

Skills4Pharmacy support staff course accreditation event record and report, part 3, November 2020



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Event summary and conclusions

Provider	Skills4Pharmacy
Course name	Level 2 Apprenticeship Standard Course for Pharmacy Support Workers (PSW)
Framework used	Apprenticeship Framework (England) and National Occupational Standards
Relevant requirements	Requirements for the education and training of pharmacy support staff, October 2020
Event type	Accreditation
Event date	20 November 2020
Approval period	January 2021 – January 2024
Outcome	Please refer to parts 1 and 2.
Conditions	Please refer to parts 1 and 2.
Standing conditions	A link to the standing conditions can be found here .
Recommendations	Please refer to parts 1 and 2.
Registrar decision	Please refer to parts 1 and 2.

Technical knowledge and skills

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

Part 3: Role-specific learning outcomes (apprenticeship standard)

Section 1: Dispensing and supply of medicines and medicinal products

How the course/qualification supports the trainee to achieve this outcome and where the learning outcome is taught

Provider's commentary

This is covered in Module 1- Dispensing and Supply of Medicines and Medicinal Products.

This is divided into 4 Outcomes as follows:

Outcome 1A-Know and understand about the supply of prescribed items

Outcome 1B Supply prescribed medicine

Outcome 1C- Know and understand about stock control and the supply chain

Outcome 1D- Be able to control stock in the supply chain

Outcomes 1A and 1B relate to the dispensing against prescription activity, including receiving and issuing prescribed items.

Outcomes 1C and 1D relate to stock control and the supply chain and include the tasks of ordering routine stock, receiving orders, putting stock away and maintaining it in a safe storage environment and also issuing stock.

The module was ordered in the same way as the apprenticeship standard but there are two distinct topics within the module. They will be taught and assessed separately but there is opportunity for some cross-referencing, for example, some of the laws covers both topics. Often orders are generated at the dispensing stage using automatic ordering systems.

For both topics, learners will attend weekly video-conference tutorials at which they will learn about the topic. Both topics are timetabled separately. There is also a separate workbook for each topic and the learners will be given activities to do in the workplace such as, internet research, looking for reference books and other resources and calculations.

We have mapped our criteria to the apprenticeship standard, the GPhC requirements and the previous qualification. We felt that the standard requires basic skills and more had to be added to meet GPhC's requirements and also to ensure that there was no reduction in content from the previous qualifications that could compromise patient safety.

Please see course specification for assessment criteria under each outcome.

How the course/qualification assesses whether the trainee achieves this outcome

Provider's commentary

Outcomes 1A and 1B relate to the dispensing process. Learners will be required to keep accuracy logs of their activities a) receiving prescriptions b) dispensing c) issuing completed prescribed items and d) reconstituting antibiotics

Outcomes 1C and 1D relate to stock control and the supply chain. Learners will be required to keep a diary of a) putting orders through b) receiving orders from suppliers c) taking part in stock checks and maintenance of storage areas d) issuing stock.

For both topics they will collect evidence of their activities in relation to these tasks and upload it to the e-portfolio system, which will be assessed by their assessor and mapped to the criteria listed on the e-portfolio system. When the topic is complete, the learners will undertake a summative assessment which is similar to the endpoint assessment process ie, a knowledge test, an observation and a professional discussion.

Accreditation/recognition team's commentary.

Learning outcome met? Yes No

This outcome covers both stock control and dispensing, the latter dealing with the whole process from receiving the prescription to giving out the dispensed medicine and each topic having its own workbook. Dispensing also covers electronic aspects, as some learners work in internet pharmacies; there are BlueJeans session devoted to this aspect. There is extensive coverage of calculations with associated mathematics exercises; these deal, for example, with required quantities and 'decreasing doses' for steroids, the last being dealt with in a live session. Teaching sessions on 'stock control' cover aspects such as ordering, issues around shortages of certain medicines, problems associated with different suppliers, maintenance of stock and storage temperatures. Assessment is through a portfolio of evidence including expert witness testimonials and accuracy logs, as well as a summative assessment on completion of each topic; the summative assessment mirroring the endpoint assessment and including a knowledge test comprising SAQs, as well as a professional discussion.

Section 2: Team work

How the course/qualification supports the trainee to achieve this outcome and where the learning outcome is taught

Provider's commentary

This is covered by module 2- Teamwork which is divided into four outcomes as follows:

Outcome 2A- Know and understand about regulation, law, and standard operating procedures

Outcome 2B-Work in accordance with regulation, law and standard operating procedures

Outcome 2C- Know and understand how to contribute to the pharmacy team

Outcome 2D- Make a positive contribution to the pharmacy team

Outcomes 2A and 2B relate to legislation, procedures and regulation that are relevant to the pharmacy team, such as GPhC regulation, workplace SOPs eg grievance and disciplinary and equality law.

Outcomes 1C and 1D relate to how the learner interacts within the team. They will identify their own team style and undertake a SWOT analysis. This will help with self-awareness and how to improve their own contribution to the team

The module will relate to other topics, for example, ask referring to a pharmacist or displaying evidence of their professional behaviour in their interaction with team members.

Learners will attend weekly video-conference tutorials at which they will learn about the topic. There is a workbook and learners will be required to undertake other activities as mentioned- SWOT analysis, Belbins Team Styles questionnaire.

We have mapped our criteria to the apprenticeship standard, the GPhC requirements and the previous qualification. We felt that the standard requires basic skills and more had to be added to meet GPhC's requirements and also to ensure that there was no reduction in content from the previous qualifications that could compromise patient safety.

Please see course specification for assessment criteria under each outcome.

How the course/qualification assesses whether the trainee achieves this outcome

Provider's commentary

Learners will produce a portfolio of evidence which will be recorded and stored on an e-portfolio system (One File). They will be guided through this process by their assessor. A lot of the evidence for this module will cross-reference from other modules, for example, asking for checks on their work, referring patients, contacting the local surgery or nursing home with a prescription query.

When the module is complete, the learners will undertake a summative assessment which is similar to the endpoint assessment process ie, a knowledge test, an observation and a professional discussion.

Accreditation/recognition team's commentary.

Learning outcome met? Yes No

The team was told (meeting 3) that this outcome is addressed in a distinct module specifically devoted to teamwork. The module covers a broad range of topics, including law, employment law, standard operating procedures (SOPs), disciplinary and grievance procedures, quality issues, confidentiality, health and safety, and regulation by the GPhC. Learners must know their role within the pharmacy team, including when they must refer matters to the pharmacist or to other members of the team; they must also know what to do if issues arise within a team. Delivery of this module is through workbook exercises and live tutorials. Assessment covers all of above aspects and includes a portfolio of evidence cross-referenced from other work such as dispensing. There is also a professional discussion and a knowledge test, the latter including short-answer questions on health and safety, although this topic is also assessed in everyday working.

Section 3: Communication, pharmacy law and ethics

How the course/qualification supports the trainee to achieve this outcome and where the learning outcome is taught

Provider's commentary

This is covered in Module 3- Communication, pharmacy law and ethics which is divided into 4 outcomes as follows:

Outcome 3A- Know and understand about effective communication

Outcome 3B- Communicate effectively

Outcome 3C- Know and understand about law and ethics in the pharmacy

Outcome 3D- Apply pharmacy law and ethics to practice

Outcomes 3A and 3B relate to communications when learners are introduced to effective communication skills and techniques, for example, questioning skills, transactional analysis. Learners need to demonstrate good communication skills with a range of people, including patients and the public. Members of the pharmacy team and the wider multi-disciplinary team.

Outcomes 3C and 3D relate to the law and how it is applied to pharmacy practice. This covers pharmacy specific laws and generic law, such as data protection, equality.

The module was ordered in the same way as the apprenticeship standard but there are two distinct topics within the module. They will be taught and assessed separately but there is opportunity for some cross-referencing. Law and ethics is embedded through pharmacy practice so there will be cross-referencing to all other modules where specific laws are applied.

For both topics, learners will attend weekly video-conference tutorials at which they will learn about the topic. Both topics are timetabled separately. There is also a separate workbook for each topic and the learners will be given activities to do in the workplace such as, internet research, looking for reference books and other resources and calculations.

We have mapped our criteria to the apprenticeship standard, the GPhC requirements and the previous qualification. We felt that the standard requires basic skills and more had to be added to meet GPhC's requirements and also to ensure that there was no reduction in content from the previous qualifications that could compromise patient safety.

Please see course specification for assessment criteria under each outcome.

How the course/qualification assesses whether the trainee achieves this outcome

Provider's commentary

Outcomes 3A and 3B relate to communications when learners are introduced to effective communication skills and techniques. Learners will gather evidence of communicating with a range of individuals in the workplace. They will keep a diary of the interaction with others as well as other methods as outlined in the assessment strategy.

Outcomes 3C and 3D relate to the law and how it is applied to pharmacy practice. This covers pharmacy specific laws and generic law, such as data protection, equality. Evidence of this may be from evidence produced of other modules. It may require to be "teased out" using questions or professional discussion.

For both topics they will collect evidence of their activities in relation to these tasks and upload it to the e-portfolio system, which will be assessed by their assessor and mapped to the criteria listed on the e-portfolio system. When the topic is complete, the learners will undertake a summative assessment which is similar to the endpoint assessment process ie, a knowledge test, an observation and a professional discussion.

Accreditation/recognition team's commentary.

Learning outcome met? Yes No

Section 4: Person centred care

How the course/qualification supports the trainee to achieve this outcome and where the learning outcome is taught

Provider's commentary

This is covered in Module 4- Person-centred care which is divided into 4 outcomes as follows:

Outcome 4A- Know and understand what is meant by person centred care and support

Outcome 4B- Apply the principles of person-centred care to practice

Outcome 4C- Know and understand how to promote healthy lifestyles

Outcome 4D- Contribute to the promotion of healthy lifestyles.

Outcomes 4A and 4B relate the concept of person-centred care, which is an addition to the pharmacy support staff requirements and fits with the Standard for Pharmacy Professionals and threads through education and training for pharmacy professionals at all levels.

Outcomes 4C and 4D relate health promotion and how the pharmacy support worker can support the team to in health promotion and health education.

The module was ordered in the same way as the apprenticeship standard but there are two subtle topics within the module. They will be taught and assessed separately but consecutively so they can be linked and there is opportunity for some cross-referencing, for example, assisting people to improve their health by making different lifestyle choices is person-centred.

For both topics, learners will attend weekly video-conference tutorials at which they will learn about the topic. Both topics are timetabled separately. There is also a separate workbook for each topic and the learners will be given activities to do in the workplace such as, internet research, looking for reference books and producing poster or leaflets to promote healthy lifestyles.

Please see course specification for assessment criteria under each outcome.

How the course/qualification assesses whether the trainee achieves this outcome

Provider's commentary

Outcomes 4A and 4B relate the concept of person-centred care, which is an addition to the pharmacy support staff requirements and fits with the Standard for Pharmacy Professionals and threads through education and training for pharmacy professionals at all levels.

Outcomes 4C and 4D relate health promotion and how the pharmacy support worker can support the team to in health promotion and health education.

For both topics they will collect evidence of their activities in relation to these tasks and upload it to the e-portfolio system, which will be assessed by their assessor and mapped to the criteria listed on the e-portfolio system. When the topic is complete, the learners will undertake a summative assessment which is similar to the endpoint assessment process ie, a knowledge test, observation and professional discussion.

Accreditation/recognition team's commentary.

Learning outcome met? Yes No

Section 5: Health and safety in the workplace

How the course/qualification supports the trainee to achieve this outcome and where the learning outcome is taught

Provider's commentary

This is covered by Module 5 -Health and Safety in the workplace which is divided into two outcomes as follows.

Outcome 5A- Know and understand health and safety laws and procedures

Outcome 5B- Apply health and safety law and procedures to practice

Health and safety is introduced during induction built on throughout the course. This should link to all other modules and learners demonstrate the application of health and safety law to everyday activities in their workplace. There will be live video conference tutorials and a work book and learners will be set activities to complete in the workplace, such as, a risk assessment or internet research.

Please see course specification for assessment criteria under each outcome.

How the course/qualification assesses whether the trainee achieves this outcome

Provider's commentary

Learners will produce a portfolio of evidence which will be recorded and stored on an e-portfolio system (One File). They will be guided through this process by their assessor. A lot of the evidence for this Module will cross-reference from other modules, for example, applying health and safety principles to their dispensing (hygiene, patient safety) stock control (manual handling, COSHH)

When the module is complete, the learners will undertake a summative assessment which is similar to the endpoint assessment process ie, a knowledge test, an observation and a professional discussion.

Accreditation/recognition team's commentary.

Learning outcome met? Yes No

Section 6: Preparation for the End Point Assessment (EPA)

Describe the assessment process used to confirm the candidate's readiness for formative assessments throughout and how this is communicated to the employer to support gateway decision

Provider's commentary

Learners undergo summative assessment at the end of each module/topic. This mirrors the end point assessment process and provides an opportunity for learners to practice the techniques they will need. In consultation with the employer, who will be asked to provide a testimonial; Skills4Pharmacy will determine if the learner is ready for end point assessment and will provide a

mock EPA. Again this will prepare the learner for the real thing whilst identifying any gaps in knowledge or competence which will result in a period of additional learning and a re-test. Once the learner has demonstrated readiness they will be forwarded to the independent End Point Assessment Organisation.

Accreditation/recognition team's commentary.

Outcome met? Yes **No**

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

PHARM04 Provide advice on non-prescribed medicines and products

How the course/qualification supports the trainee to achieve this outcome and where the learning outcome is taught

Provider's commentary

This is covered in Optional Module 7- Provide advice on non-prescribed medicines and products, which is divided into 6 outcomes as follows:

Outcome 7A- Know and understand about the law, SOPs, policies and protocols that are relevant to the supply of non-prescribed medicines and products

Outcome 7B- Know and understand how to communicate effectively when providing advice on non-prescribed medicines and products

Outcome 7C- Know and understand about actions, uses, advantages and disadvantages of non-prescribed medicines and products to enable you to assist individuals to make informed choices

Outcome 7D- Work within the law. SOPs, policies and protocols when communicating with individuals and advising them on the use of non-prescribed medicines and products

Outcome 7E Demonstrate effective communication when supplying non-prescribed medicines and products

Outcome 7F Apply knowledge and understanding about non-prescribed medicines and products to ensure safe and accurate supply to individuals

This module was created using the National Occupational Standard Pharm04-2016. This has in the past been a stand-alone qualification for medicines counter assistants and has a lot more content than some of the other modules. Learners need a basic understanding of how medicines work in the body and what is available to buy without a prescription for various small ailments and conditions. They need to know law and know when they must refer to a pharmacist. This will be taught using the combination of live video-conference tutorials, workbooks and activities in the workplace such as researching and listing medicines for specific conditions.

Please see course specification for the assessment criteria and further information on the scope of practice.

How the course/qualification assesses whether the trainee achieves this outcome

Provider's commentary

As an additional optional unit this module will not be subject to end point assessment. Therefore, Skills4Pharmacy assessment must be robust enough to ensure safe practice by those who achieve this module. Learners will provide evidence of their workplace activity which will be recorded and assessed on One File. They will complete a log of sales made, refused or referred, witnessed by their expert witness. There will be a separate knowledge test and observation by the assessor or expert witness plus at least one professional discussion will be required. An expert witness testimonial will also be required for triangulation and to share the assessment decision.

Accreditation/recognition team's commentary.

Outcome met? Yes No

