General Pharmaceutical Council

Unregistered pharmacy staff training programme

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Medicines Counter Assistant

Scientia Skills

Report of a reaccreditation event
October 2018

Event summary and conclusions

Provider	Scientia Skills
Course	Medicines Counter Assistant 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 Medicines Counter Assistant 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, accreditation team chair (lay), 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 as Medicines Counter 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 MCA Programme covers the following units;

The Medicines Counter Assistant Programme is for any staff involved in the sale of over the counter medicines that have not already completed a recognised pharmacy counter assistant training programme. It takes between 12-52 weeks to complete. The programme consists of a Trainee Guide, Tutor Guide and 11 workbooks: The essentials of pharmacy 1, The essentials of pharmacy 2, Advising on pain, Advising on coughs and colds, Advising on digestive disorders, Advising on hay fever, sleep and eye disorders, Advising on skin problems, Advising on travel health, Advising on infant feeding and childhood ailments, Advising on contraception, conception and urinary tract disorders, and Advising on a healthy lifestyle. The programme covers the following units: 4. Provide advice on non-prescribed medicines and products, 5. Receive prescriptions, and 15. 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, 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 12 weeks and the maximum is 52 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 40 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, less than one percent of trainees have 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 319 trainees have passed the programme to date, with 167 currently on course and 222 having left due to changing employment. There have been two 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.

Accreditation of unregistered pharmacy staff training programme(s) MCA MAPPING

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	**Provider's commentary** MCA Workbook 1 The essentials of pharmacy 1 P8-9, p25-29 MCA Workbook 2 The essentials of pharmacy 2 P44-45	**Accreditation team's commentary** Remapped by provider and now 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	MCA Workbook 1 The essentials of pharmacy 1 P1, p5-8, p14, p30, p43 And throughout workbooks 3 to 11 in the 'When to refer' boxes	Maps
4.3.	A working knowledge of the current health and safety legislation and how it applies to	MCA Workbook 2 The essentials of pharmacy 2 P47-66	Maps

	the working environment		
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	MCA Workbook 1 The essentials of pharmacy 1 P9-15, p15-23, p25-29 MCA Workbook 2 The essentials of pharmacy 2 P44-45	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	MCA Workbook 1 The essentials of pharmacy 1 P59-63	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	MCA Workbook 1 The essentials of pharmacy 1 P2-4, p20, p59-60	Remapped by provider and additional information included. Now 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	MCA Workbook 1 The essentials of pharmacy 1 P8	Additional activity added. Now Maps
4.8.	A working knowledge of the methods of enabling effective communication and supporting individuals to communicate their needs, views and preferences	MCA Workbook 1 The essentials of pharmacy 1 P31-38, p48-55	Remapped by provider and now maps
4.9.	A working knowledge of the when and how to use the relevant protocols for the safe sale of medicines	MCA Workbook 1 The essentials of pharmacy 1 P28-29, p42-49, p51-52 And throughout workbooks 3 to 11 in the 'WWHAM' boxes	Maps
4.10.	A working knowledge of the main actions and side effects of the active ingredients within the most commonly used non-prescription medicines	MCA Workbook 1 The essentials of pharmacy 1 P46 And throughout workbooks 3 to 11 with descriptions of active ingredients, actions and side effects	Maps
4.11.	A working knowledge of the different classes of medicines	MCA Workbook 1 The essentials of pharmacy 1 P16-19	Maps
4.12.	A working knowledge of the interactions, cautions and contraindications of commonly	MCA Workbook 1 The essentials of pharmacy 1 P39 and throughout workbooks 3 to 11 under	Remapped by provider and now maps

	used non-prescribed medicines	'Disadvantages' titles	
4.13.	A working knowledge of the which medicines or products are liable to misuse or abuse by individuals	MCA Workbook 1 The essentials of pharmacy 1 P39-41 MCA Workbook 3 Advising on pain p11, p24, MCA Workbook 4 Advising on coughs and colds p5, p9, p26 MCA Workbook 5 Advising on digestive disorders p29, p30 MCA Workbook 6 Advising on hay fever, sleep and eye disorders p8, p12	Maps
4.14.	A working knowledge of the how to give advice on the appropriate use of non-prescribed medicines and products	MCA workbooks 3 to 11 under 'Dose' and 'Practical advice' titles	Maps
4.15.	A working knowledge of the how to maintain the privacy of the individual when asking questions related to their needs	MCA Workbook 1 The essentials of pharmacy 1 P2-4, p32-34, p38	Maps
4.16.	A working knowledge of the use of appropriate questioning techniques to obtain relevant information	MCA Workbook 1 The essentials of pharmacy 1 P42-55 And throughout workbooks 3 to 11 in the 'WWHAM' boxes	Remapped by provider and now maps
4.17.	A working knowledge of the divergent needs of individuals	MCA Workbook 1 The essentials of pharmacy 1 P21-23, p30-38	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	MCA Workbook 1 The essentials of pharmacy 1 P8-10 MCA Workbook 2 The essentials of pharmacy 2 P12-14	Remapped by provider and now maps
4.19.	A working knowledge of the when you should refer for information/advice and to whom	MCA Workbook 1 The essentials of pharmacy 1 P8-10 MCA Workbook 2 The essentials of pharmacy 2 P12-14	Remapped by provider and now maps
4.20.	A working knowledge of the importance of recording, storing and retrieving information in accordance with organisational procedures	MCA Workbook 1 The essentials of pharmacy 1 P20-21 MCA Workbook 2 The essentials of pharmacy 2 P46	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	**Provider's commentary** MCA Workbook 1 The essentials of pharmacy 1 P28-36 MCA Workbook 2 The essentials of pharmacy 2 P16-17, p28, p35, p38, p41-43	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	MCA Workbook 1 The essentials of pharmacy 1 P8-9, p25-29 MCA Workbook 2 The essentials of pharmacy 2 P38	Maps
5.3	A working knowledge of the current legislation relating to prescription charges and exemptions and differences in practice across the UK	MCA Workbook 2 The essentials of pharmacy 2 P29-36	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	MCA Workbook 1 The essentials of pharmacy 1 P1, p15-23, p25-27	Maps
5.5	A working knowledge of the relevant national and local guidelines, policies and procedures that are available and how and when they	MCA Workbook 2 The essentials of pharmacy 2 P29-36	Maps

	should be accessed		
5.6	A working knowledge of the importance of adhering to information governance policies and maintaining confidentiality when sharing information about individuals with others	MCA Workbook 1 The essentials of pharmacy 1 P2-4, p20, p59-60	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	MCA Workbook 1 The essentials of pharmacy 1 P8	Additional activity added. Now maps
5.8	A working knowledge of regulations and procedures relating to different types of prescriptions and medicines	MCA Workbook 1 The essentials of pharmacy 1 P16-19 MCA Workbook 2 The essentials of pharmacy 2 P18-27	Maps
5.9	A working knowledge of methods of enabling effective communication and supporting individuals to communicate their needs, views and preferences	MCA Workbook 1 The essentials of pharmacy 1 P21-23, p30-38	Remapped by provider and additional text included. Now maps
5.10	A working knowledge of the different types of prescribers	MCA Workbook 2 The essentials of pharmacy 2 P17	Maps
5.11	A working knowledge of the different types of prescriptions and when they are used	MCA Workbook 2 The essentials of pharmacy 2 P18-27	Maps
5.12	A working knowledge of the different ways of receiving prescriptions	MCA Workbook 2 The essentials of pharmacy 2 P35-38	Remapped by provider and additional information provided. Now maps
5.13	A working knowledge of the details required on a prescription and why they are necessary	MCA Workbook 2 The essentials of pharmacy 2 P24-27	Maps
5.14	A working knowledge of exemptions and how individuals can claim refunds, including the use of official forms and prepayment certificates	MCA Workbook 2 The essentials of pharmacy 2 P29-34	Maps
5.15	A working knowledge of the transactional and administration procedures as required by government regulations and those that apply to your workplace	MCA Workbook 2 The essentials of pharmacy 2 P14-15, p23	Remapped by provider and now maps

5.16	A working knowledge of the importance of recording, storing and retrieving information in accordance with organisational procedures	MCA Workbook 1 The essentials of pharmacy 1 P20-21 MCA Workbook 2 The essentials of pharmacy 2 P46	Maps

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	**Provider's commentary** MCA Workbook 1 The essentials of pharmacy 1 P28-36 MCA Workbook 2 The essentials of pharmacy 2 P16-17, p28, p35, p38, p41-43	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	MCA Workbook 2 The essentials of pharmacy 2 P41-43	Maps
15.3	A working knowledge of the current health and safety legislation and how it applies to the working environment	MCA Workbook 2 The essentials of pharmacy 2 P47-66	Maps
15.4	A working knowledge of the legal, organisational and policy requirements relevant to your role, the role of others in	MCA Workbook 1 The essentials of pharmacy 1 P9-15, p15-23, p25-29 MCA Workbook 2 The essentials of pharmacy 2	Maps

	your organisation and the activities being carried out	P44-45	
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	MCA Workbook 1 The essentials of pharmacy 1 P1, p59-63	Maps
15.6	A working knowledge of the importance of adhering to information governance policies and maintaining confidentiality when sharing information about individuals with others	MCA Workbook 1 The essentials of pharmacy 1 P2-4, p20	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	MCA Workbook 1 The essentials of pharmacy 1 P8	Additional activity added by provider. Now maps
15.8	A working knowledge of methods of enabling effective communication and supporting individuals to communicate their needs, views and preferences	MCA Workbook 1 The essentials of pharmacy 1 P31-38, p48-55	Maps
15.9	A working knowledge of the current ethical and legal requirements that govern the issuing of a prescription	MCA Workbook 1 The essentials of pharmacy 1 P47-49, p51-52 MCA Workbook 2 The essentials of pharmacy 2 P39-45	Remapped by provider and now maps
15.10	A working knowledge of the importance of confirming the individual's identity before issuing dispensed items	MCA Workbook 2 The essentials of pharmacy 2 P39, p41	Maps
15.11	A working knowledge of the importance of providing relevant information on the prescribed item within your scope of practice	MCA Workbook 2 The essentials of pharmacy 2 P42-43	Maps
15.12	A working knowledge of how medicines are administered and how to safely store them	MCA Workbook 2 The essentials of pharmacy 2 P1-4	Maps although described in OTC section
15.13	A working knowledge of the importance of ensuring that the appropriate packaging is used for issued medication	MCA Workbook 1 The essentials of pharmacy 1 P MCA Workbook 2 The essentials of pharmacy 2 P38-39, p40	Remapped by provider and additional information included. Now maps

15.14	A working knowledge of the importance of recording, storing and retrieving information in accordance with organisational procedures	MCA Workbook 1 The essentials of pharmacy 1 P20-21 MCA Workbook 2 The essentials of pharmacy 2 P46	Maps