

**Scottish Qualifications Authority (SQA) support
staff qualification recognition event, part 3 record
and report, March 2021**



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Event summary and conclusions

Provider	Scottish Qualifications Authority (SQA)
Course name	SVQ in Pharmacy Services at SCQF level 6
Framework used	National Occupational Standards
Relevant requirements	Requirements for the education and training of pharmacy support staff, October 2020
Event type	Recognition
Event date	25 March 2021
Approval period	May 2021 – May 2027
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.

SVQ in Pharmacy Services at SCQF level 6

Trainees must achieve four mandatory units and three optional units. The selection of optional units must include at least one pharmacy unit.

Mandatory units

- Pharm 01 Assist with the provision of a pharmacy service
- PROHSS1 Make sure your own actions reduce risks to health and safety
- SCDHSC0241 Contribute to the effectiveness of teams
- SCDHSC0023 Develop your own knowledge and practice

Employers should discuss the skills and knowledge required with trainees and together agree the optional units that would be beneficial for the individual trainee and the specific context in which they are employed. Please see **appendix 1** for examples of activities and units based on setting.

Part 3 - Role-specific learning outcomes

PHARM01

Assist with the provision of a pharmacy service

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

SVQs are developed using the entire content of a NOS. Where a NOS is included in an SVQ framework, trainees must achieve all of the knowledge and all of the performance criteria requirements. This includes all of the knowledge and performance statements in the NOS, not just the knowledge and performance statements that have been mapped to the learning outcomes in part 1 of this submission.

PHARM01 is a mandatory unit within the qualification and all trainees must complete this NOS.

The provider will deliver the NOS in the workplace and support the trainee in the assessment of the NOS. The provider will use practical tasks, observation and role-play to support the trainee to achieve this NOS.

The knowledge will be delivered by guided learning, in a classroom environment and/or via online learning resources. This will also include independent study by the trainee.

Assessment of the NOS will follow the Skills for Health Assessment Strategy for the SVQs in Pharmacy Services. It is anticipated that the majority of the evidence will be gathered as trainees carry out their usual duties.

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

This standard is about listening to an individual's needs and providing information and advice to satisfy their requirements as well as dealing with instances of day-to-day complaints, queries and concerns.

Your practice will be consistent with your occupational role and carried out under the regulatory, professional and ethical frameworks established in the context of current legislation. You will need to take a reflective approach to your work.

You will work at all times within Standard Operating Procedures that relate to the way in which a pharmacy service is provided in your work place. A caring and compassionate approach should be adopted in line with current healthcare guidance.

Users of this standard will need to ensure that practice reflects up to date information and policies.

Knowledge and understanding

You will need to know and understand:

1. the Standard Operating Procedures and the importance of adhering to them at all times
2. 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
3. current health and safety legislation and how it applies to the working environment
4. legal, organisational and policy requirements relevant to your role, the role of others in your organisation and the activities being carried out

5. the relevant national and local guidelines, policies and procedures that are available and how and when they should be accessed
6. the importance of adhering to information governance policies and maintaining confidentiality when sharing information about individuals with others
7. the duty to report any acts or omissions that could be detrimental to individuals, yourself, colleagues or your employer
8. what constitutes good customer service
9. the organisation's policy on the service provided to individuals and how this applies to your role
10. the organisation's procedure for handling complaints
11. how to assess complaints and what action to take
12. when you should refer complaints and to whom
13. methods of enabling effective communication and supporting individuals to communicate their needs, views and preferences
14. the importance of establishing the requirements of individuals clearly and accurately
15. the importance of collecting the relevant information about the individual and their problem
16. the importance of verbal and non-verbal communication when communicating with individuals
17. how to give clear and accurate information and check the individual's understanding
18. how to manage conflict and/or individuals who are distressed
19. relevant products and services or advice for which information and/or advice is required
20. where to get assistance if you cannot provide information and advice yourself
21. the source(s) of information that can be accessed and the information that can be given to individuals by you and other colleagues
22. the importance of recording, storing and retrieving information in accordance with organisational procedures

Performance criteria

You must be able to do the following:

1. communicate with the individual and key people at a pace, in a manner and at a level appropriate to the individual's understanding, preferences and needs
2. adapt to the verbal and non-verbal forms of communication offered by the individual
3. work within the relevant Standard Operating Procedures including the relevant health and safety procedures and within your own limits of competence
4. acknowledge requests for information from individuals in a professional manner
5. identify the needs of individuals accurately through appropriate questioning
6. check and agree with the individual your perceptions of their needs

7. discuss and confirm with the individual the next steps
8. provide information clearly and in a way that the individual can understand, within the limit of your competence
9. check that the information you have given meets the needs of the individual
10. where any information required is outside the remit of your role, refer the individual to the appropriate person as identified in the Standard Operating Procedures
11. where the individual has a query, complaint or concern, take action to resolve it in line with Standard Operating Procedures and the organisational policies for customer service
12. where appropriate, complete all relevant documentation and store appropriately in accordance with legal and organisational requirements

Recognition team's commentary.

Learning outcome met? Yes **No**

MPHARM01 is a mandatory unit within the qualification and all trainees must complete this unit. Guidance has been developed on the selection of optional units within the framework, based on whether the trainee is in a hospital, industrial or community setting. This unit and its outcomes were not specifically discussed by the team during the recognition event.

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

SVQs are developed using the entire content of a NOS. Where a NOS is included in an SVQ framework, trainees must achieve all of the knowledge and all of the performance criteria requirements. This includes all of the knowledge and performance statements in the NOS, not just the knowledge and performance statements that have been mapped to the learning outcomes in part 1 of this submission.

PHARM04 is an optional unit in the training programme. All trainees must complete three optional units that are relevant to their role. This must include at least one optional pharmacy NOS. Guidance has been developed on the selection of optional units within the framework, based on whether the trainee is in a hospital, industrial or community setting.

The provider will deliver the NOS in the workplace and support the trainee in the assessment of the NOS. The provider will use practical tasks, observation and role-play to support the trainee to achieve this NOS.

The knowledge will be delivered by guided learning, in a classroom environment and/or via online learning resources. This will also include independent study by the trainee.

Assessment of the NOS will follow the Skills for Health Assessment Strategy for the SVQs in Pharmacy Services. It is anticipated that the majority of the evidence will be gathered as trainees carry out their usual duties.

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

This standard is about providing advice about non-prescribed medicines and products to individuals. This standard relates to ascertaining the requirements of a range of individuals using

appropriate questioning techniques and, where appropriate within the scope of your practice, to recommend a suitable General Sales List medicine or Pharmacy product to meet their needs.

Your practice will be consistent with your occupational role and carried out under the regulatory and ethical frameworks established in the context of current legislation. You will need to take a reflective approach to your work.

You will work at all times within Standard Operating Procedures that relate to the way in which a pharmacy service is provided in your work place.

Users of this standard will need to ensure that practice reflects up to date information and policies.

Knowledge and understanding

You will need to know and understand:

1. the Standard Operating Procedures and the importance of adhering to them at all times
2. 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
3. current health and safety legislation and how it applies to the working environment
4. legal, organisational and policy requirements relevant to your role, the role of others in your organisation and the activities being carried out
5. the relevant national and local guidelines, policies and procedures that are available and how and when they should be accessed
6. the importance of adhering to information governance policies and maintaining confidentiality when sharing information about individuals with others
7. the duty to report any acts or omissions that could be detrimental to individuals, yourself, colleagues or your employer
8. methods of enabling effective communication and supporting individuals to communicate their needs, views and preferences
9. when and how to use the relevant protocols for the safe sale of medicines
10. the main actions and side effects of the active ingredients within the most commonly used non-prescription medicines
11. the different classes of medicines
12. the interactions, cautions and contraindications of commonly used non-prescribed medicines
13. which medicines or products are liable to misuse or abuse by individuals
14. how to give advice on the appropriate use of non-prescribed medicines and products
15. how to maintain the privacy of the individual when asking questions related to their needs
16. the use of appropriate questioning techniques to obtain relevant information
17. the divergent needs of individuals

18. the sources of information that can be accessed and the information that can be given to individuals by you and other colleagues

19. when you should refer for information/advice and to whom

20. the importance of recording, storing and retrieving information in accordance with organisational procedures

Performance criteria

You must be able to do the following:

1. communicate with the individual and key people at a pace, in a manner and at a level appropriate to the individual's understanding, preferences and needs
2. work within the relevant Standard Operating Procedures including the relevant health and safety procedures and within your own limits of competence
3. use appropriate questioning techniques to ascertain the individual's requirements and needs
4. offer the individual medicines/products to meet their requirements, where appropriate
5. provide the individual with relevant information and advice regarding the medicine or product
6. confirm with the individual that:
 - a) they have understood the information you have provided
 - b) the information you have provided to them meets their requirements
7. if necessary, refer to the appropriate person, passing on all relevant information
8. place the medicine/product in the appropriate packaging before giving it to the individual
9. process payment in line with your organisational policies
10. where the Standard Operating Procedure, legislation and/or your experience requires you to refer on to an appropriate person, explain to the individual the action being taken and why
11. inform the appropriate person when excessive or regular quantities of medicines liable to abuse or misuse, are requested before completing the request
12. inform the individual politely when the request for a medicine/product cannot be completed and take appropriate action
13. treat all information in confidence
14. provide lifestyle and other relevant advice in relation to symptoms
15. complete all relevant documentation and store appropriately in accordance with legal and organisational requirements where appropriate

Recognition team's commentary.

Learning outcome met? Yes No

PHARM04 is an optional unit in the training programme. All trainees must complete three optional units that are relevant to their role. This must include at least one optional pharmacy NOS. Guidance has been developed on the selection of optional units within the framework, based on

whether the trainee is in a hospital, industrial or community setting. This unit and its outcomes were not specifically discussed by the team during the recognition event.

PHARM07

Receive prescriptions

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

SVQs are developed using the entire content of a NOS. Where a NOS is included in an SVQ framework, trainees must achieve all of the knowledge and all of the performance criteria requirements. This includes all of the knowledge and performance statements in the NOS, not just the knowledge and performance statements that have been mapped to the learning outcomes in part 1 of this submission.

PHARM07 is an optional unit in the training programme. All trainees must complete three optional units that are relevant to their role. This must include at least one optional pharmacy NOS. Guidance has been developed on the selection of optional units within the framework, based on whether the trainee is in a hospital, industrial or community setting.

The provider will deliver the NOS in the workplace and support the trainee in the assessment of the NOS. The provider will use practical tasks, observation and role-play to support the trainee to achieve this NOS.

The knowledge will be delivered by guided learning, in a classroom environment and/or via online learning resources. This will also include independent study by the trainee.

Assessment of the NOS will follow the Skills for Health Assessment Strategy for the SVQs in Pharmacy Services. It is anticipated that the majority of the evidence will be gathered as trainees carry out their usual duties.

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

This standard is about receiving prescriptions. Your practice will be consistent with your occupational role and carried out under the regulatory, professional and ethical frameworks established in the context of current legislation. You will need to take a reflective approach to your work.

You will work at all times within Standard Operating Procedures that relate to the way in which a pharmacy service is provided in your work place. A caring and compassionate approach should be adopted in line with current healthcare guidance.

Users of this standard will need to ensure that practice reflects up to date information and policies.

Knowledge and understanding

You will need to know and understand:

1. the Standard Operating Procedures regarding the receiving and retrieving of prescriptions and the importance of adhering to them at all times
2. 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
3. current legislation relating to prescription charges and exemptions and differences in practice across the UK

4. legal, organisational and policy requirements relevant to your role, the role of others in your organisation and the activities being carried out
5. the relevant national and local guidelines, policies and procedures that are available and how and when they should be accessed
6. the importance of adhering to information governance policies and maintaining confidentiality when sharing information about individuals with others
7. the duty to report any acts or omissions that could be detrimental to individuals, yourself, colleagues or your employer
8. regulations and procedures relating to different types of prescriptions and medicines
9. methods of enabling effective communication and supporting individuals to communicate their needs, views and preferences
10. the different types of prescribers
11. the different types of prescriptions and when they are used
12. the different ways of receiving prescriptions
13. the details required on a prescription and why they are necessary
14. exemptions and how individuals can claim refunds, including the use of official forms and prepayment certificates
15. the transactional and administration procedures as required by government regulations and those that apply to your workplace
16. the importance of recording, storing and retrieving information in accordance with organisational procedures

Performance criteria

You must be able to do the following:

1. where appropriate, communicate with the individual and key people at a pace, in a manner and at a level appropriate to the individual's understanding, preferences and needs
2. work within the relevant Standard Operating Procedures including the relevant health and safety procedures and within your own limits of competence
3. maintain confidentiality throughout receiving the prescription
4. check the prescription to confirm:
 - a) the details are clear, correct and complete on the prescription
 - b) the prescription meets legal requirements
 - c) the individual has completed the declaration on the prescription if required to do so
 - d) evidence of exemption where appropriate
5. where appropriate, provide relevant information regarding:
 - a) prescription charges

- b) exemptions
- c) waiting and collection times
- d) possible alternative delivery services
- e) availability of medicine/product
- f) a receipt for prescription collection

6. carry out all relevant transactional procedures promptly and correctly
7. forward the prescription for the next stage in the dispensing process in accordance with Standard Operating Procedures
8. act within the limits of your authority and refer any problems to an appropriate person
9. complete all relevant documentation and forward appropriately in accordance with legal and organisational requirements as appropriate

Recognition team's commentary.

Learning outcome met? Yes No

PHARM07 is an optional unit in the training programme. All trainees must complete three optional units that are relevant to their role. This must include at least one optional pharmacy NOS. Guidance has been developed on the selection of optional units within the framework, based on whether the trainee is in a hospital, industrial or community setting. This unit and its outcomes were not specifically discussed by the team during the recognition event.

PHARM09

Assemble prescribed items

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

SVQs are developed using the entire content of a NOS. Where a NOS is included in an SVQ framework, trainees must achieve all of the knowledge and all of the performance criteria requirements. This includes all of the knowledge and performance statements in the NOS, not just the knowledge and performance statements that have been mapped to the learning outcomes in part 1 of this submission.

PHARM09 is an optional unit in the training programme. All trainees must complete three optional units that are relevant to their role. This must include at least one optional pharmacy NOS. Guidance has been developed on the selection of optional units within the framework, based on whether the trainee is in a hospital, industrial or community setting.

The provider will deliver the NOS in the workplace and support the trainee in the assessment of the NOS. The provider will use practical tasks, observation and role-play to support the trainee to achieve this NOS.

The knowledge will be delivered by guided learning, in a classroom environment and/or via online learning resources. This will also include independent study by the trainee.

Assessment of the NOS will follow the Skills for Health Assessment Strategy for the SVQs in Pharmacy Services. It is anticipated that the majority of the evidence will be gathered as trainees carry out their usual duties.

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

This standard covers the activities to be carried out when you are assembling prescribed items and undertaking the in-process accuracy check against prescriptions received for individuals. This involves ensuring that the correct item is assembled against a valid prescription and errors in dispensing are reduced. It emphasises the need to work accurately and neatly, using the correct equipment and within the constraints of your occupational role.

Your practice will be consistent with your occupational role and carried out under the regulatory, professional and ethical frameworks established in the context of current legislation. You will need to take a reflective approach to your work.

You will work at all times within Standard Operating Procedures that relate to the way in which a pharmacy service is provided in your work place. A caring and compassionate approach should be adopted in line with current healthcare guidance.

Users of this standard will need to ensure that practice reflects up to date information and policies.

Knowledge and understanding

You will need to know and understand:

1. the Standard Operating Procedures and the importance of adhering to them at all times
2. 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
3. current health and safety legislation and how it applies to the working environment
4. legal, organisational and policy requirements relevant to your role, the role of others in your organisation and the activities being carried out
5. the relevant national and local guidelines, policies and procedures that are available and how and when they should be accessed
6. the importance of adhering to information governance policies and maintaining confidentiality when sharing information about individuals with others
7. the duty to report any acts or omissions that could be detrimental to individuals, yourself, colleagues or your employer
8. the importance of personal hygiene and correct use of protective clothing
9. the importance of maintaining a clean working environment and equipment
10. factors which cause deterioration of stock
11. sources of contamination and appropriate corrective action
12. the prescribing conventions, abbreviations and medical terminology
13. the proprietary and generic names of medicines within your scope of practice
14. how medicines are administered
15. different strengths, forms, doses and quantities of medicines, and why they are used and how to calculate them

16. the different stages of the checking procedure
17. how to identify near misses and dispensing errors
18. the causes and consequences of near misses and dispensing errors
19. local and/or national error reporting procedures and communication channels
20. the importance of selecting the correct equipment for use
21. the properties of different types of container types and when to use each
22. the safe handling and storage of hazardous material and procedures to minimise risk
23. processes for reconstitution
24. labelling requirements and conventions
25. when and why patient medication records are used
26. the importance of recording, storing and retrieving information in accordance with organisational procedures

Performance criteria

You must be able to do the following:

1. work within the relevant Standard Operating Procedures including the relevant health and safety procedures and within your own limits of competence
2. confirm that the preparation area and equipment are clean and maintained ready for use
3. complete the correct documentation in line with Standard Operating Procedures
4. select the medicine or product and confirm that it matches the prescription/request including strength and form, and is fit for purpose
5. take the appropriate action where there are inconsistencies with the medicine or product
6. prepare the medicine or product using the correct equipment, processes and appropriate calculations if necessary
7. assemble prescribed items according to the correct instructions and reconstitute items as required
8. ensure the generated label is correct and label the item, checking it against the prescription/request
9. perform an assembly check that all prescribed items have been assembled according to instructions:
 - a) check that the correct item has been assembled in the correct form and correct strength
 - b) check that the correct quantity has been assembled or arrangements for further future supply made as indicated on the prescription/request
 - c) check that the label on the item matches the assembled product and the prescription/request requirements including the form and strength
 - d) check that the assembled items are fit for purpose

- e) check appropriate packaging has been used
- f) check appropriate selection of medicine devices/sundry items and relevant information to accompany the medicine or product

10. if any assembly errors are identified, rectify in accordance with Standard Operating Procedures
11. annotate and endorse prescription/request in accordance with Standard Operating Procedures
12. forward the prescription/request and assembled items for final accuracy checking as identified in the Standard Operating Procedures
13. complete all relevant documentation and store appropriately in accordance with legal and organisational requirements

Recognition team's commentary.

Learning outcome met? Yes No

PHARM09 is an optional unit in the training programme. All trainees must complete three optional units that are relevant to their role. This must include at least one optional pharmacy NOS. Guidance has been developed on the selection of optional units within the framework, based on whether the trainee is in a hospital, industrial or community setting. This unit and its outcomes were not specifically discussed by the team during the recognition event.

PHARM12 Order pharmaceutical stock

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

SVQs are developed using the entire content of a NOS. Where a NOS is included in an SVQ framework, trainees must achieve all of the knowledge and all of the performance criteria requirements. This includes all of the knowledge and performance statements in the NOS, not just the knowledge and performance statements that have been mapped to the learning outcomes in part 1 of this submission.

PHARM012 is an optional unit in the training programme. All trainees must complete three optional units that are relevant to their role. This must include at least one optional pharmacy NOS. Guidance has been developed on the selection of optional units within the framework, based on whether the trainee is in a hospital, industrial or community setting.

The provider will deliver the NOS in the workplace and support the trainee in the assessment of the NOS. The provider will use practical tasks, observation and role-play to support the trainee to achieve this NOS.

The knowledge will be delivered by guided learning, in a classroom environment and/or via online learning resources. This will also include independent study by the trainee.

Assessment of the NOS will follow the Skills for Health Assessment Strategy for the SVQs in Pharmacy Services. It is anticipated that the majority of the evidence will be gathered as trainees carry out their usual duties.

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

This standard covers the ordering of pharmaceutical stock that is necessary to provide a pharmacy service.

Your practice will be consistent with your occupational role and carried out under the regulatory, professional and ethical frameworks established in the context of current legislation. You will need to take a reflective approach to your work.

You will work at all times within Standard Operating Procedures that relate to the way in which a pharmacy service is provided in your place of work. A caring and compassionate approach should be adopted in line with current healthcare guidance.

Users of this standard will need to ensure that practice reflects up to date information and policies.

Knowledge and understanding

You will need to know and understand:

1. the Standard Operating Procedures and the importance of adhering to them at all times
2. 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
3. current health and safety legislation and how it applies to the working environment
4. legal, organisational and policy requirements relevant to your role, the role of others in your organisation and the activities being carried out
5. the relevant national and local guidelines, policies and procedures that are available and how and when they should be accessed
6. the importance of adhering to information governance policies and maintaining confidentiality when sharing information about individuals with others
7. the duty to report any acts or omissions that could be detrimental to individuals, yourself, colleagues or your employer
8. the different procurement processes and legislation that applies to the ordering of pharmaceutical stock
9. your responsibilities and current guidelines that apply when ordering pharmaceutical stock
10. the difference between proprietary and generic medicines
11. the different forms of medicines and why it is important to order appropriate quantities of the correct form and strength
12. how to place an order with the appropriate supplier
13. the importance of ensuring that stock is available based on the needs of individuals
14. the impact stock availability may have on the care of individuals
15. the importance of taking account of seasonal variations when ordering pharmaceutical stock
16. the action to be taken if stock is unavailable
17. the input and retrieval of stock data to ensure levels are appropriate for stock management

18. the importance of recording, storing and retrieving information in accordance with organisational procedures

Performance criteria

You must be able to do the following:

1. work within the relevant Standard Operating Procedures including the relevant health and safety procedures and within your own limits of competence
2. accurately identify pharmaceutical stock requirements
3. confirm the order contains the correct:
 - a) item
 - b) form
 - c) strength
 - d) amount required
4. allow for seasonal variations in use of stock when placing the order
5. check the order with an appropriate person, when necessary
6. process the order with the correct supplier/location using the documentation/method required in accordance with Standard Operating Procedures
7. if stock is unavailable from the supplier/location, take appropriate action to ensure that the care of individuals is not affected
8. ensure that particular attention is paid to any special orders and the progress of any outstanding orders
9. act within the limits of your authority and refer any problems to an appropriate person
10. complete all relevant documentation and store appropriately in accordance with legal and organisational requirements

Recognition team's commentary.

Learning outcome met? Yes No

PHARM12 is an optional unit in the training programme. All trainees must complete three optional units that are relevant to their role. This must include at least one optional pharmacy NOS. Guidance has been developed on the selection of optional units within the framework, based on whether the trainee is in a hospital, industrial or community setting. This unit and its outcomes were not specifically discussed by the team during the recognition event.

PHARM13

Receive pharmaceutical stock

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

SVQs are developed using the entire content of a NOS. Where a NOS is included in an SVQ framework, trainees must achieve all of the knowledge and all of the performance criteria requirements. This includes all of the knowledge and performance statements in the NOS, not

just the knowledge and performance statements that have been mapped to the learning outcomes in part 1 of this submission.

PHARM13 is an optional unit in the training programme. All trainees must complete three optional units that are relevant to their role. This must include at least one optional pharmacy NOS. Guidance has been developed on the selection of optional units within the framework, based on whether the trainee is in a hospital, industrial or community setting.

The provider will deliver the NOS in the workplace and support the trainee in the assessment of the NOS. The provider will use practical tasks, observation and role-play to support the trainee to achieve this NOS.

The knowledge will be delivered by guided learning, in a classroom environment and/or via online learning resources. This will also include independent study by the trainee.

Assessment of the NOS will follow the Skills for Health Assessment Strategy for the SVQs in Pharmacy Services. It is anticipated that the majority of the evidence will be gathered as trainees carry out their usual duties.

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

This standard covers receiving pharmaceutical stock from the supplier and ensuring it is stored appropriately. You will also be required to recognise and deal with discrepancies.

Your practice will be consistent with your occupational role and carried out under the regulatory, professional and ethical frameworks established in the context of current legislation. You will need to take a reflective approach to your work.

You will work at all times within Standard Operating Procedures that relate to the way in which a pharmacy service is provided in your place of work. A caring and compassionate approach should be adopted in line with current healthcare guidance.

Users of this standard will need to ensure that practice reflects up to date information and policies.

Knowledge and understanding

You will need to know and understand:

1. the Standard Operating Procedures and the importance of adhering to them at all times
2. 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
3. current health and safety legislation and how it applies to the working environment
4. legal, organisational and policy requirements relevant to your role, the role of others in your organisation and the activities being carried out
5. the relevant national and local guidelines, policies and procedures that are available and how and when they should be accessed
6. the importance of adhering to information governance policies and maintaining confidentiality when sharing information about individuals with others
7. the duty to report any acts or omissions that could be detrimental to individuals, yourself, colleagues or your employer

8. current guidelines that apply to the receipt of pharmaceutical stock
9. the different forms of medicines and why it is important to stock appropriate quantities of the correct form and strength
10. the importance of how receiving the correct form and quantity of stock can affect the care of individuals
11. the importance of referring to current drug alerts and company recalls when receiving pharmaceutical stock
12. the sources and suppliers of stock
13. the equipment used when receiving pharmaceutical stock
14. 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
15. the action to be taken if stock is unavailable
16. how to promptly inform the appropriate person of the availability of the stock where the goods received are for a special or outstanding order
17. the storage requirements of different types of products and why they are important
18. the importance of stock rotation and the safe storage of stock
19. how to receive an order into stock
20. the input and retrieval of stock data to ensure levels are appropriate
21. the importance of recording, storing and retrieving information in accordance with organisational procedures

Performance criteria

You must be able to do the following:

1. work within the relevant Standard Operating Procedures including the relevant health and safety procedures and within your own limits of competence
2. sign for the received order only when you are satisfied all items received are for the correct destination
3. check and confirm deliveries against delivery note and the original order
4. identify any discrepancies and delivery problems in accordance with Standard Operating Procedures

5. take prompt and appropriate action to remedy any discrepancies and delivery problems
6. follow the procedures related to:
 - a) moving and handling received stock using the correct equipment
 - b) placing received stock into the correct storage area
 - c) stock rotation
7. notify the appropriate person of the availability of the stock where the goods received are for a special or an outstanding order or not available
8. complete all relevant documentation and store appropriately in accordance with legal and organisational requirements

Recognition team's commentary.

Learning outcome met? Yes No

PHARM13 is an optional unit in the training programme. All trainees must complete three optional units that are relevant to their role. This must include at least one optional pharmacy NOS. Guidance has been developed on the selection of optional units within the framework, based on whether the trainee is in a hospital, industrial or community setting. This unit and its outcomes were not specifically discussed by the team during the recognition event.

PHARM14

Maintain pharmaceutical stock

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

SVQs are developed using the entire content of a NOS. Where a NOS is included in an SVQ framework, trainees must achieve all of the knowledge and all of the performance criteria requirements. This includes all of the knowledge and performance statements in the NOS, not just the knowledge and performance statements that have been mapped to the learning outcomes in part 1 of this submission.

PHARM14 is an optional unit in the training programme. All trainees must complete three optional units that are relevant to their role. This must include at least one optional pharmacy NOS. Guidance has been developed on the selection of optional units within the framework, based on whether the trainee is in a hospital, industrial or community setting.

The provider will deliver the NOS in the workplace and support the trainee in the assessment of the NOS. The provider will use practical tasks, observation and role-play to support the trainee to achieve this NOS.

The knowledge will be delivered by guided learning, in a classroom environment and/or via online learning resources. This will also include independent study by the trainee.

Assessment of the NOS will follow the Skills for Health Assessment Strategy for the SVQs in Pharmacy Services. It is anticipated that the majority of the evidence will be gathered as trainees carry out their usual duties.

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

This standard covers the maintenance of pharmaceutical stock. It covers ensuring stock is in date, is stored appropriately, in a suitable condition and in sufficient quantities. It also includes the management of returned stock.

Your practice will be consistent with your occupational role and carried out under the regulatory, professional and ethical frameworks established in the context of current legislation. You will need to take a reflective approach to your work.

You will work at all times within Standard Operating Procedures that relate to the way in which a pharmacy service is provided in your place of work. A caring and compassionate approach should be adopted in line with current healthcare guidance.

Users of this standard will need to ensure that practice reflects up to date information and policies.

Knowledge and understanding

You will need to know and understand:

1. the Standard Operating Procedures and the importance of adhering to them at all times
2. 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
3. current health and safety legislation and how it applies to the working environment
4. legal, organisational and policy requirements relevant to your role, the role of others in your organisation and the activities being carried out
5. the relevant national and local guidelines, policies and procedures that are available and how and when they should be accessed
6. the importance of adhering to information governance policies and maintaining confidentiality when sharing information about individuals with others
7. the duty to report any acts or omissions that could be detrimental to individuals, yourself, colleagues or your employer
8. current guidelines that apply to maintaining pharmaceutical stock
9. the different forms of medicines and why it is important to stock appropriate quantities of the correct formulation and strength
10. the action to take immediately when drug alerts and company recalls are received
11. the importance of monitoring and maintaining a safe, secure and clean environment
12. the storage requirements of different types of products and why they are important
13. 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

14. the importance of taking appropriate action if stock is unavailable
15. 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
16. the procedures for the safe handling and disposal of waste materials
17. how automation is used to control stock
18. how to ensure that stock levels are maintained to meet demand
19. the input and retrieval of stock data to ensure levels are appropriate
20. the importance of recording, storing and retrieving information in accordance with organisational procedures

Performance criteria

You must be able to do the following:

1. work within the relevant Standard Operating Procedures including the relevant health and safety procedures and within your own limits of competence
2. follow procedures related to:
 - a) maintenance of pharmaceutical stock
 - b) disposal of waste stock
3. carry out stock checks at regular intervals following agreed guidelines to ensure stocks remain:
 - a) stored appropriately and in a suitable condition
 - b) in sufficient quantity
 - c) consistent with computerised records where appropriate
4. take the appropriate action in respect of:
 - a) problems with storage areas/conditions
 - b) short dated, expired, damaged or redundant stock
 - c) over-stock/under-stock
 - d) returned stock
5. ensure stock rotation occurs to reduce wastage
6. act within the limits of your authority and refer any problems to an appropriate person
7. complete all relevant documentation and store appropriately in accordance with legal and organisational requirements

Recognition team's commentary.

Learning outcome met? Yes No

PHARM14 is an optional unit in the training programme. All trainees must complete three optional units that are relevant to their role. This must include at least one optional pharmacy NOS. Guidance has been developed on the selection of optional units within the framework, based on whether the trainee is in a hospital, industrial or community setting. This unit and its outcomes were not specifically discussed by the team during the recognition event.

PHARM15 Supply pharmaceutical stock

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

SVQs are developed using the entire content of a NOS. Where a NOS is included in an SVQ framework, trainees must achieve all of the knowledge and all of the performance criteria requirements. This includes all of the knowledge and performance statements in the NOS, not just the knowledge and performance statements that have been mapped to the learning outcomes in part 1 of this submission.

PHARM15 is an optional unit in the training programme. All trainees must complete three optional units that are relevant to their role. This must include at least one optional pharmacy NOS. Guidance has been developed on the selection of optional units within the framework, based on whether the trainee is in a hospital, industrial or community setting.

The provider will deliver the NOS in the workplace and support the trainee in the assessment of the NOS. The provider will use practical tasks, observation and role-play to support the trainee to achieve this NOS.

The knowledge will be delivered by guided learning, in a classroom environment and/or via online learning resources. This will also include independent study by the trainee.

Assessment of the NOS will follow the Skills for Health Assessment Strategy for the SVQs in Pharmacy Services. It is anticipated that the majority of the evidence will be gathered as trainees carry out their usual duties.

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

This standard covers supplying pharmaceutical stock which could include medicines, devices or appliances. This involves checking stock requisitions, packaging required stock to ensure safe transportation, and organising transportation to the required destination. It refers to the provision of pharmaceutical stock within the pharmacy and to any other areas such as in patient units or residential homes.

Your practice will be consistent with your occupational role and carried out under the regulatory, professional and ethical frameworks established in the context of current legislation. You will need to take a reflective approach to your work.

You will work at all times within Standard Operating Procedures that relate to the way in which a pharmacy service is provided in your place of work. A caring and compassionate approach should be adopted in line with current healthcare guidance.

Users of this standard will need to ensure that practice reflects up to date information and policies.

Knowledge and understanding

You will need to know and understand:

1. the Standard Operating Procedures and the importance of adhering to them at all times
2. 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
3. current health and safety legislation and how it applies to the working environment
4. legal, organisational and policy requirements relevant to your role, the role of others in your organisation and the activities being carried out
5. the relevant national and local guidelines, policies and procedures that are available and how and when they should be accessed
6. the importance of adhering to information governance policies and maintaining confidentiality when sharing information about individuals with others
7. the duty to report any acts or omissions that could be detrimental to individuals, yourself, colleagues or your employer
8. the different forms of medicines and why it is important to supply appropriate quantities of the correct formulation and strength
9. the difference between proprietary and generic medicines
10. the action to be taken if stock is not fit for purpose
11. the importance of checking stock for supply against current drug alerts/recalls
12. the procedures for responding to urgent requests
13. the importance of storing products correctly especially in relation to maintaining the cold chain
14. which products need special packaging and transportation and why it is important to adhere to these special requirements
15. the importance of correctly labelling packages for delivery
16. how automation is used to control stock
17. how to supply stock to the correct destination using the correct delivery method
18. the input and retrieval of stock data to ensure levels are appropriate
19. the importance of recording, storing and retrieving information in accordance with organisational procedures

Performance criteria

You must be able to do the following:

1. work within the relevant Standard Operating Procedures including the relevant health and safety procedures and within your own limits of competence

2. supply the stock as appropriate in accordance with current guidelines and good stock rotation practices
3. generate an assembly list when appropriate and confirm that items supplied match the stock order
4. pick the correct product to match the original request or the assembly list where appropriate
5. confirm that the product selected is correct, including:
 - a) drug, form, strength, if appropriate
 - b) quantity
 - c) pack size
 - d) within the expiry date
 - e) intact packaging
6. take the appropriate action if stock requested is not available
7. ensure items are securely and appropriately packed and labelled for transportation
8. ensure stock is distributed to the correct destination using the appropriate delivery method
9. act within the limits of your authority and refer any problems to an appropriate person
10. complete all relevant documentation and process appropriately in accordance with legal and organisational requirements

Recognition team's commentary.

Learning outcome met? Yes No

PHARM15 is an optional unit in the training programme. All trainees must complete three optional units that are relevant to their role. This must include at least one optional pharmacy NOS. Guidance has been developed on the selection of optional units within the framework, based on whether the trainee is in a hospital, industrial or community setting. This unit and its outcomes were not specifically discussed by the team during the recognition event.

PHARM17

Manufacture and assemble medicinal products

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

SVQs are developed using the entire content of a NOS. Where a NOS is included in an SVQ framework, trainees must achieve all of the knowledge and all of the performance criteria requirements. This includes all of the knowledge and performance statements in the NOS, not just the knowledge and performance statements that have been mapped to the learning outcomes in part 1 of this submission.

PHARM17 is an optional unit in the training programme. All trainees must complete three optional units that are relevant to their role. This must include at least one optional pharmacy NOS. Guidance has been developed on the selection of optional units within the framework, based on whether the trainee is in a hospital, industrial or community setting.

The provider will deliver the NOS in the workplace and support the trainee in the assessment of the NOS. The provider will use practical tasks, observation and role-play to support the trainee to achieve this NOS.

The knowledge will be delivered by guided learning, in a classroom environment and/or via online learning resources. This will also include independent study by the trainee.

Assessment of the NOS will follow the Skills for Health Assessment Strategy for the SVQs in Pharmacy Services. It is anticipated that the majority of the evidence will be gathered as trainees carry out their usual duties.

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

This standard covers the processes and procedures for the manufacture, packing and over-labelling of batch medicinal products including preparing the environment and self. It also covers the breaking down of large containers of medicinal products and repacking them into sizes that are appropriate for use. This is known as assembly and is often referred to as pre-packing.

Your practice will be consistent with your occupational role and carried out under the regulatory, professional and ethical frameworks established in the context of current legislation. You will need to take a reflective approach to your work.

You will work at all times within Standard Operating Procedures that relate to the way in which a pharmacy service is provided in your place of work. A caring and compassionate approach should be adopted in line with current healthcare guidance.

Users of this standard will need to ensure that practice reflects up to date information and policies.

Knowledge and understanding

You will need to know and understand:

1. the Standard Operating Procedures and the importance of adhering to them at all times
2. 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
3. current health and safety legislation and how it applies to the working environment
4. legal, organisational and policy requirements relevant to your role, the role of others in your organisation and the activities being carried out
5. the relevant national and local guidelines, policies and procedures that are available and how and when they should be accessed
6. the importance of adhering to information governance policies and maintaining confidentiality when sharing information about individuals with others
7. the duty to report any acts or omissions that could be detrimental to individuals, yourself, colleagues or your employer
8. the principles of good manufacturing practice, including pharmaceutical quality systems and your role within that
9. the difference between preparation for individual patients and preparation for stock and how this is generally implemented in the workplace

10. guidelines relating to manufacture of medicinal products
11. the importance of using approved documentation
12. the importance of maintaining a clean working environment
13. personal hygiene and the use of protective / clean room clothing
14. the possible sources of contamination and the appropriate methods of prevention
15. the importance of environmental parameters, how to carry out their monitoring and the referral procedures if they are outside the set limits
16. chemical and physical properties of ingredients relevant to formulation and compounding, including any interactions between raw materials and components
17. the principles of formulae calculations, weights and measures
18. the preparation, assembly and maintenance of equipment
19. the principles, properties and uses of different types of containers and when to use the various types
20. the nature and use of different product forms
21. the preparation and use of environmentally controlled conditions
22. principles and procedures for preparing medicinal products
23. reconciliation of materials, labelling and packaging requirements
24. the reasons for safe systems of work including the quarantine requirements and the appropriate checking processes
25. how to identify near misses and errors
26. the causes and consequences of near misses and errors
27. local and/or national error reporting procedures and communication channels
28. principles and procedures for the sterilisation of products
29. the safe disposal of waste materials and cleaning materials
30. how to dismantle, clean, decontaminate and store equipment correctly
31. how to clean and decontaminate the preparation area
32. the importance of recording, storing and retrieving information in accordance with organisational procedures

Performance criteria

You must be able to do the following:

1. work within the relevant Standard Operating Procedures including the relevant health and safety procedures and within your own limits of competence
2. ensure that equipment is checked as calibrated and validated before use
3. before you start the preparation, confirm that the correct documentation, raw materials, equipment and consumables are available and ready for use

4. monitor relevant environmental parameters and ensure that where appropriate they are within the set limits
5. take appropriate action if the environmental parameters are outside the set limits
6. put on the appropriate clothing relevant to the area of work, following the correct procedure
7. ensure the environmental areas are clean and prepared using the correct materials
8. prepare products in accordance with the documentation using the correct process and equipment and undertaking all process checks at the relevant stages
9. complete any necessary sterilisation/sanitisation processes to meet the quality assurance requirements
10. label product, pack and if necessary label into any secondary packaging and prepare quality control samples as appropriate
11. complete all necessary reconciliation and calculations correctly and accurately for the product, packaging and labels
12. complete all documentation clearly and accurately, ready for checking
13. quarantine product in accordance with organisational requirements
14. ensure that the environmental areas are cleaned and decontaminated using the appropriate method and equipment
15. ensure that all equipment is dismantled, cleaned, decontaminated and correctly stored or disposed of correctly in accordance with Standard Operating Procedures
16. report any out of specification results, unusual events or defects to an appropriate person in accordance with Standard Operating Procedures
17. record and report any near misses or errors in line with organisational procedures
18. feedback any near misses or errors to colleagues to minimise potential future errors
19. take appropriate action following an unusual event, within the limits of your authority
20. complete all relevant documentation and store appropriately in accordance with legal and organisational requirements

Recognition team's commentary.

Learning outcome met? Yes No

PHARM17 is an optional unit in the training programme. All trainees must complete three optional units that are relevant to their role. This must include at least one optional pharmacy NOS. Guidance has been developed on the selection of optional units within the framework, based on whether the trainee is in a hospital, industrial or community setting. This unit and its outcomes were not specifically discussed by the team during the recognition event.

PHARM19

Prepare aseptic products

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

SVQs are developed using the entire content of a NOS. Where a NOS is included in an SVQ framework, trainees must achieve all of the knowledge and all of the performance criteria requirements. This includes all of the knowledge and performance statements in the NOS, not just the knowledge and performance statements that have been mapped to the learning outcomes in part 1 of this submission.

PHARM19 is an optional unit in the training programme. All trainees must complete three optional units that are relevant to their role. This must include at least one optional pharmacy NOS. Guidance has been developed on the selection of optional units within the framework, based on whether the trainee is in a hospital, industrial or community setting.

The provider will deliver the NOS in the workplace and support the trainee in the assessment of the NOS. The provider will use practical tasks, observation and role-play to support the trainee to achieve this NOS.

The knowledge will be delivered by guided learning, in a classroom environment and/or via online learning resources. This will also include independent study by the trainee.

Assessment of the NOS will follow the Skills for Health Assessment Strategy for the SVQs in Pharmacy Services. It is anticipated that the majority of the evidence will be gathered as trainees carry out their usual duties.

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

This standard covers the preparation of aseptic products including preparing the environment, self and in-process checking. It covers aseptic preparation for both dispensing and manufacturing.

Your practice will be consistent with your occupational role and carried out under the regulatory, professional and ethical frameworks established in the context of current legislation.

You will work at all times within Standard Operating Procedures that relate to the way in which a pharmacy service is provided in your place of work. A caring and compassionate approach should be adopted in line with current healthcare guidance.

Users of this standard will need to ensure that practice reflects up to date information and policies.

Knowledge and understanding

You will need to know and understand:

1. the Standard Operating Procedures and the importance of adhering to them at all times
2. 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
3. current health and safety legislation and how it applies to the working environment
4. legal, organisational and policy requirements relevant to your role, the role of others in your organisation and the activities being carried out
5. the relevant national and local guidelines, policies and procedures that are available and how and when they should be accessed

6. the importance of adhering to information governance policies and maintaining confidentiality when sharing information about individuals with others
7. the duty to report any acts or omissions that could be detrimental to individuals, yourself, colleagues or your employer
8. the principles of good manufacturing practice, including pharmaceutical quality systems and your role within that
9. the difference between preparation for individual patients and preparation for stock and how this is generally implemented in the workplace
10. the recognised guidelines relating to aseptic preparation
11. the importance of maintaining a clean working environment
12. the importance of personal hygiene and the correct use of protective / clean room clothing
13. the different types of environmental areas and when they should be used
14. the possible sources of contamination and the appropriate methods of prevention
15. the importance of storing products correctly especially in relation to maintaining the cold chain from both chemical and microbiological aspects
16. the various types of products
17. chemical and physical properties of ingredients relevant to formulation and compounding, including any interactions between raw materials and components
18. the different types of equipment and consumables and which products they must be used for
19. the procedures for preparing, cleaning and decontaminating equipment and work areas
20. the importance of storing equipment safely and in a condition ready for use
21. the principles of formulae calculations, weights and measures
22. the importance of environmental parameters, how to carry out their monitoring and the referral procedures if they are outside the set limits
23. aseptic techniques and when to use the different processes to minimise any associated risks
24. the importance of carrying out accuracy and quality checks
25. the importance of label and product reconciliation
26. the reasons for safe systems of work including the quarantine requirements and the appropriate checking processes
27. the methods and materials used for packaging
28. the procedures for the safe handling and disposal of waste materials
29. the importance of using approved documentation
30. how to identify near misses and errors
31. the causes and consequences of near misses and errors
32. local and/or national error reporting procedures and communication channels

33. the importance of recording, storing and retrieving information in accordance with organisational procedures

Performance criteria

You must be able to do the following:

1. work within the relevant Standard Operating Procedures including the relevant health and safety procedures and within your own limits of competence
2. undertake relevant environmental monitoring checking that the parameters, where appropriate, are within the set limits
3. take appropriate action if the environmental parameters are outside the set limits
4. put on the appropriate clean room clothing and follow the correct gowning procedure
5. clean and prepare the environmental areas using the correct materials
6. disinfect starting materials and equipment prior to introduction and transfer at each stage within the work area
7. prepare the product using the correct process and equipment according to the documentation and Standard Operating Procedures
8. ensure that the appropriate in-process checks have been carried out by the relevant person
9. take corrective action, within limits of your own responsibility, in the event of an accident/incident/error during the preparation, including the completion of required documentation
10. act within the limits of your authority and refer any problems to an appropriate person
11. record and report any near misses or errors in line with organisational procedures
12. feedback any near misses or errors to colleagues to minimise potential future errors
13. clean and decontaminate all work areas using the appropriate method and equipment and remove all waste in accordance with Standard Operating Procedures
14. label product and complete documentation in line with local policy
15. quarantine product in accordance with organisational requirements
16. complete all necessary reconciliation and calculations correctly and accurately on all the relevant documentation
17. correctly store and/or transport the product, paying particular attention to maintenance of the 'cold chain' if appropriate
18. complete all relevant documentation and store appropriately in accordance with legal and organisational requirements

Recognition team's commentary.

Learning outcome met? Yes No

PHARM19 is an optional unit in the training programme. All trainees must complete three optional units that are relevant to their role. This must include at least one optional pharmacy NOS.

Guidance has been developed on the selection of optional units within the framework, based on whether the trainee is in a hospital, industrial or community setting. This unit and its outcomes were not specifically discussed by the team during the recognition event.

PHARM20

Prepare documentation and materials for the manufacture and assembly of medicinal products

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

SVQs are developed using the entire content of a NOS. Where a NOS is included in an SVQ framework, trainees must achieve all of the knowledge and all of the performance criteria requirements. This includes all of the knowledge and performance statements in the NOS, not just the knowledge and performance statements that have been mapped to the learning outcomes in part 1 of this submission.

PHARM20 is an optional unit in the training programme. All trainees must complete three optional units that are relevant to their role. This must include at least one optional pharmacy NOS. Guidance has been developed on the selection of optional units within the framework, based on whether the trainee is in a hospital, industrial or community setting.

The provider will deliver the NOS in the workplace and support the trainee in the assessment of the NOS. The provider will use practical tasks, observation and role-play to support the trainee to achieve this NOS.

The knowledge will be delivered by guided learning, in a classroom environment and/or via online learning resources. This will also include independent study by the trainee.

Assessment of the NOS will follow the Skills for Health Assessment Strategy for the SVQs in Pharmacy Services. It is anticipated that the majority of the evidence will be gathered as trainees carry out their usual duties.

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

This standard covers the preparation of documentation and collection of raw materials, components and other consumables necessary to prepare medicinal products for manufacture and assembly.

Your practice will be consistent with your occupational role and carried out under the regulatory, professional and ethical frameworks established in the context of current legislation. You will need to take a reflective approach to your work.

You will work at all times within Standard Operating Procedures that relate to the way in which a pharmacy service is provided in your place of work. A caring and compassionate approach should be adopted in line with current healthcare guidance.

Users of this standard will need to ensure that practice reflects up to date information and policies.

Knowledge and understanding

You will need to know and understand:

1. the Standard Operating Procedures and the importance of adhering to them at all times

2. 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
3. current health and safety legislation and how it applies to the working environment
4. legal, organisational and policy requirements relevant to your role, the role of others in your organisation and the activities being carried out
5. the relevant national and local guidelines, policies and procedures that are available and how and when they should be accessed
6. the importance of adhering to information governance policies and maintaining confidentiality when sharing information about individuals with others
7. the duty to report any acts or omissions that could be detrimental to individuals, yourself, colleagues or your employer
8. the principles of good manufacturing practice, including pharmaceutical quality systems and your role within that
9. the difference between preparation for individual patients and preparation for stock and how this is generally implemented in the workplace
10. the recognised guidelines relating to manufacture of medicinal products
11. the importance of maintaining a clean working environment
12. the importance of personal hygiene and the correct use of protective / clean room clothing
13. the different types of environmental areas and when they should be used
14. the possible sources of contamination and appropriate methods of prevention
15. the principles of formulae calculations, weights and measures
16. the importance of environmental parameters, how to carry out their monitoring and the referral procedures if they are outside the set limits
17. the various types of products
18. chemical and physical properties of ingredients relevant to formulation and compounding, including any interactions between raw materials and components
19. the materials, consumables and equipment necessary for the preparation of medicinal products and the processes to minimise any associated risks
20. labelling and packaging requirements and conventions
21. the procedures for cleaning, decontamination, and preparing the environment and equipment
22. the importance of using approved documentation
23. how to identify near misses and errors
24. the causes and consequences of near misses and errors
25. local and/or national error reporting procedures and communication channels

26. the importance of recording, storing and retrieving information in accordance with organisational procedures

Performance criteria

You must be able to do the following:

1. work within the relevant Standard Operating Procedures including the relevant health and safety procedures and within your own limits of competence
2. put on the appropriate clothing relevant to the area of work, following the correct procedure
3. clean the appropriate environmental area(s) using the correct equipment and materials
4. ensure that the area of work is always clean and tidy
5. monitor relevant environmental parameters and ensure that where appropriate they are within the set limits
6. generate the relevant documentation according to local guidelines and protocols
7. confirm you have the correct documentation for the product, completing any calculations as appropriate
8. allocate the batch number and expiry date for the product
9. generate the labels and ensure that all labels produced are accounted for and complete, accurate and legible
10. select the correct starting materials, equipment and packaging for the product, recording the relevant information on the correct documentation
11. confirm the starting materials and equipment are fit for purpose
12. make clear and accurate entries on all the relevant documentation
13. ensure that the appropriate in-process checks have been carried out by the relevant person
14. record and report any near misses or errors in line with organisational procedures
15. feedback any near misses or errors to colleagues to minimise potential future errors
16. sanitise the materials and equipment for transfer into the work area
17. act within the limits of your authority and refer any problems to an appropriate person
18. complete all relevant documentation and store appropriately in accordance with legal and organisational requirements

Recognition team's commentary.

Learning outcome met? Yes No

PHARM20 is an optional unit in the training programme. All trainees must complete three optional units that are relevant to their role. This must include at least one optional pharmacy NOS. Guidance has been developed on the selection of optional units within the framework, based on whether the trainee is in a hospital, industrial or community setting. This unit and its outcomes were not specifically discussed by the team during the recognition event.

PHARM21

Prepare documentation and materials for the production of aseptic products

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

SVQs are developed using the entire content of a NOS. Where a NOS is included in an SVQ framework, trainees must achieve all of the knowledge and all of the performance criteria requirements. This includes all of the knowledge and performance statements in the NOS, not just the knowledge and performance statements that have been mapped to the learning outcomes in part 1 of this submission.

PHARM21 is an optional unit in the training programme. All trainees must complete three optional units that are relevant to their role. This must include at least one optional pharmacy NOS. Guidance has been developed on the selection of optional units within the framework, based on whether the trainee is in a hospital, industrial or community setting.

The provider will deliver the NOS in the workplace and support the trainee in the assessment of the NOS. The provider will use practical tasks, observation and role-play to support the trainee to achieve this NOS.

The knowledge will be delivered by guided learning, in a classroom environment and/or via online learning resources. This will also include independent study by the trainee.

Assessment of the NOS will follow the Skills for Health Assessment Strategy for the SVQs in Pharmacy Services. It is anticipated that the majority of the evidence will be gathered as trainees carry out their usual duties.

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

This standard covers the generation of documentation and preparation of starting materials, components and other consumables necessary for the production of aseptic products. It covers preparation of documentation for both dispensing and manufacturing.

Your practice will be consistent with your occupational role and carried out under the regulatory, professional and ethical frameworks established in the context of current legislation. You will need to take a reflective approach to your work.

You will work at all times within Standard Operating Procedures that relate to the way in which a pharmacy service is provided in your place of work. A caring and compassionate approach should be adopted in line with current healthcare guidance.

Users of this standard will need to ensure that practice reflects up to date information and policies.

Knowledge and understanding

You will need to know and understand:

1. the Standard Operating Procedures and the importance of adhering to them at all times
2. 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
3. current health and safety legislation and how it applies to the working environment

4. legal, organisational and policy requirements relevant to your role, the role of others in your organisation and the activities being carried out
5. the relevant national and local guidelines, policies and procedures that are available and how and when they should be accessed
6. the importance of adhering to information governance policies and maintaining confidentiality when sharing information about individuals with others
7. the duty to report any acts or omissions that could be detrimental to individuals, yourself, colleagues or your employer
8. the principles of good manufacturing practice, including pharmaceutical quality systems and your role within that
9. the difference between preparation for individual patients and preparation for stock and how this is generally implemented in the workplace
10. the recognised guidelines relating to aseptic preparation
11. the importance of maintaining a clean working environment
12. the importance of personal hygiene and the correct use of protective / clean room clothing
13. the different types of environmentally controlled areas and when they should be used
14. the possible sources of contamination and appropriate methods of prevention
15. the materials and equipment necessary for the preparation of aseptic production
16. the principles of formulae calculations, weights and measures
17. the importance of environmental parameters, how to carry out their monitoring and the referral procedures if they are outside the set limits
18. the various types of products
19. chemical and physical properties of ingredients relevant to formulation and compounding, including any interactions between raw materials and components
20. labelling and packaging requirements and conventions
21. aseptic techniques and when to use the different processes to minimise any associated risks
22. the procedures for cleaning, decontamination, and preparing the environment and components
23. the importance of carrying out accuracy and quality checks
24. the importance of using approved documentation
25. how to identify near misses and errors
26. the causes and consequences of near misses and errors
27. local and/or national error reporting procedures and communication channels
28. the importance of recording, storing and retrieving information in accordance with organisational procedures

Performance criteria

You must be able to do the following:

1. work within the relevant Standard Operating Procedures including the relevant health and safety procedures and within your own limits of competence
2. put on the appropriate clothing relevant to the area of work, following the correct procedure
3. ensure that the environmental areas have been cleaned using the correct equipment and materials
4. ensure that the work area is always clean and tidy
5. ensure that you work using the correct prescription / order
6. confirm you have the correct documentation for the product, completing any calculations as appropriate
7. generate the relevant documentation according to local guidelines and protocols
8. generate the labels and ensure that all labels produced are accounted for and complete, accurate and legible
9. allocate the batch number and expiry date for the product
10. ensure that the relevant environmental parameters are within the set limits
11. select the correct starting materials and equipment for the product, recording the relevant information on the correct documentation
12. confirm the starting materials and equipment are fit for purpose
13. ensure that the appropriate in-process checks have been carried out by the relevant person
14. record and report any near misses or errors in line with organisational procedures
15. feedback any near misses or errors to colleagues to minimise potential future errors
16. make clear and accurate entries on all the relevant documentation
17. disinfect the starting materials and equipment for transfer into the clean room
18. act within the limits of your authority and refer any problems to an appropriate person
19. complete all relevant documentation and store appropriately in accordance with legal and organisational requirements

Recognition team's commentary.

Learning outcome met? Yes No

PHARM21 is an optional unit in the training programme. All trainees must complete three optional units that are relevant to their role. This must include at least one optional pharmacy NOS. Guidance has been developed on the selection of optional units within the framework, based on whether the trainee is in a hospital, industrial or community setting. This unit and its outcomes were not specifically discussed by the team during the recognition event.

PHARM24

Provide an effective pharmacy collection and delivery service

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

SVQs are developed using the entire content of a NOS. Where a NOS is included in an SVQ framework, trainees must achieve all of the knowledge and all of the performance criteria requirements. This includes all of the knowledge and performance statements in the NOS, not just the knowledge and performance statements that have been mapped to the learning outcomes in part 1 of this submission.

PHARM24 is an optional unit in the training programme. All trainees must complete three optional units that are relevant to their role. This must include at least one optional pharmacy NOS. Guidance has been developed on the selection of optional units within the framework, based on whether the trainee is in a hospital, industrial or community setting.

The provider will deliver the NOS in the workplace and support the trainee in the assessment of the NOS. The provider will use practical tasks, observation and role-play to support the trainee to achieve this NOS.

The knowledge will be delivered by guided learning, in a classroom environment and/or via online learning resources. This will also include independent study by the trainee.

Assessment of the NOS will follow the Skills for Health Assessment Strategy for the SVQs in Pharmacy Services. It is anticipated that the majority of the evidence will be gathered as trainees carry out their usual duties.

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

This standard covers your role in providing effective pharmacy collection and delivery services. This involves working outside the pharmacy at the individual's home, a residential or nursing home, at a GP surgery or other healthcare settings.

Your practice will be consistent with your occupational role and carried out under the regulatory, professional and ethical frameworks established in the context of current legislation. You will need to take a reflective approach to your work.

You will work at all times within Standard Operating Procedures that relate to the way in which a pharmacy service is provided in your place of work. A caring and compassionate approach should be adopted in line with current healthcare guidance.

Users of this standard will need to ensure that practice reflects up to date information and policies.

Knowledge and understanding

You will need to know and understand:

1. the Standard Operating Procedures and the importance of adhering to them at all times
2. 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
3. current health and safety legislation and how it applies to the working environment
4. legal, organisational and policy requirements relevant to your role, the role of others in your organisation and the activities being carried out

5. the relevant national and local guidelines, policies and procedures that are available and how and when they should be accessed
6. the importance of adhering to information governance policies and maintaining confidentiality when sharing information about individuals with others
7. the duty to report any acts or omissions that could be detrimental to individuals, yourself, colleagues or your employer
8. methods of enabling effective communication and supporting individuals to communicate their needs, views and preferences
9. the safe and secure handling of prescriptions and medicines in accordance with current legislation and organisational procedures
10. the security of yourself and pharmaceuticals when providing a collection/delivery service outside the pharmacy
11. organisational policies and procedures for failed deliveries and the return of unwanted medicines
12. the importance of telling people at work:
 - a) where you are going
 - b) what time you expect to be back
13. how to provide clear and accurate information and check the individual's understanding of the information provided
14. the importance of recording, storing and retrieving information in accordance with organisational procedures

Performance criteria

You must be able to do the following:

1. communicate with the recipient and key people at a pace, in a manner and at a level appropriate to the individual's understanding, preferences and needs
2. work within the relevant Standard Operating Procedures including the relevant health and safety procedures and within your own limits of competence
3. carry out all the necessary preparations prior to the visit
4. collect dispensed items to take to the recipient at their request
5. arrange a convenient time for the collection/delivery
6. collect/deliver the items in accordance with the needs of the recipient and within Standard Operating Procedures and national guidance
7. ensure that you maintain the correct storage conditions and security of items in transit
8. confirm the identity of the recipient or authorised recipient
9. provide information clearly and in a way that the recipient can understand, within the limit of your responsibility

10. confirm that the recipient understands the information you have given them and obtain any necessary signatures of recipients
11. ensure you report any issues or questions from the recipient to the appropriate person
12. respect individuals' privacy, dignity, wishes and beliefs
13. maintain your own safety when working in isolation by informing an appropriate person at work:
 - a) where you are going
 - b) what time you expect to be back
14. ensure that you have some means of calling for help
15. act within the limits of your authority and refer any problems to an appropriate person
16. complete all relevant documentation and store appropriately in accordance with legal and organisational requirements

Recognition team's commentary.

Learning outcome met? Yes No

PHARM24 is an optional unit in the training programme. All trainees must complete three optional units that are relevant to their role. This must include at least one optional pharmacy NOS. Guidance has been developed on the selection of optional units within the framework, based on whether the trainee is in a hospital, industrial or community setting. This unit and its outcomes were not specifically discussed by the team during the recognition event.

PHARM32	Assist in the issuing of prescribed items
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How the course/qualification supports the trainee to achieve this outcome and where the learning outcome is taught

SVQs are developed using the entire content of a NOS. Where a NOS is included in an SVQ framework, trainees must achieve all of the knowledge and all of the performance criteria requirements. This includes all of the knowledge and performance statements in the NOS, not just the knowledge and performance statements that have been mapped to the learning outcomes in part 1 of this submission.

PHARM32 is an optional unit in the training programme. All trainees must complete three optional units that are relevant to their role. This must include at least one optional pharmacy NOS. Guidance has been developed on the selection of optional units within the framework, based on whether the trainee is in a hospital, industrial or community setting.

The provider will deliver the NOS in the workplace and support the trainee in the assessment of the NOS. The provider will use practical tasks, observation and role-play to support the trainee to achieve this NOS.

The knowledge will be delivered by guided learning, in a classroom environment and/or via online learning resources. This will also include independent study by the trainee.

Assessment of the NOS will follow the Skills for Health Assessment Strategy for the SVQs in Pharmacy Services. It is anticipated that the majority of the evidence will be gathered as trainees carry out their usual duties.

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

This standard covers assisting with issuing prescribed items that have been dispensed.

Your practice will be consistent with your occupational role and carried out under the regulatory, professional and ethical frameworks established in the context of current legislation. You will need to take a reflective approach to your work.

You will work at all times within Standard Operating Procedures that relate to the way in which a pharmacy service is provided in your place of work. A caring and compassionate approach should be adopted in line with current healthcare guidance.

Users of this standard will need to ensure that practice reflects up to date information and policies.

Knowledge and understanding

You will need to know and understand:

1. the Standard Operating Procedures and the importance of adhering to them at all times
2. 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
3. current health and safety legislation and how it applies to the working environment
4. legal, organisational and policy requirements relevant to your role, the role of others in your organisation and the activities being carried out
5. the relevant national and local guidelines, policies and procedures that are available and how and when they should be accessed
6. the importance of adhering to information governance policies and maintaining confidentiality when sharing information about individuals with others
7. the duty to report any acts or omissions that could be detrimental to individuals, yourself, colleagues or your employer
8. methods of enabling effective communication and supporting individuals to communicate their needs, views and preferences
9. the current ethical and legal requirements that govern the issuing of a prescription
10. the importance of confirming the individual's identity before issuing dispensed items
11. the importance of providing relevant information on the prescribed item within your scope of practice
12. how medicines are administered and how to safely store them
13. the importance of ensuring that the appropriate packaging is used for issued medication
14. the importance of recording, storing and retrieving information in accordance with organisational procedures

Performance criteria

You must be able to do the following:

1. communicate with the individual and key people at a pace, in a manner and at a level appropriate to the individual's understanding, preferences and needs
2. maintain the individual's confidentiality at all times
3. confirm that issuing of the prescribed item is within the limits of your occupational role
4. confirm the individual's identity and that it correctly matches with the prescription
5. identify if the individual has previously used the prescribed item
6. establish whether the individual is taking any other medication either prescribed or non-prescribed medicines and refer to an appropriate person if applicable
7. confirm the prescribed item/s match the prescription
8. issue the prescribed item in accordance with Standard Operating Procedures
9. provide advice to the individual to optimise the use of their prescribed item within the limits of your occupational role
10. provide all the necessary sundry items and patient information leaflets
11. identify when the individual needs further advice or information
12. refer the individual to an appropriate person, providing all the relevant information
13. complete all relevant documentation and store appropriately in accordance with legal and organisational requirements

Recognition team's commentary.

Learning outcome met? Yes No

PHARM32 is an optional unit in the training programme. All trainees must complete three optional units that are relevant to their role. This must include at least one optional pharmacy NOS. Guidance has been developed on the selection of optional units within the framework, based on whether the trainee is in a hospital, industrial or community setting. This unit and its outcomes were not specifically discussed by the team during the recognition event.

Additional technical outcomes not covered by the pharmacy suite of NOS's

PROHSS1

Make sure your own actions reduce risks to health and safety

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

SVQs are developed using the entire content of a NOS. Where a NOS is included in an SVQ framework, trainees must achieve all of the knowledge and all of the performance criteria requirements. This includes all of the knowledge and performance statements in the NOS, not just the knowledge and performance statements that have been mapped to the learning outcomes in part 1 of this submission.

PROHSS1 is a mandatory unit within the qualification and all trainees must complete this NOS.

The provider will deliver the NOS in the workplace and support the trainee in the assessment of the NOS. The provider will use practical tasks, observation and role-play to support the trainee to achieve this NOS.

The knowledge will be delivered by guided learning, in a classroom environment and/or via online learning resources. This will also include independent study by the trainee.

Assessment of the NOS will follow the Skills for Health Assessment Strategy for the SVQs in Pharmacy Services. It is anticipated that the majority of the evidence will be gathered as trainees carry out their usual duties.

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

This Standard is for everyone at work (whether paid, unpaid, full or part time). It is about having an appreciation of significant risks at work, knowing how to identify and deal with them.

This Standard is about the health and safety responsibilities for everyone at work. It describes the competences required to make sure that:

- your own actions do not create any health and safety hazards
- you do not ignore significant risks at work, and
- you take sensible action to put things right, including: reporting situations which pose a danger to people at work and seeking advice

Fundamental to this unit is an understanding of the terms "hazard", "risk" and "control".

Knowledge and understanding

You will need to know and understand:

1. what "hazards" and "risks" are
2. your responsibilities and legal duties for health and safety in the workplace
3. your responsibilities for health and safety as required by the law covering your job role
4. the hazards which exist at work and the safe working practices which you must follow

5. the particular health and safety hazards which may be present in your own job and the precautions you must take
6. the importance of remaining alert to the presence of hazards in the whole workplace
7. the importance of dealing with, or promptly reporting, risks
8. the responsibilities for health and safety in your job description
9. the safe working practices for your own job
10. the responsible people you should report health and safety matters to
11. where and when to get additional health and safety assistance
12. your scope and responsibility for controlling risks
13. workplace instructions for managing risks which you are unable to deal with
14. suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
15. the importance of personal presentation in maintaining health and safety at work
16. the importance of personal behaviour in maintaining the health and safety of you and others

Performance criteria

Identify the hazards and evaluate the risks at work:

You must be able to do the following:

1. identify which workplace instructions are relevant to your job
2. identify those working practices in your job which may harm you or others
3. identify those aspects of your work which could harm you or others
4. check which of the potentially harmful working practices and aspects of your work present the highest risks to you or to others
5. deal with hazards in accordance with workplace instructions and legal requirements
6. correctly name and locate the people responsible for health and safety at work

Reduce the risks to health and safety at work:

You must be able to do the following:

7. control those health and safety risks within your capability and job responsibilities
8. carry out your work in accordance with your level of competence, workplace instructions, suppliers or manufacturers instructions and legal requirements
9. pass on suggestions for reducing risks to health and safety to the responsible people
10. make sure your behaviour does not endanger the health and safety of you or others at work
11. follow the workplace instructions and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products

12. report any differences between workplace instructions and suppliers' or manufacturers' instructions
13. make sure that your personal presentation and behaviour at work:
- 13.1 protects the health and safety of you and others,
 - 13.2 meets any legal responsibilities, and
 - 13.3 is in accordance with workplace instructions

Accreditation/recognition team's commentary.

Learning outcome met? Yes No

PROHSS1 is a mandatory unit within the qualification and all trainees must complete this unit. Guidance has been developed on the selection of optional units within the framework, based on whether the trainee is in a hospital, industrial or community setting. This unit and its outcomes were not specifically discussed by the team during the recognition event.

SCDHSC0241 Contribute to the effectiveness of teams

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

SVQs are developed using the entire content of a NOS. Where a NOS is included in an SVQ framework, trainees must achieve all of the knowledge and all of the performance criteria requirements. This includes all of the knowledge and performance statements in the NOS, not just the knowledge and performance statements that have been mapped to the learning outcomes in part 1 of this submission.

SCDHSC0241 is a mandatory unit within the qualification and all trainees must complete this NOS.

The provider will deliver the NOS in the workplace and support the trainee in the assessment of the NOS. The provider will use practical tasks, observation and role-play to support the trainee to achieve this NOS.

The knowledge will be delivered by guided learning, in a classroom environment and/or via online learning resources. This will also include independent study by the trainee.

Assessment of the NOS will follow the Skills for Health Assessment Strategy for the SVQs in Pharmacy Services. It is anticipated that the majority of the evidence will be gathered as trainees carry out their usual duties.

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

This standard identifies the requirements when you contribute to the effectiveness of a team. This includes agreeing your role and responsibilities within the team, participating effectively as a team member and contributing to the team's effectiveness.

Knowledge and understanding

Rights

You need to know and understand:

1. legal and work setting requirements on equality, diversity, discrimination and rights
2. your duty to report any acts or omissions that could infringe the rights of individuals
3. how to deal with and challenge discrimination

Your practice

You need to know and understand:

4. legislation, statutory codes, standards, frameworks and guidance relevant to your work, your work setting and the content of this standard
5. your own background, experiences and beliefs that may have an impact on your practice
6. your own roles, responsibilities and accountabilities with their limits and boundaries
7. the roles, responsibilities and accountabilities of others with whom you work
8. how to access and work to procedures and agreed ways of working
9. how to manage ethical conflicts and dilemmas in your work
10. how to challenge poor practice
11. how and when to seek support in situations beyond your experience and expertise

Personal and professional development

You need to know and understand:

12. principles of reflective practice and why it is important

Communication

You need to know and understand:

13. methods to promote effective communication and enable individuals to communicate their needs, views and preferences

Handling information

You need to know and understand:

14. legal requirements, policies and procedures for the security and confidentiality of information
15. legal and work setting requirements for recording information and producing reports
16. principles of confidentiality and when to pass on otherwise confidential information

Specific to this NOS

You need to know and understand:

17. principles that underpin effective team working
18. how to work in partnership with team members
19. styles of interaction and how these can affect team working

20. barriers to developing relationships within the team and how these can be overcome
21. problems which may be encountered when relating to and interacting with other team members and how these can best be handled
22. your own strengths and development needs as an individual worker and as a team member
23. opportunities available for continuing learning and development to support you in team working and activities

Performance criteria

Agree your role and responsibilities within the team

You must be able to do the following:

1. access information about the team, its objectives and its purpose
2. ensure you understand the information about the team, its objectives and its purpose
3. work with other team members to agree your role and responsibilities and how they contribute to the overall objectives and purpose of the team
4. work with other team members to agree their roles and responsibilities
5. work with other team members to clarify how you can and should contribute to team activities, objectives and purposes

Participate effectively as a team member

You must be able to do the following:

6. carry out your agreed role and responsibilities within the team
7. inform other members of the team about your activities
8. ensure your behaviour towards other team members helps the team to function effectively
9. complete your commitments to other team members effectively and according to overall work priorities
10. where you cannot complete any commitments within timescales specified, immediately inform appropriate team members
11. respond to differences of opinion constructively and in ways which respect other team members' points of view
12. where you experience problems in working effectively with other team members, seek appropriate advice and guidance

Contribute to improving the team's effectiveness

You must be able to do the following:

13. offer supportive and constructive assistance to team members
14. offer suggestions, ideas and information that will benefit team members and improve team working
15. invite feedback from others about how you carry out your role in the team

16. use suggestions and information from others to improve your practice as a team member
17. take responsibility for agreeing and undertaking any development and learning that will enable you to carry out your role and responsibilities within the team more effectively

Accreditation/recognition team's commentary.

Learning outcome met? Yes No

SCDHSC0241 is a mandatory unit within the qualification and all trainees must complete this unit. Guidance has been developed on the selection of optional units within the framework, based on whether the trainee is in a hospital, industrial or community setting. This unit and its outcomes were not specifically discussed by the team during the recognition event.

SCDHSC0023 Develop your own knowledge and practice

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

SVQs are developed using the entire content of a NOS. Where a NOS is included in an SVQ framework, trainees must achieve all of the knowledge and all of the performance criteria requirements. This includes all of the knowledge and performance statements in the NOS, not just the knowledge and performance statements that have been mapped to the learning outcomes in part 1 of this submission.

SCDHSC0023 is a mandatory unit within the qualification and all trainees must complete this NOS.

The provider will deliver the NOS in the workplace and support the trainee in the assessment of the NOS. The provider will use practical tasks, observation and role-play to support the trainee to achieve this NOS.

The knowledge will be delivered by guided learning, in a classroom environment and/or via online learning resources. This will also include independent study by the trainee.

Assessment of the NOS will follow the Skills for Health Assessment Strategy for the SVQs in Pharmacy Services. It is anticipated that the majority of the evidence will be gathered as trainees carry out their usual duties.

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

This standard identifies the requirements for developing your practice within settings where individuals are cared for or supported. This includes reflecting on your current skills and knowledge in the workplace, taking opportunities to improve your practice and applying learning in the workplace.

Knowledge and understanding

Rights

You need to know and understand:

1. work setting requirements on equality, diversity, discrimination and rights
2. your role in supporting rights, choices, wellbeing and active participation

How you carry out your work

You need to know and understand:

3. codes of practice, standards, frameworks and guidance relevant to your work and the content of this standard
4. the main items of legislation that relate to the content of this standard within your work role
5. your own background, experiences and beliefs that may affect the way you work
6. your own roles and responsibilities with their limits and boundaries

Personal and professional development

You need to know and understand:

7. why it is important to reflect on how you do your work
8. how to use your reflections to improve the way you work

Specific to this NOS

You need to know and understand:

9. your role and the role of others in evaluating and developing your skills and knowledge through supervision and appraisal or other arrangements
10. the range of learning opportunities and how to access them
11. how to use learning opportunities effectively to improve your knowledge and practice, including learning from day to day experiences
12. how to apply learning and transfer skills into new situations

Performance criteria

Reflect on your current practice

You must be able to do the following:

1. clarify with others the skills, knowledge and values required to carry out your job role
2. clarify with others the areas of your work where literacy, numeracy and information technology skills are necessary
3. actively seek feedback from individuals, key people and others on your use of skills, knowledge and values in your practice
4. agree with others the areas of strength in your practice
5. reflect with others on the way your values, personal beliefs and experiences may affect your work with individuals

Plan to develop your knowledge and practice

You must be able to do the following:

6. seek support from others to identify areas for development within your practice that would help you to carry out your work activities more effectively
7. seek advice on development opportunities to achieve development

8. agree a personal development plan with others
9. secure opportunities for development

Apply acquired knowledge and skills in your work

You must be able to do the following:

10. use opportunities with others to reflect on your learning from development opportunities in order to continuously improve your practice
11. review how the newly acquired skills and knowledge can be applied in your practice
12. confirm with others that it is safe and within your job role before applying new skills and knowledge
13. apply new skills and knowledge that have been agreed as appropriate to your job role
14. evaluate with others how far your new skills and knowledge have enhanced your work

Accreditation/recognition team's commentary.

Learning outcome met? Yes No

SCDHSC0023 is a mandatory unit within the qualification and all trainees must complete this unit. Guidance has been developed on the selection of optional units within the framework, based on whether the trainee is in a hospital, industrial or community setting. As discussed under criteria 2.a, 3.a and 3.b in the Part 1 and 2 record, this mandatory unit does not explicitly address the delivery and assessment of GPhC learning outcomes 2 and 9; this was the basis of the condition (see Parts 1 and 2, 'Event summary and outcome'). Following the event. SQA provided an updated version of the Assessor's Guidelines for the SVQ in Pharmacy Services at SCQF level 6 to the recognition team. To address the condition SQA added additional scope to the evidence requirements for this mandatory NOS. This was accepted by the recognition team.

SFHHT2

Communicate with individuals about promoting their health and wellbeing

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

SVQs are developed using the entire content of a NOS. Where a NOS is included in an SVQ framework, trainees must achieve all of the knowledge and all of the performance criteria requirements. This includes all of the knowledge and performance statements in the NOS, not just the knowledge and performance statements that have been mapped to the learning outcomes in part 1 of this submission.

SFHHT2 is an optional unit in the training programme. All trainees must complete three optional units that are relevant to their role. A maximum of two non-pharmacy NOS can be selected. Guidance has been developed on the selection of optional units within the framework, based on whether the trainee is in a hospital, industrial or community setting.

The provider will deliver the NOS in the workplace and support the trainee in the assessment of the NOS. The provider will use practical tasks, observation and role-play to support the trainee to achieve this NOS.

The knowledge will be delivered by guided learning, in a classroom environment and/or via online learning resources. This will also include independent study by the trainee.

Assessment of the NOS will follow the Skills for Health Assessment Strategy for the SVQs in Pharmacy Services. It is anticipated that the majority of the evidence will be gathered as trainees carry out their usual duties.

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

This standard is about communicating with individuals about how they can improve their health and wellbeing so they can develop healthy behaviours and lifestyles. This includes:

- providing information to individuals about health and wellbeing
- providing information to individuals about the relationship between behaviours and health
- enabling individuals to develop their knowledge and skills about health and wellbeing

This standard will help individuals move from the pre-contemplative to the contemplative stage i.e. help them be ready to change their behaviour.

Users of this standard will need to ensure that practice reflects up to date information and policies.

Knowledge and understanding

You need to know and understand:

1. that health and illness is affected by people's perceptions and is different in different societies and groups
2. the kinds of misinformation that people may have about health and wellbeing and the affect of this on their behaviour
3. the things that affect health and wellbeing – individual determinants (e.g. behaviour and lifestyle) and the wider determinants on health (e.g. poverty, employment etc)
4. the different ways in which the health and wellbeing of individuals is promoted
5. the evidence about how individuals can promote their own health, including by changing behaviour
6. the contributions of different agencies to promoting individuals' health and wellbeing and how to contact these agencies
7. the different arguments that people have against promoting health and wellbeing and how to use counter-arguments
8. how to apply negotiating and influencing skills in working with others to promote health and wellbeing and reduce inequalities
9. the financial and social costs of poor health and wellbeing and the need to identify the benefits of improving health
10. the legislation that relates to own work and how it affects own work
11. the policies and procedures of the employing organisation (including those relating to confidentiality, health and safety, equality and diversity)
12. the data storage and retrieval systems in own organisation

13. the principles of effective communication with:
14. communities
15. people in own and other agencies
16. own role and responsibilities and from whom assistance and advice should be sought if necessary
17. the principles of equality, diversity and anti-discriminatory practice to work and how to apply these in own work
18. how to develop your own competence and the benefits of doing this

Performance criteria

You must be able to do the following:

1. communicate in a way that
 - 1.1 is appropriate to the individuals
 - 1.2 encourages an open and frank exchange of views
 - 1.3 minimises any constraints
 - 1.4 is free from discrimination and oppression
 - 1.5 is open to the range of issues that individuals wish to explore
 - 1.6 acknowledges their right to make their own decisions
 - 1.7 helps them to make their own decisions
2. provide clear, up-to-date and relevant information to individuals about
 - 2.1 health and wellbeing
 - 2.2 things that might affect their health and wellbeing
 - 2.3 the things they can do to improve their health and wellbeing
 - 2.4 other people and agencies who might be able to help them improve their health and wellbeing
3. encourage individuals to
 - 3.1 identify the things that are affecting their health and wellbeing
 - 3.2 identify their views about health and wellbeing
 - 3.3 identify their knowledge and skills about health and wellbeing and any gaps in these
 - 3.4 take responsibility for changing their own behaviour
 - 3.5 learn how to change their behaviour
4. enable individuals to
 - 4.1 get hold of up-to-date appropriate information and advice when they need it
5. access appropriate support

Accreditation/recognition team's commentary.

Learning outcome met? Yes No

SFHHT2 is an optional unit in the training programme. All trainees must complete three optional units that are relevant to their role. This must include at least one optional pharmacy NOS. Guidance has been developed on the selection of optional units within the framework, based on whether the trainee is in a hospital, industrial or community setting. This unit and its outcomes were not specifically discussed by the team during the recognition event.

SFJCPS8.12

Search databases and sources of information

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

SVQs are developed using the entire content of a NOS. Where a NOS is included in an SVQ framework, trainees must achieve all of the knowledge and all of the performance criteria requirements. This includes all of the knowledge and performance statements in the NOS, not just the knowledge and performance statements that have been mapped to the learning outcomes in part 1 of this submission.

SFJCPS8.12 is an optional unit in the training programme. All trainees must complete three optional units that are relevant to their role. A maximum of two non-pharmacy NOS can be selected. Guidance has been developed on the selection of optional units within the framework, based on whether the trainee is in a hospital, industrial or community setting.

The provider will deliver the NOS in the workplace and support the trainee in the assessment of the NOS. The provider will use practical tasks, observation and role-play to support the trainee to achieve this NOS.

The knowledge will be delivered by guided learning, in a classroom environment and/or via online learning resources. This will also include independent study by the trainee.

Assessment of the NOS will follow the Skills for Health Assessment Strategy for the SVQs in Pharmacy Services. It is anticipated that most of the evidence will be gathered as trainees carry out their usual duties.

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

This standard is for individuals working in public service. It is designed to make sure that the individuals are able to obtain information efficiently using databases and other sources of information in accordance with their organisational procedures/guidelines. It is also designed to ensure that the individuals are aware of the relevance of required information, appropriateness of the method deployed to obtain this required information and its impact on others.

Knowledge and understanding

You need to know and understand:

1. the requirements of organisational procedures
2. the limits of your authority
3. why a method of obtaining information is relevant

4. who might be affected and why
5. how to validate information and why it is important to do so
6. the relevance of the information

Performance criteria

You must be able to do the following:

1. follow organisational procedures at all times
2. maintain your own personal safety
3. work in a way that ensures the safety of others
4. identify the best source of information
5. obtain information through the research technique that is appropriate to the information source
6. validate the information you obtain
7. report to relevant parties information that might affect the case
8. record your findings in accordance with organisational requirements meet the requirements of the timescale

Accreditation/recognition team’s commentary.

Learning outcome met? Yes No

SFJPCS8.12 is an optional unit in the training programme. All trainees must complete three optional units that are relevant to their role. This must include at least one optional pharmacy NOS. Guidance has been developed on the selection of optional units within the framework, based on whether the trainee is in a hospital, industrial or community setting. This unit and its outcomes were not specifically discussed by the team during the recognition event.

CFACSA5

Promote additional services or products to customers

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

SVQs are developed using the entire content of a NOS. Where a NOS is included in an SVQ framework, trainees must achieve all the knowledge and all of the performance criteria requirements. This includes all of the knowledge and performance statements in the NOS, not just the knowledge and performance statements that have been mapped to the learning outcomes in part 1 of this submission.

CFACSA5 is an optional unit in the training programme. All trainees must complete three optional units that are relevant to their role. A maximum of two non-pharmacy NOS can be selected. Guidance has been developed on the selection of optional units within the framework, based on whether the trainee is in a hospital, industrial or community setting.

The provider will deliver the NOS in the workplace and support the trainee in the assessment of the NOS. The provider will use practical tasks, observation and role-play to support the trainee to achieve this NOS.

The knowledge will be delivered by guided learning, in a classroom environment and/or via online learning resources. This will also include independent study by the trainee.

Assessment of the NOS will follow the Skills for Health Assessment Strategy for the SVQs in Pharmacy Services. It is anticipated that the majority of the evidence will be gathered as trainees carry out their usual duties.

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

This unit is part of the Customer Service Theme of Impression and Image. This Theme covers the Customer Service behaviours and processes that have the most impact on the way your customer sees you and your organisation. Remember that customers include everyone you provide a service to. They may be external to your organisation or they may be internal customers.

Services or products are continually changing in organisations to keep up with customers' expectations. By offering new or improved services or products your organisation can increase customer satisfaction. Many organisations must promote these to be able to survive in a competitive world. However, it is equally important for organisations that are not in competition with others to encourage their customers to try new services or products. This unit is about your need to keep pace with new developments and to encourage your customers to take an interest in them. Customers expect more and more services or products to be offered to meet their own growing expectations. They need to be made aware of what is available from your organisation. Because of this everybody offering services or products needs to play a part in making customers aware of what is available. You should not choose this unit if your role does not want you to suggest additional services or products to customers.

Knowledge and understanding

You need to know and understand:

1. your organisation's procedures and systems for encouraging the use of additional services or products
2. how additional services or products will benefit your customers
3. how your customer's use of additional services or products will benefit your organisation
4. the main factors that influence customers to use your services or products
5. how to introduce additional services or products to customers outlining their benefits, overcoming reservations and agreeing to provide the additional services or products
6. how to give appropriate, balanced information to customers about services or products

Performance criteria

Identify additional services or products that are available

You must be able to do the following:

1. update and develop your knowledge of your organisation's services or products
2. check with others when you are unsure about new service or product details
3. identify appropriate services or products that may interest your customer

4. spot opportunities for offering your customer additional services or products that will improve their customer experience

Inform customers about services or products

You must be able to do the following:

5. choose the best time to inform your customer about additional services or products
6. choose the best method of communication to introduce your customer to additional services or products
7. give your customer accurate and sufficient information to enable them to make a decision about the additional services or products
8. give your customer time to ask questions about the additional services or products

Gain customer commitment to using additional services or products

You must be able to do the following:

9. close the conversation if your customer shows no interest
10. give information to move the situation forward when your customer shows interest
11. secure customer agreement and check customer understanding of the delivery of the service or product
12. take action to ensure prompt delivery of the additional services or products to your customer
13. refer your customer to others or to alternative sources of information if the additional services or products are not your responsibility

Accreditation/recognition team's commentary.

Learning outcome met? Yes No

CFACSA5 is an optional unit in the training programme. All trainees must complete three optional units that are relevant to their role. This must include at least one optional pharmacy NOS. Guidance has been developed on the selection of optional units within the framework, based on whether the trainee is in a hospital, industrial or community setting. This unit and its outcomes were not specifically discussed by the team during the recognition event.

SFHGEN21

Interact with individuals using telecommunications

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

SVQs are developed using the entire content of a NOS. Where a NOS is included in an SVQ framework, trainees must achieve all the knowledge and all of the performance criteria requirements. This includes all of the knowledge and performance statements in the NOS, not just the knowledge and performance statements that have been mapped to the learning outcomes in part 1 of this submission.

SFHGEN21 is an optional unit in the training programme. All trainees must complete three optional units that are relevant to their role. A maximum of two non-pharmacy NOS can be selected. Guidance has been developed on the selection of optional units within the framework,

based on whether the trainee is in a hospital, industrial or community setting.

The provider will deliver the NOS in the workplace and support the trainee in the assessment of the NOS. The provider will use practical tasks, observation and role-play to support the trainee to achieve this NOS.

The knowledge will be delivered by guided learning, in a classroom environment and/or via online learning resources. This will also include independent study by the trainee.

Assessment of the NOS will follow the Skills for Health Assessment Strategy for the SVQs in Pharmacy Services. It is anticipated that most of the evidence will be gathered as trainees carry out their usual duties.

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

This standard covers interacting with individuals using a range of telecommunications technology, including the internet. This involves establishing, sustaining, and ending interactions with individuals without face to face interaction by using telecommunications. The emphasis is on supportive interactions rather than providing a general advice service.

Users of this standard will need to ensure that practice reflects up to date information and policies.

Knowledge and understanding

You need to know and understand:

1. the rights of individuals with whom you come into contact
2. legal, organisational and policy requirements relevant to the functions being carried out
3. why it is important to comply with legal, organisational and policy requirements
4. how to obtain information on legal, organisational and policy requirements
5. the procedures of the organisation in relation to anonymity and confidentiality
6. the systems for recording interactions
7. why it is important to use the systems
8. what are the procedures for welcoming individuals
9. how to use different types of telecommunication technology
10. how to encourage individuals to stay connected
11. what are the potential circumstances of the individuals
12. what information about the service should be provided
13. who can be assisted by the service
14. how to encourage individuals without face to face interaction
15. what type of risks or dangers might different individuals face
16. what action should be taken to deal with different risks or dangers
17. what type of interactions occur

18. what opportunities should be made available to individuals to sustain the interaction
19. what type of information should be obtained
20. why it is important to respond at regular intervals
21. why it is important to provide individuals with opportunities to speak without interruption
22. the signs of increased stress in individuals
23. the significance of any signs of stress
24. the types of problem that could occur
25. what actions can be taken to address them
26. why it is important to address problems
27. when should interactions be ended
28. what are the reasons for ending an interaction
29. what further actions could be taken
30. the importance of obtaining full demographic details
31. why it is important to maintain anonymity
32. how to use the anonymity of individuals to assist them to speak, where this is appropriate
33. the types of telecommunications technology that are available
34. which type of telecommunications technology to select in relation to the requirements of the individual and the service provided

Performance criteria

You must be able to do the following:

1. respond to individuals according to organisational policies
2. identify any constraints on individuals and the circumstances in which the interaction is being made
3. provide information about the service and confirm its appropriateness to the individual
4. encourage individuals to share their concerns and to focus on their requirements
5. assess whether there is any risk or dangers facing the individual, and take appropriate action to deal with it
6. provide suitable opportunities for individuals to sustain the interaction
7. encourage individuals to provide additional information on their situation or requirements
8. respond to individuals' immediate requirements at each stage during the interaction
9. provide suitable indications to reassure individuals of continued interest
10. identify any signs of increased stress during interactions and establish their significance

11. provide clear information on the requirement to end the interaction
12. end interactions according to the guidelines and procedures of your organization
13. identify situations where it would be dangerous or disadvantageous to the interest of the individual to terminate the interaction
14. take the appropriate action to resolve dangerous situations
15. ensure you have recorded and checked the individual's demographic details where this is required before ending/transferring the interaction
16. where you are providing a confidential service, ensure the anonymity of individuals, self, and colleagues is maintained according to the procedures of the service
17. record details of interactions in the appropriate systems

Accreditation/recognition team's commentary.

Learning outcome met? Yes No

SFHGEN21 is an optional unit in the training programme. All trainees must complete three optional units that are relevant to their role. This must include at least one optional pharmacy NOS. Guidance has been developed on the selection of optional units within the framework, based on whether the trainee is in a hospital, industrial or community setting. This unit and its outcomes were not specifically discussed by the team during the recognition event.

SFHGEN39

Contribute to effective multidisciplinary team working

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

SVQs are developed using the entire content of a NOS. Where a NOS is included in an SVQ framework, trainees must achieve all of the knowledge and all of the performance criteria requirements. This includes all of the knowledge and performance statements in the NOS, not just the knowledge and performance statements that have been mapped to the learning outcomes in part 1 of this submission.

SFHGEN39 is an optional unit in the training programme. All trainees must complete three optional units that are relevant to their role. A maximum of two non-pharmacy NOS can be selected. Guidance has been developed on the selection of optional units within the framework, based on whether the trainee is in a hospital, industrial or community setting.

The provider will deliver the NOS in the workplace and support the trainee in the assessment of the NOS. The provider will use practical tasks, observation and role-play to support the trainee to achieve this NOS.

The knowledge will be delivered by guided learning, in a classroom environment and/or via online learning resources. This will also include independent study by the trainee.

Assessment of the NOS will follow the Skills for Health Assessment Strategy for the SVQs in Pharmacy Services. It is anticipated that the majority of the evidence will be gathered as trainees carry out their usual duties.

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

This standard is about developing and sustaining the smooth and consistent working of the multidisciplinary team in order to achieve the goal of best care for patients. This is achieved through fostering a climate in which there is open exchange of information and views between members.

Users of this standard will need to ensure that practice reflects up to date information and policies.

Knowledge and understanding

You need to know and understand:

1. the roles, scope, responsibility and availability of members of the multidisciplinary team
2. the contribution that different professions can make to the evaluation and planning of patient care
3. information needs of other people in the team
4. communication structures in the organisation
5. the contribution that different disciplines can make to the evaluation and planning of patient care
6. how to record agreements, plan of care and other communications to be accessed by all members of the multidisciplinary team
7. how to ask open-ended questions, listen carefully and summarise back
8. how to adapt communication styles in ways which are appropriate to different people
9. how to make decisions from the multiple perspectives of a team
10. how effective teams work
11. group dynamics
12. how different styles can work together in a team
13. the different features services must have to meet people's gender, culture, language or other needs

Performance criteria

You must be able to do the following:

1. ensure that your working practice conforms to decisions taken by the team
2. communicate effectively with other team members and constructively acknowledge the views of colleagues
3. provide clear, accurate and sufficient information on work in progress to enable another member of the team to effectively carry out their work
4. provide colleagues with help and advice when requested and when this is consistent with your other responsibilities
5. make sure that issues in the team are addressed positively and handled in a constructive manner
6. agree to maintain confidentiality of information relating to other members of the team
7. accurately summarise issues in the team that cannot be resolved and pass this information on to someone who has the authority and capability to reach a solution
8. identify examples of good and poor practice and make suggestions of realistic improvements to team practice to others in the team

9. identify your own development needs against the demands of the work role and the demands/requirements of the team

Accreditation/recognition team's commentary.

Learning outcome met? Yes No

SFHGEN39 is an optional unit in the training programme. All trainees must complete three optional units that are relevant to their role. This must include at least one optional pharmacy NOS. Guidance has been developed on the selection of optional units within the framework, based on whether the trainee is in a hospital, industrial or community setting. This unit and its outcomes were not specifically discussed by the team during the recognition event.

SFHGEN98 Promote effective communication in a healthcare environment

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

SVQs are developed using the entire content of a NOS. Where a NOS is included in an SVQ framework, trainees must achieve all the knowledge and all of the performance criteria requirements. This includes all of the knowledge and performance statements in the NOS, not just the knowledge and performance statements that have been mapped to the learning outcomes in part 1 of this submission.

SFHGEN98 is an optional unit in the training programme. All trainees must complete three optional units that are relevant to their role. A maximum of two non-pharmacy NOS can be selected. Guidance has been developed on the selection of optional units within the framework, based on whether the trainee is in a hospital, industrial or community setting.

The provider will deliver the NOS in the workplace and support the trainee in the assessment of the NOS. The provider will use practical tasks, observation and role-play to support the trainee to achieve this NOS.

The knowledge will be delivered by guided learning, in a classroom environment and/or via online learning resources. This will also include independent study by the trainee.

Assessment of the NOS will follow the Skills for Health Assessment Strategy for the SVQs in Pharmacy Services. It is anticipated that most of the evidence will be gathered as trainees carry out their usual duties.

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

This standard is about promoting effective written and verbal communication with individuals in a healthcare environment. You will be expected to apply a variety of communication methods and approaches, appropriate to individuals and the situation, in order to facilitate and promote constructive outcomes. You will be expected to be able to communicate effectively on difficult, complex and sensitive issues.

Users of this standard will need to ensure that practice reflects up to date information and policies.

Knowledge and understanding

You need to know and understand:

1. the organisational policies, procedures and codes of conduct relevant to your responsibilities when communicating with individuals about complex and sensitive issues
2. the communication methods and approaches best suited to the situation that:
 - 2.1 promote equality and diversity
 - 2.2 promote the rights of people to communicate in their preferred method, media and language
 - 2.3 are effective when dealing with, and challenging discrimination
 - 2.4 encourage individuals to engage in communications
3. the importance of promoting a positive flow of information between individuals
4. the importance of promoting direct contact which:
 - 4.1 focuses on the individual or groups of individuals
 - 4.2 recognises the need for individuals to communicate at their own pace
 - 4.3 promotes mutual understanding
 - 4.4 promotes active listening
5. the different approaches, methods and techniques that support individuals when handling complex and sensitive issues
6. how to diffuse or discourage conflict during challenging situations
7. when to recognise silence as an effective aide during verbal communication
8. how to use verbal or written communication which:
 - 8.1 facilitates positive outcomes
 - 8.2 is constructive
 - 8.3 is relevant and sufficiently comprehensive to be understood by the recipient
 - 8.4 uses language appropriate to the context, audience and information being exchanged
 - 8.5 is responsive in times of difficulty, trouble or danger when matters could quickly get better or worse
9. the importance of your communication skills in relation to supporting others
10. how your communications skills reflect on you, your organisation and/or workplace
11. the organisational policies and procedures in relation to written communications
12. the principles of confidentiality, security and sharing of information for the environment in which you work

Performance criteria

You must be able to do the following:

1. select and use the most appropriate methods, techniques and approaches of communication across a variety of situations to facilitate and achieve positive outcomes
2. initiate direct contact with individuals when appropriate to do so
3. identify ways to engage individuals and encourage them to communicate with you
4. be perceptive to individuals' reactions, modifying the content and style of your communication to promote positive outcomes
5. use communication skills sensitively to provide support to individuals
6. support individuals to exchange communications with others
7. promote constructive communication exchanges during challenging situations
8. check that you understand what is being communicated

9. ensure others understand the information that you are communicating and clarify points where necessary
10. respect individuals' wishes not to engage in communication
11. provide relevant, appropriate and comprehensive information when you are communicating with others
12. maintain and respect confidentiality of information in all communications

Accreditation/recognition team's commentary.

Learning outcome met? Yes No

SFHGEN98 is an optional unit in the training programme. All trainees must complete three optional units that are relevant to their role. This must include at least one optional pharmacy NOS. Guidance has been developed on the selection of optional units within the framework, based on whether the trainee is in a hospital, industrial or community setting. This unit and its outcomes were not specifically discussed by the team during the recognition event.

Appendix 1

Suggestions are noted below for trainees working in hospital, industry and community settings.

Hospital

For learners working in hospitals, the following optional units may be appropriate:

Fixed dispensary:

- Pharm 07 Receive prescriptions
- Pharm 09 Assemble prescribed items
- Pharm 12 Order pharmaceutical stock
- Pharm 13 Receive pharmaceutical stock
- Pharm 14 Maintain pharmaceutical stock
- Pharm 32 Assist in the issuing of prescribed items

Fixed stores/distribution:

- Pharm 12 Order pharmaceutical stock
- Pharm 13 Receive pharmaceutical stock
- Pharm 14 Maintain pharmaceutical stock
- Pharm 15 Supply pharmaceutical stock

Fixed aseptic:

- Pharm 12 Order pharmaceutical stock
- Pharm 13 Receive pharmaceutical stock
- Pharm 14 Maintain pharmaceutical stock
- Pharm 19 Prepare aseptic products
- Pharm 21 Prepare documentation and materials for the production of aseptic products

Rotational:

- Pharm 07 Receive prescriptions
- Pharm 09 Assemble prescribed items
- Pharm 12 Order pharmaceutical stock
- Pharm 13 Receive pharmaceutical stock
- Pharm 14 Maintain pharmaceutical stock
- Pharm 15 Supply pharmaceutical stock
- Pharm 19 Prepare aseptic products

- Pharm 21 Prepare documentation and materials for the production of aseptic products
- Pharm 32 Assist in the issuing of prescribed items

Industry

For learners working in industry, the following optional units may be appropriate:

- Pharm 12 Order pharmaceutical stock
- Pharm 13 Receive pharmaceutical stock
- Pharm 14 Maintain pharmaceutical stock
- Pharm 15 Supply pharmaceutical stock
- Pharm 17 Manufacture and assemble medicinal products

Community

For learners working in community, the following optional units may be appropriate:

- Pharm 04 Provide advice on non-prescribed medicines and products
- Pharm 07 Receive prescriptions
- Pharm 09 Assemble prescribed items
- Pharm 12 Order pharmaceutical stock
- Pharm 13 Receive pharmaceutical stock
- Pharm 14 Maintain pharmaceutical stock
- Pharm 15 Supply pharmaceutical stock
- Pharm 24 Provide an effective pharmacy collection and delivery service
- Pharm 32 Assist in the issuing of prescribed items
- CFACSA5 Promote additional services or products to customers
- SFHHT2 Communicate with individuals about promoting their health and wellbeing

