General Pharmaceutical Council

Unregistered pharmacy staff training programme

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Looking after Dispensary Stock

Scientia Skills

Report of a reaccreditation event
October 2018

Event summary and conclusions

Provider	Scientia Skills
Course	Looking After Dispensary Stock programme
Event type	Reaccreditation
Event date	25 October 2018
Accreditation period	January 2019 – January 2022
Outcome	Approval with conditions The accreditation team agreed to recommend to the Registrar of the General Pharmaceutical Council (GPhC) that the Looking After Dispensary Stock programme(s) provided by Scientia Skills should be reaccredited for a period of three years, subject to one condition.
Conditions	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.
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	Following the event, the provider submitted a response to the condition of reaccreditation, and the accreditation team agreed it had been met satisfactorily. The Registrar of the GPhC accepted the team's recommendation and approved the reaccreditation of the programme for a further period of 3 years.
Key contact (provider)	Rachel Marchant, Managing Director
Accreditation team	Ms Leonie Milliner, (event chair), Chief Executive, Association for Nutrition Ms Elizabeth Fidler, accreditation team member (pharmacy technician), Associate Head of Pharmacy, HEE London and Kent, Surrey and Sussex Ms Donna Bartlett, accreditation team member (pharmacy technician), Locum Technician, Lancashire Teaching Hospitals Dr Ruth Edwards, accreditation team member (pharmacist), Head of Pharmacy Practice, Aston Pharmacy School
GPhC representatives	Mr Chris McKendrick, Quality Assurance Officer, GPhC Mr Simon Roer, Policy Manager, GPhC (Observer)
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/uksi/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 for Looking After Dispensary Stock. 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 (See Appendix 2 for criteria)

The Looking after Dispensary Stock (LADS) Programme is for any staff working full- or part-time in the dispensary that have not already completed a recognised dispensing assistant training programme. It takes between 8-12 weeks to complete. The programme consists of a Trainee Guide, Tutor Guide and a workbook: Workbook: Ordering, receiving and maintaining dispensary stock. The programme covers the following units: Order pharmaceutical stock, Receive pharmaceutical stock, and Maintain pharmaceutical stock.

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. Interim reviews and updates are carried out where necessary. Trainees should take 2 weeks to read the Trainee Guide, then 6 weeks to work through the workbook, making a total of 8 weeks. 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 6 weeks and the maximum is 12 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 and a lay person to provide a patient perspective. 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 15 trainees have passed the programme with 9 currently on course and 12 having left due to changing 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.

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** LADS Workbook 1 Managing dispensary stock P8, p25-26, p56	**Accreditation team's commentary** 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	LADS Workbook 1 Managing dispensary stock P5-6, p44-59	Maps
7.3	A working knowledge of the current health and safety legislation and how it applies to the working environment	LADS Workbook 1 Managing dispensary stock P65-67	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	LADS Workbook 1 Managing dispensary stock P12- 16, p20-28	Maps
7.5	A working knowledge of the relevant national and local guidelines, policies and procedures	LADS Workbook 1 Managing dispensary stock P28	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	LADS Workbook 1 Managing dispensary stock P2-3	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	LADS Workbook 1 Managing dispensary stock P6	Maps
7.8	A working knowledge of the different procurement processes and legislation that applies to the ordering of pharmaceutical stock	LADS Workbook 1 Managing dispensary stock P44-56	Maps
7.9	A working knowledge of your responsibilities and current guidelines that apply when ordering pharmaceutical stock	LADS Workbook 1 Managing dispensary stock P44-59	Maps
7.10	A working knowledge of the difference between proprietary and generic medicines	LADS Workbook 1 Managing dispensary stock P36	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	LADS Workbook 1 Managing dispensary stock P32-39, p44, p50, p57	Only mentions injections not the different routes i.e. SC, IM.IV. p35 they do not mention vials just ampoules and the wording also reading that all injects are stored in the fridge
7.12	A working knowledge of how to place an order with the appropriate supplier	LADS Workbook 1 Managing dispensary stock P44-56	Maps
7.13	A working knowledge of the importance of ensuring that stock is available based on the needs of individuals	LADS Workbook 1 Managing dispensary stock P56-57	Maps
7.14	A working knowledge of the impact stock availability may have on the care of individuals	LADS Workbook 1 Managing dispensary stock P56-57	Maps
7.15	A working knowledge of the importance of taking account of seasonal variations when	LADS Workbook 1 Managing dispensary stock P50	Maps

	ordering pharmaceutical stock		
7.16	A working knowledge of the action to be taken if stock is unavailable	LADS Workbook 1 Managing dispensary stock P48-49, p55-56	Maps
7.17	A working knowledge of the input and retrieval of stock data to ensure levels are appropriate for stock management	LADS Workbook 1 Managing dispensary stock P57-59	Maps
7.18	A working knowledge of the importance of recording, storing and retrieving information in accordance with organisational procedures	LADS Workbook 1 Managing dispensary stock P44, p94	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	LADS Workbook 1 Managing dispensary stock P8, p25-26, p56	**Accreditation team's commentary** 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	LADS Workbook 1 Managing dispensary stock P5-6, p44-59	Maps
8.3	A working knowledge of the current health and safety legislation and how it applies to the working environment	LADS Workbook 1 Managing dispensary stock P65-67	Maps
8.4	A working knowledge of the legal, organisational and policy requirements relevant to your role, the role of others in your	LADS Workbook 1 Managing dispensary stock P12- 16, p20-28	Maps

	organisation and the activities being carried out		
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	LADS Workbook 1 Managing dispensary stock P28	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	LADS Workbook 1 Managing dispensary stock P2-3	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	LADS Workbook 1 Managing dispensary stock P6	Maps
8.8	A working knowledge of the current guidelines that apply to the receipt of pharmaceutical stock	LADS Workbook 1 Managing dispensary stock P60-62	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	LADS Workbook 1 Managing dispensary stock P32-39, p44, p50, p57, p68	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	LADS Workbook 1 Managing dispensary stock P68	Maps
8.11	A working knowledge of the importance of referring to current drug alerts and company recalls when receiving pharmaceutical stock	LADS Workbook 1 Managing dispensary stock P93-96	Maps
8.12	A working knowledge of the sources and suppliers of stock	LADS Workbook 1 Managing dispensary stock P44-56, p59	Maps
8.13	A working knowledge of the equipment used when receiving pharmaceutical stock	LADS Workbook 1 Managing dispensary stock P65-67	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	LADS Workbook 1 Managing dispensary stock P68-72	Maps

	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		
8.15	A working knowledge of the action to be taken if stock is unavailable	LADS Workbook 1 Managing dispensary stock P48-49, p55-56, p58	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	LADS Workbook 1 Managing dispensary stock P68-69, p74-75	Maps
8.17	A working knowledge of the storage requirements of different types of products and why they are important	LADS Workbook 1 Managing dispensary stock P60-64, p73-84	Maps
8.18	A working knowledge of the importance of stock rotation and the safe storage of stock	LADS Workbook 1 Managing dispensary stock P27, p30, p74, p88	Maps
8.19	A working knowledge of how to receive an order into stock	LADS Workbook 1 Managing dispensary stock P22-24, p60	Maps
8.20	A working knowledge of the input and retrieval of stock data to ensure levels are appropriate	LADS Workbook 1 Managing dispensary stock P57-59	Maps
8.21	A working knowledge of the importance of recording, storing and retrieving information in accordance with organisational procedures	LADS Workbook 1 Managing dispensary stock P548-51, p89	Maps

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	LADS Workbook 1 Managing dispensary stock P8, p25-26, p56, p86	**Accreditation team's commentary** 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	LADS Workbook 1 Managing dispensary stock P5-6, p44-59, p84-85	Maps
9.3	A working knowledge of the current health and safety legislation and how it applies to the working environment	LADS Workbook 1 Managing dispensary stock P75-87, p97-102	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	LADS Workbook 1 Managing dispensary stock P26-27	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	LADS Workbook 1 Managing dispensary stock P28	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	LADS Workbook 1 Managing dispensary stock P2-3	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	LADS Workbook 1 Managing dispensary stock P6	Maps
9.8	A working knowledge of the current guidelines that apply to maintaining	LADS Workbook 1 Managing dispensary stock P65-86	Maps

	pharmaceutical stock		
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	LADS Workbook 1 Managing dispensary stock P32-39, p44, p50, p57, p68	Maps
9.10	A working knowledge of the action to take immediately when drug alerts and company recalls are received	LADS Workbook 1 Managing dispensary stock P93-96	Maps
9.11	A working knowledge of the importance of monitoring and maintaining a safe, secure and clean environment	LADS Workbook 1 Managing dispensary stock P76-86	Maps
9.12	A working knowledge of the storage requirements of different types of products and why they are important	LADS Workbook 1 Managing dispensary stock P60-64, p73-84	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	LADS Workbook 1 Managing dispensary stock P27, p30, p50, p68, p74, p80, p88, p97-98	Maps
9.14	A working knowledge of the importance of taking appropriate action if stock is unavailable	LADS Workbook 1 Managing dispensary stock P48-49, p55-56, p58	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	LADS Workbook 1 Managing dispensary stock P70-71, p85-88, p93-96	Maps
9.16	A working knowledge of the procedures for the safe handling and disposal of waste materials	LADS Workbook 1 Managing dispensary stock P99-102	Maps

9.17	A working knowledge of how automation is used to control stock	LADS Workbook 1 Managing dispensary stock P44-46	
9.18	A working knowledge of how to ensure that stock levels are maintained to meet demand	LADS Workbook 1 Managing dispensary stock P44-50	Maps
9.19	A working knowledge of the input and retrieval of stock data to ensure levels are appropriate	LADS Workbook 1 Managing dispensary stock P48-50, p57-59	Maps
9.20	A working knowledge of the importance of recording, storing and retrieving information in accordance with organisational procedures	LADS Workbook 1 Managing dispensary stock P48-51	Maps