has gained sufficient knowledge and understanding to move onto the following workbook and ultimately to complete the programme. The team learned that the previously-used declaration of competence had been replaced by a system of checking the activities and informing the trainee of their next steps. There is a sampling plan whereby 5% of trainees return their completed activities to Scientia Skills for review to ensure that they are completing and interpreting them correctly. Summative tests may be taken as a paper or online, and comprise 10 MCQs from a bank of 80 MCQs per workbook, divided into groups to ensure the trainee is tested across all sections of the workbook. The pass mark is 70%, and trainees are allowed a maximum of four attempts to pass each test, with the final fourth attempt made available after a review with the trainee, tutor and Scientia Skills. This final attempt is paper-based only, to ensure an intervention takes place with Scientia Skills to ensure that the trainee is receiving adequate support. Thus far, no trainee has required a fourth attempt. For the paper-based option, the completed test is returned to Scientia Skills for marking and the results provided to the trainee within 7 working days. The team found that the assessment process of students' fitness for purpose was singularly reliant on MCQ assessments and agreed that it will be a **condition of accreditation** that Scientia Skills must review its assessment strategy to include assessment of the application of students' knowledge and skills in practice. This is to meet criterion 2a. The team also agreed that it should be a **recommendation** that Scientia Skills should strengthen its requirements for the invigilation procedure of the MCQs to make sure of the integrity of the examinations. This is because the online test, although time-limited, is not invigilated, and the team was told that it is not possible to prevent a trainee from accessing the internet during the test. An appeals process requires issues to be emailed or submitted in writing to Scientia Skills, which will be considered by the Quality Assurance Process. If either the tutor or trainee is not satisfied with the

response, the issue will be considered by a Pharmacist Associate who is independent of Scientia Skills. In the event of Scientia Skills believing that a trainee has acted in an unprofessional way, then at its discretion, it will remove the trainee from the programme; this may involve a Scientia Skills qualification that has already been achieved becoming invalid.

Section 3: Resources

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

The programmes are fully funded by customers who wish to purchase the programme. The programme is delivered via distance learning with online or paper-based testing. The Scientia Skills Managing Director and Director both work full-time supporting this and other programmes, along with two non-executive Associates who are contracted as consultants when needed. The Associates support Trainees and help with administration. All four are pharmacists. In addition, there is a Senior Support Executive who manages calls and administration of the training programmes along with a Support Executive. There is also support from an external art-working, printing and distribution company, and contracted IT support. The Scientia Skills tracking system will generate a report on the trainee and their progress which can be accessed by the client/contractor. The team was told that 299 trainees have passed the programme to date, with 115 currently on course and 116 having left, mainly due to leaving the relevant employment. There have been no fails. The team was told that the provider aims to increase recruitment to the programme by around 30 percent. Spreadsheets hold relevant information for the programme, including the date the trainee successfully completed the programme, when the feedback questionnaires were sent and the date of sending their certificate; this is also held on a bespoke Customer Management System (CMS). The tutor may be either a pharmacist or pharmacy technician and would normally be someone who is working in the pharmacy, but could be someone who visits the pharmacy on a regular basis, for example, a locum pharmacist. Scientia Skills advises on arranging an initial meeting between the trainee and tutor, to discuss the trainee's experience to date, and on setting up meetings to review progress. An online/paper-based questionnaire is provided to all trainees and tutors with feedback used to inform a review by Scientia Skills during regular QAP, resulting in any significant issues being acted upon immediately.

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

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	Provider's commentary DA Workbook 1 Working in the dispensary P8, p11, p41, p45-49, p76-77	Maps
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	DA Workbook 1 Working in the dispensary P66-68, p74-75 DA Letter to accompany certificate	Remapped by provider and now maps
1.3	A working knowledge of the current health and safety legislation and how it applies to the working environment	DA Workbook 1 Working in the dispensary P80-101	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	DA Workbook 1 Working in the dispensary P12-13, p28-38, p45-49, 76-77	Maps

	carried out		
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	DA Workbook 1 Working in the dispensary P39-49	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	DA Workbook 1 Working in the dispensary P2-3, p34-35, p40-41	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	DA Workbook 1 Working in the dispensary P6	Additional activity included by provider. Now maps
1.8	A working knowledge of what constitutes good customer service	DA Workbook 1 Working in the dispensary p52-74	Remapped by provider and now maps
1.9	A working knowledge of the organisation's policy on the service provided to individuals and how this applies to your role	DA Workbook 1 Working in the dispensary P62	Maps
1.10	A working knowledge of the organisation's procedure for handling complaints	DA Workbook 1 Working in the dispensary P75-79	Remapped by provider and now maps
1.11	A working knowledge of how to assess complaints and what action to take	DA Workbook 1 Working in the dispensary P75-79	Maps
1.12	A working knowledge of when you should refer complaints and to whom	DA Workbook 1 Working in the dispensary P75-79	As comments above
1.13	A working knowledge of the methods of enabling effective communication and supporting individuals to communicate their needs, views and preferences	DA Workbook 1 Working in the dispensary P52-65	Maps
1.14	A working knowledge of the importance of establishing the requirements of individuals clearly and accurately	DA Workbook 1 Working in the dispensary P55-65	Maps
1.15	A working knowledge of the importance of collecting the relevant information about the individual and their problem	DA Workbook 1 Working in the dispensary P55-65	Maps

1.16	A working knowledge of the importance of verbal and non-verbal communication when communicating with individuals	DA Workbook 1 Working in the dispensary P55-61	Maps
1.17	A working knowledge of how to give clear and accurate information and check the individual's understanding	DA Workbook 1 Working in the dispensary P64-65	Maps
1.18	A working knowledge of how to manage conflict and/or individuals who are distressed	DA Workbook 1 Working in the dispensary P72-73	Maps
1.19	A working knowledge of the relevant products and services or advice for which information and/or advice is required	DA Workbook 1 Working in the dispensary P65-72	Maps
1.20	A working knowledge of the where to get assistance if you cannot provide information and advice yourself	DA Workbook 1 Working in the dispensary P66-68	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	DA Workbook 1 Working in the dispensary P7-11, p69-72	Maps
1.22	A working knowledge of the importance of recording, storing and retrieving information in accordance with organisational procedures	DA Workbook 2 Dispensing prescriptions P50	Remapped by provider and now maps

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	Provider's commentary DA Workbook 1 Working in the dispensary P80-81	Maps
2.2	A working knowledge of what their own responsibilities and legal duties for health and safety in the workplace	DA Workbook 1 Working in the dispensary p82-85	Maps
2.3	A working knowledge of their own responsibilities for health and safety as required by the law covering their job role	DA Workbook 1 Working in the dispensary P82-83	Maps
2.4	A working knowledge of the hazards which exist in their workplace and the safe working practices which they must follow	DA Workbook 1 Working in the dispensary P80-81, p88-101	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	DA Workbook 1 Working in the dispensary P82-85, p88	Maps
2.6	A working knowledge of the importance of remaining alert to the presence of hazards in the whole workplace	DA Workbook 1 Working in the dispensary P80-85	Maps
2.7	A working knowledge of the importance of dealing with, or promptly reporting risks	DA Workbook 1 Working in the dispensary P80, 83, p88-90, p92	Maps
2.8	A working knowledge of the responsibilities of health and safety in their job description	DA Workbook 1 Working in the dispensary P82	Maps
2.9	A working knowledge of the safe working practices for their own job role	DA Workbook 1 Working in the dispensary P88-101	Maps
2.10	A working knowledge of the responsible people they should report health and safety matters to	DA Workbook 1 Working in the dispensary P82-84	Maps
2.11	A working knowledge of where and when to get additional health and safety assistance	DA Workbook 1 Working in the dispensary P83, p94	Maps
2.12	A working knowledge of their own scope and responsibility for controlling risks	DA Workbook 1 Working in the dispensary P82-85	Maps
2.13	A working knowledge of workplace	DA Workbook 1 Working in the dispensary	Maps

	instructions for managing risks which they are unable to deal with	P82-85	
2.14	A working knowledge of suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which they must follow	DA Workbook 1 Working in the dispensary P98	Maps
2.15	A working knowledge of the importance of personal presentation in maintaining health and safety in their workplace	DA Workbook 1 Working in the dispensary P87	Maps
2.16	A working knowledge of the importance of personal behaviour in maintaining the health and safety of themselves and others	DA Workbook 1 Working in the dispensary P82-85	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	DA Workbook 1 Working in the dispensary P21-22	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	DA Workbook 1 Working in the dispensary P12-17, p38-39	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	DA Workbook 1 Working in the dispensary P2-4, p23-27, p34-35 DA Workbook 2 Dispensing prescriptions P28, p49-51, p89-91	Maps
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	DA Workbook 1 Working in the dispensary P22	Maps
3.5.	A working knowledge of the principles that underpin effective team working	DA Workbook 1 Working in the dispensary P17-22	Maps
3.6.	A working knowledge of individuals' styles of interaction and how these can affect team working	DA Workbook 1 Working in the dispensary P20	Maps
3.7.	A working knowledge of barriers to developing relationships within the team and how these can be overcome	DA Workbook 1 Working in the dispensary P18-20	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	DA Workbook 1 Working in the dispensary P18-19, p21-23	Maps
3.9.	A working knowledge of their own strengths and weaknesses as an individual worker and as a team member	DA Workbook 1 Working in the dispensary P25	Maps
3.10.	A working knowledge of development and learning opportunities available to support them in team working and activities	DA Workbook 1 Working in the dispensary P25 and DA Letter to accompany certificate	Maps

5	Receive prescriptions
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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	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	Provider's commentary DA Workbook 1 Working in the dispensary P45-49 DA Workbook 2 Dispensing prescriptions P3, p25, p27-28	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	DA Workbook 1 Working in the dispensary P5-6, p67-68 DA Workbook 2 Dispensing prescriptions P1, p3-4, p17, p31 DA Letter to accompany certificate	Maps
5.3	A working knowledge of the current legislation relating to prescription charges and exemptions and differences in practice across the UK	DA Workbook 2 Dispensing prescriptions P17-24	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	DA Workbook 1 Working in the dispensary P12-13, p28-38, p45-49, p56-57 DA Workbook 2 Dispensing prescriptions P25	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	DA Workbook 1 Working in the dispensary P39-49, p62 DA Workbook 2 Dispensing prescriptions P17-24	Maps
5.6	A working knowledge of the importance of adhering to information governance policies and maintaining confidentiality when sharing	DA Workbook 1 Working in the dispensary P2-3, p34-35, p40-41	Additional information added by provider. Maps

	information about individuals with others		
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	DA Workbook 1 Working in the dispensary P6	Maps
5.8	A working knowledge of regulations and procedures relating to different types of prescriptions and medicines	DA Workbook 1 Working in the dispensary P28-32 DA Workbook 2 Dispensing prescriptions P6-16	Maps
5.9	A working knowledge of methods of enabling effective communication and supporting individuals to communicate their needs, views and preferences	DA Workbook 1 Working in the dispensary P52-65 DA Workbook 2 Dispensing prescriptions P29-33	Maps
5.10	A working knowledge of the different types of prescribers	DA Workbook 2 Dispensing prescriptions P7-17	Maps
5.11	A working knowledge of the different types of prescriptions and when they are used	DA Workbook 2 Dispensing prescriptions P7-17	Maps
5.12	A working knowledge of the different ways of receiving prescriptions	DA Workbook 2 Dispensing prescriptions P25-33	Additional information added by provider. Maps
5.13	A working knowledge of the details required on a prescription and why they are necessary	DA Workbook 2 Dispensing prescriptions P13-17	Maps
5.14	A working knowledge of exemptions and how individuals can claim refunds, including the use of official forms and prepayment certificates	DA Workbook 2 Dispensing prescriptions P17-24	Maps
5.15	A working knowledge of the transactional and administration procedures as required by government regulations and those that apply to your workplace	DA Workbook 2 Dispensing prescriptions P19-24	Maps
5.16	A working knowledge of the importance of recording, storing and retrieving information in accordance with organisational procedures	DA Workbook 2 Dispensing prescriptions P49-51, p89-103	Maps

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	Provider's commentary DA Workbook 1 Working in the dispensary P45-49 DA Workbook 2 Dispensing prescriptions P3, p67	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	DA Workbook 1 Working in the dispensary P5-6, p67-68 DA Workbook 2 Dispensing prescriptions P1, p3-4, p17, p34-35 DA Letter to accompany certificate	Maps
6.3.	A working knowledge of the current health and safety legislation and how it applies to the working environment	DA Workbook 1 Working in the dispensary P82-85	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	DA Workbook 1 Working in the dispensary P12-13, p28-38, p45-49, p76-77 DA Workbook 2 Dispensing prescriptions P4	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	DA Workbook 2 Dispensing prescriptions P67, p71-73, p82	Maps
6.6.	A working knowledge of the importance of adhering to information governance policies	DA Workbook 1 Working in the dispensary P2-3, p34-35, p40	Maps

	and maintaining confidentiality when sharing information about individuals with others		
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	DA Workbook 1 Working in the dispensary P6	Maps
6.8.	A working knowledge of the importance of personal hygiene and correct use of protective clothing	DA Workbook 2 Dispensing prescriptions P2, p76-77	Maps
6.9.	A working knowledge of the importance of maintaining a clean working environment and equipment	DA Workbook 1 Working in the dispensary P87 DA Workbook 2 Dispensing prescriptions P2, p76-77	Maps
6.10.	A working knowledge of the factors which cause deterioration of stock	DA Workbook 2 Dispensing prescriptions P80-81	Maps
6.11.	A working knowledge of the sources of contamination and appropriate corrective action	DA Workbook 2 Dispensing prescriptions P76-81	Maps
6.12.	A working knowledge of the prescribing conventions, abbreviations and medical terminology	DA Workbook 2 Dispensing prescriptions P44	Maps
6.13.	A working knowledge of the proprietary and generic names of medicines within your scope of practice	DA Workbook 2 Dispensing prescriptions P68	Maps
6.14.	A working knowledge of how medicines are administered	DA Workbook 2 Dispensing prescriptions P38-41, p50-54, p75, p110-111	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	DA Workbook 2 Dispensing prescriptions P38-48, p71	Maps

6.16.	A working knowledge of the different stages of the checking procedure	DA Workbook 2 Dispensing prescriptions P3-4, p85-88	Maps
6.17.	A working knowledge of the how to identify near misses and dispensing errors	DA Workbook 2 Dispensing prescriptions P99-103	Maps
6.18.	A working knowledge of the causes and consequences of near misses and dispensing errors	DA Workbook 2 Dispensing prescriptions P71, p99-103	Maps
6.19.	A working knowledge of the local and/or national error reporting procedures and communication channels	DA Workbook 2 Dispensing prescriptions P99-103	Maps
6.20.	A working knowledge of the importance of selecting the correct equipment for use	DA Workbook 2 Dispensing prescriptions P76-78	Maps
6.21.	A working knowledge of the properties of different types of container types and when to use each	DA Workbook 2 Dispensing prescriptions P79-82	Maps
6.22.	A working knowledge of the safe handling and storage of hazardous material and procedures to minimise risk	DA Workbook 1 Working in the dispensary P88-94	Maps
6.23.	A working knowledge of the processes for reconstitution	DA Workbook 2 Dispensing prescriptions P78	Maps
6.24.	A working knowledge of the labelling requirements and conventions	DA Workbook 2 Dispensing prescriptions P49, p82, p85	Maps
6.25.	A working knowledge of when and why patient medication records are used	DA Workbook 2 Dispensing prescriptions P49-51	Maps
6.26.	A working knowledge of the importance of recording, storing and retrieving information in accordance with organisational procedures	DA Workbook 2 Dispensing prescriptions P49-51, p89-103	Maps

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	Provider's commentary DA Workbook 1 Working in the dispensary P45-49 DA Workbook 3 Managing dispensary stock P2, p16	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	DA Workbook 1 Working in the dispensary P5-6, p67-68 DA Workbook 3 Managing dispensary stock P1-19 DA Letter to accompany certificate	Maps
7.3	A working knowledge of the current health and safety legislation and how it applies to the working environment	DA Workbook 1 Working in the dispensary P82-85 DA Workbook 3 Managing dispensary stock P1-2	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	DA Workbook 1 Working in the dispensary P12-13, p28-38, p45-49, p76-77	Maps
7.5	A working knowledge of the relevant national and local guidelines, policies and procedures	DA Workbook 1 Working in the dispensary P39-49, p62	Maps

	that are available and how and when they should be accessed		
7.6	A working knowledge of the importance of adhering to information governance policies and maintaining confidentiality when sharing information about individuals with others	DA Workbook 1 Working in the dispensary P2-3, p34-35, p40	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	DA Workbook 1 Working in the dispensary P6	Maps
7.8	A working knowledge of the different procurement processes and legislation that applies to the ordering of pharmaceutical stock	DA Workbook 3 Managing dispensary stock P1-16	
7.9	A working knowledge of your responsibilities and current guidelines that apply when ordering pharmaceutical stock	DA Workbook 3 Managing dispensary stock P1-19	Maps
7.10	A working knowledge of the difference between proprietary and generic medicines	DA Workbook 2 Dispensing prescriptions P68-69, p72	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	DA Workbook 2 Dispensing prescriptions P38-41 DA Workbook 3 Managing dispensary stock p 10	Maps
7.12	A working knowledge of how to place an order with the appropriate supplier	DA Workbook 3 Managing dispensary stock p 8-9, p10-16	Maps
7.13	A working knowledge of the importance of ensuring that stock is available based on the needs of individuals	DA Workbook 3 Managing dispensary stock p 1, p17	Maps
7.14	A working knowledge of the impact stock availability may have on the care of individuals	DA Workbook 3 Managing dispensary stock p 17	Maps

7.15	A working knowledge of the importance of taking account of seasonal variations when ordering pharmaceutical stock	DA Workbook 3 Managing dispensary stock p 4-5, p10	Maps
7.16	A working knowledge of the action to be taken if stock is unavailable	DA Workbook 3 Managing dispensary stock p 8-9, 26-27	Maps
7.17	A working knowledge of the input and retrieval of stock data to ensure levels are appropriate for stock management	DA Workbook 3 Managing dispensary stock p 4-7	Maps
7.18	A working knowledge of the importance of recording, storing and retrieving information in accordance with organisational procedures	DA Workbook 3 Managing dispensary stock p 4-5	Maps

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	Provider's commentary DA Workbook 1 Working in the dispensary P45 DA Workbook 3 Managing dispensary stock P20, p26, p30	Maps
8.2	A working knowledge of the importance of working within the limits of your competence	DA Workbook 1 Working in the dispensary P5-6, p67-68	Maps

	and authority, when to seek agreement or permission from others and when to refer on to an appropriate person	DA Workbook 3 Managing dispensary stock P1-2	
8.3	A working knowledge of the current health and safety legislation and how it applies to the working environment	DA Workbook 1 Working in the dispensary P82-85 DA Workbook 3 Managing dispensary stock P1-2	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	DA Workbook 1 Working in the dispensary P12-13, p28-38, p45-49, p76-77 DA Workbook 3 Managing dispensary stock P1-2	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	DA Workbook 1 Working in the dispensary P39-49 DA Workbook 3 Managing dispensary stock P2	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	DA Workbook 1 Working in the dispensary P2-3, p34-35	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	DA Workbook 1 Working in the dispensary P6	Maps
8.8	A working knowledge of the current guidelines that apply to the receipt of pharmaceutical stock	DA Workbook 3 Managing dispensary stock P20	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	DA Workbook 2 Dispensing prescriptions P38-41 DA Workbook 3 Managing dispensary stock P10, p16, p25-26	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	DA Workbook 3 Managing dispensary stock P26-27, p32	Maps
8.11	A working knowledge of the importance of referring to current drug alerts and company	DA Workbook 3 Managing dispensary stock P49-53	Maps

	recalls when receiving pharmaceutical stock		
8.12	A working knowledge of the sources and suppliers of stock	DA Workbook 3 Managing dispensary stock P1, p4-5, p8-9	Maps
8.13	A working knowledge of the equipment used when receiving pharmaceutical stock	DA Workbook 1 Working in the dispensary P88 DA Workbook 3 Managing dispensary stock P25	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	DA Workbook 3 Managing dispensary stock P28-32	Maps
8.15	A working knowledge of the action to be taken if stock is unavailable	DA Workbook 3 Managing dispensary stock P26-27	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	DA Workbook 3 Managing dispensary stock 17, p26-27, p32-33	Maps
8.17	A working knowledge of the storage requirements of different types of products and why they are important	DA Workbook 3 Managing dispensary stock P20-21, p31-40	Maps
8.18	A working knowledge of the importance of stock rotation and the safe storage of stock	DA Workbook 3 Managing dispensary stock P25-27, p31-44	Maps
8.19	A working knowledge of how to receive an order into stock	DA Workbook 3 Managing dispensary stock P20	Maps
8.20	A working knowledge of the input and retrieval of stock data to ensure levels are appropriate	DA Workbook 3 Managing dispensary stock P50-51	Maps

8.21	A working knowledge of the importance of recording, storing and retrieving information in accordance with organisational procedures	DA Workbook 3 Managing dispensary stock P4-7, p50-51	Maps
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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	Provider's commentary DA Workbook 1 Dispensing prescriptions P4-5 DA Workbook 3 Managing dispensary stock P2, p16	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	DA Workbook 1 Dispensing prescriptions P5-6, p67-68 DA Workbook 3 Managing dispensary stock P20, p26, p30 DA Letter to accompany certificate	Maps
9.3	A working knowledge of the current health and safety legislation and how it applies to the working environment	DA Workbook 1 Dispensing prescriptions P82-85 DA Workbook 3 Managing dispensary stock P1-2	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	DA Workbook 1 Working in the dispensary P12-13, p28-38, p45-49, p66-67, p76-77 DA Workbook 3 Managing dispensary stock P1-2	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	DA Workbook 1 Working in the dispensary P39-49 DA Workbook 3 Managing dispensary stock P2	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	DA Workbook 1 Working in the dispensary P2-3, p34-35	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	DA Workbook 1 Working in the dispensary P2-3, p34-35	Maps
9.8	A working knowledge of the current guidelines that apply to maintaining pharmaceutical stock	DA Workbook 3 Managing dispensary stock P31-44, p49-53	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	DA Workbook 2 Dispensing prescriptions P38-41 DA Workbook 3 Managing dispensary stock P10, p16, p26	Maps
9.10	A working knowledge of the action to take immediately when drug alerts and company recalls are received	DA Workbook 2 Dispensing prescriptions P38-41 DA Workbook 3 Managing dispensary stock P10, p16, p26	Maps
9.11	A working knowledge of the importance of monitoring and maintaining a safe, secure and clean environment	DA Workbook 3 Managing dispensary stock p25, p31, p40	Maps
9.12	A working knowledge of the storage requirements of different types of products and why they are important	DA Workbook 3 Managing dispensary stock P31-48	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	DA Workbook 3 Managing dispensary stock P1-4, p10, p32-33, p40-42	Maps

	of seasonal variations d) identifying damaged, contaminated or deteriorated stock		
9.14	A working knowledge of the importance of taking appropriate action if stock is unavailable	DA Workbook 3 Managing dispensary stock P8-9, p26-27	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	DA Workbook 3 Managing dispensary stock P40-42, p49-53, p55-59	Maps
9.16	A working knowledge of the procedures for the safe handling and disposal of waste materials	DA Workbook 3 Managing dispensary stock P55-59	Maps
9.17	A working knowledge of how automation is used to control stock	DA Workbook 3 Managing dispensary stock P4-6	Maps
9.18	A working knowledge of how to ensure that stock levels are maintained to meet demand	DA Workbook 3 Managing dispensary stock P4-10	Maps
9.19	A working knowledge of the input and retrieval of stock data to ensure levels are appropriate	DA Workbook 3 Managing dispensary stock P4-7, p17	Maps
9.20	A working knowledge of the importance of recording, storing and retrieving information in accordance with organisational procedures	DA Workbook 3 Managing dispensary stock P4-11	Maps

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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	Provider's commentary DA Workbook 1 Working in the dispensary P4-5 DA Workbook 2 Dispensing prescriptions P3, p67	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	DA Workbook 1 Working in the dispensary P5-6, p67-68 DA Workbook 2 Dispensing prescriptions P1, p3-4, p17, p34-35 DA Letter to accompany certificate	Maps
15.3	A working knowledge of the current health and safety legislation and how it applies to the working environment	DA Workbook 1 Working in the dispensary P82-85	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	DA Workbook 1 Working in the dispensary P62 DA Workbook 2 Dispensing prescriptions P104, p106-109	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	DA Workbook 1 Working in the dispensary P39-49, p62, DA Workbook 2 Dispensing prescriptions P104, p106-109	Maps
15.6	A working knowledge of the importance of adhering to information governance policies and maintaining confidentiality when sharing	DA Workbook 1 Working in the dispensary P2-4, p34-35 DA Workbook 2 Dispensing prescriptions	Maps

	information about individuals with others	P104	
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	DA Workbook 1 Working in the dispensary P6	Maps
15.8	A working knowledge of methods of enabling effective communication and supporting individuals to communicate their needs, views and preferences	DA Workbook 1 Working in the dispensary P52-65 DA Workbook 2 Dispensing prescriptions P110-111	Maps
15.9	A working knowledge of the current ethical and legal requirements that govern the issuing of a prescription	DA Workbook 2 Dispensing prescriptions P104-113	Maps
15.10	A working knowledge of the importance of confirming the individual's identity before issuing dispensed items	DA Workbook 2 Dispensing prescriptions P104-106	Maps
15.11	A working knowledge of the importance of providing relevant information on the prescribed item within your scope of practice	DA Workbook 2 Dispensing prescriptions P108-111	Maps
15.12	A working knowledge of how medicines are administered and how to safely store them	DA Workbook 2 Dispensing prescriptions P38-41, p106-111	Maps
15.13	A working knowledge of the importance of ensuring that the appropriate packaging is used for issued medication	DA Workbook 2 Dispensing prescriptions P79-80, p105	Maps
15.14	A working knowledge of the importance of recording, storing and retrieving information in accordance with organisational procedures	DA Workbook 2 Dispensing prescriptions P49-51, p89-103	Maps