

9. EEA Qualified Pharmacy Technician Assessment Framework

	Subject Description	Applicant's assessment			Assessor's assessment (GPHC use only)		
		Yes	No	Please state the module/course code where this is covered	Yes	No	Please state the module/course code where this is covered
1	<p>Chemistry to include:</p> <p>The structure and classification of inorganic chemicals, nuclear and electronic structure of atoms, periodic table, chemical bonding.</p>						
2	The principles of chemical reaction including the various unit used in science, solution properties, pH.						
3	The principles and processes by which chemicals react, chemical and molar quantities, balanced equations for chemical reactions.						
4	The basic structure and function of biological chemicals, water, carbohydrates, fats and proteins, nucleic acids, enzymes.						
5	<p>Microbiology to include:</p> <p>Structure, function and classification of micro-organisms.</p>						

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6	Structure of bacteria, fungi, viruses and protozoa, Prokaryotic and eukaryotic cells, growth and reproduction of micro-organisms						
7	Pathogens and the transmission of infections, infectious diseases, pathogenic micro-organisms, routes of transmission, modes of transmission						
8	Control of micro-organisms in the daily working environment: basic principles of hygiene, contamination, cross contamination and spoilage of medicines, control of hospital acquired infections, sterilisation, disinfection, antimicrobial agents.						
9	Biology, human physiology and action and uses of medicines and other pharmaceutical products to include: Structure and function of cells and tissues, cells in the body, epithelial tissue, connective tissue, muscle tissue, nerve tissue, blood.						
10	Structure and function of major organs and body systems, digestive, circulatory, lymphatic, respiratory, nervous, endocrine, reproduction and foetal development, musculoskeletal, urinary, skin, ear, eye, oropharynx.						
11	Regulation of body systems, nutrition, metabolism and excretion, homeostasis and homeostatic disorders including hormone related disorders, the defence mechanisms in the human body.						

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12	General action and use of medicines, nature and causes of diseases, medical terms relevant to medical treatments, drug administration, absorption, delivery metabolism and excretion, pharmacodynamics, interactions and adverse drug reactions.						
13	Actions and uses of drugs in the treatment of various body systems and clinical conditions.						
14	Gastro-intestinal system, cardiovascular system, respiratory system, central nervous system, infections, endocrine drugs, obstetrics, gynaecology and urinary tract infections, malignant disease and immunosuppression, nutrition and blood, musculoskeletal and joint disorders, eye, ear, nose and oropharynx, skin, immunological products and vaccines, anaesthesia.						
15	Appliances, dressings and other products, wound dressings, bandages and adhesives, elastic hosiery, ostomy products, inhalers and other devices.						
16	Interpersonal skills to include: Customers in pharmacy, range of customers including all service users, colleagues as customers.						

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17	Communication, principles of good communication, identification of customer needs, appropriate responses to different types of customer and different needs, handling complaints, dealing with conflict, confidentiality issues						
18	Team working, the principles of effective team working, styles of interaction between team members, handling problem relationships within teams						
19	Supporting learning, different learning styles, learning environment, instructional techniques, structuring demonstrations						
20	Reflective practice, identifying development opportunities to improve practice, learning from successful interventions, learning from errors, critical incidents and enquiries into serious failings, recording CPD.						
21	Provision of information and advice on medicines, medicine usage and adverse effects, medicines storage, patient information leaflets, devices and sundry items, sources of information on medicines and their use, supporting concordance.						
22	Correct procedures for the sale of supply of OTC medicines, pharmacy protocol, classes of medicines, questions to be asked before recommending or referring, provision of information.						

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23	Public health, healthy eating and lifestyles, health promotion in the pharmacy, health protection, disease prevention.						
24	Preparation for review of medicines taken by an individual, purposes of reviewing an individual's medicines, national and local guidelines and policies, issues that affect how people take medicines, creating and maintain accurate records.						
25	<p>Dispensing procedures and practices to include:</p> <p>Prescription handling and assembly, principles and practices for dispensing, including organisational policies.</p>						
26	The importance and use of standard operating procedures (SOPs), prescription receipt and collection, reading and interpretation of prescriptions, types of check on a prescription, causes and consequences of near misses and dispensing errors, in-process accuracy checking, error recording and record keeping.						

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27	Calculation, weighing and measuring techniques, percentages, dilutions, displacement values, weight per ml etc						
28	Dosage calculations based on age, weight, surface area and blood volume, weighing and measuring equipment						
29	Procedures for weighing and measuring, metric system and the SI units, calculating ingredient quantities required for medicine preparation, quantity of medicines to be supplied on prescription based on the number of prescribed doses and time intervals.						
30	Medicine formulation, types of water used in pharmaceutical products, forms of pharmaceutical products and their properties.						
31	Pharmaceutical techniques including mixing, comminution, filtration, clarification, sieving, microbial aspects of medicines formulation, physical and chemical properties of medicines.						
32	Vehicles and excipients, routes of administration of medicines, packing materials and containers, stability of medicines and the factors that affect stability.						
33	Preparation of pharmaceutical products, equipment used in the dispensing of medicines, preparation of a range of dispensed medicines in common use.						
34	Processes for dilutions and reconstitutions, labelling of dispensed medicines including additional labelling, storage of medicines during stock rotation, robotics, record keeping.						

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35	Ordering, receiving, disposal and return of stock, storage requirements for stock, branded and generic medicines, stock control, procedures for dealing with breakages/spillages of materials, stock rotation and dealing with expiry of stock items, returns and disposal of stock.						
36	Services provided outside of the pharmacy, supply of medicines to residential and nursing homes, provision of monitored dosage system (MDS), national and local regulations and policies regarding supply of medicine, storage of medicines in residential and nursing homes.						
37	UK Pharmacy law and ethics to include: UK Legislation relating to medicines, sale and supply of medicines (Medicines Act), classes of medicines, Patient Group Directions, prescribing conventions and abbreviations.						
38	Prescriptions, prescription charges and exemptions, electronic prescribing, misuse of drugs, poisons, denatured alcohol, supply of veterinary medicines, NHS regulations, UK licensing of medicines, supply of unlicensed medicines, and disposal of waste and unused medicines.						
39	The Drug Tariff, payment for supply of medicines, allowable products, endorsing of prescriptions.						

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40	Ordering, receiving, disposal and return of stock, storage requirements for stock, branded and generic medicines, stock control, procedures for dealing with breakages/spillages of materials, stock rotation and dealing with expiry of stock items, returns and disposal of stock.						
41	UK Legislation affecting pharmacy, responsible pharmacist, supervision, provision of service in the absence of a pharmacist, provision of service in a pandemic or other national emergency, legal and ethical requirements for confidentiality, trade descriptions.						
42	UK legislation relating to consumer protection, weights and measures, data protection, hazardous substances, health and safety, equality and diversity, adult and child protection, freedom of information.						
43	Structure and function of organisations affecting pharmacy, pharmacy regulatory and professional bodies, other organisations within pharmacy in the UK, the National Health Service.						
44	Regulation of pharmacy technicians in the UK, working as a professional, codes of conduct and ethics, continuing professional development, fitness to practice, registration.						

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45	Roles in pharmacy and health, roles undertaken by pharmacists, pharmacy technicians and other pharmacy support staff groups, roles of other health care professionals, types of prescribers in the UK.						
46	Factors affecting standards within pharmacy and pharmacies, clinical governance, audit and quality improvement, risk assessment and management, standard operating procedures.						
47	<p>Pharmaceutical production and aseptic procedures to include:</p> <p>Legislation and guidelines controlling small scale pharmaceutical production, health and safety, hazardous substances, good manufacturing practice.</p>						
48	Licensed and unlicensed units, recognised guidelines relating to manufacture, recognised guidelines for aseptic preparation, various quality assurance (QA) documentation, SOPs, error reduction polices and strategies.						
49	Environment and equipment for small scale pharmaceutical production, hygienic considerations for the manufacturing unit, equipment and personnel.						
50	Environmental monitoring, design production units including aseptic units, maintenance of the production unit including the building, fixtures and fittings, maintenance of equipment, protective clothing and equipment.						

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51	Manufacturing processes, methods used in manufacture of non-sterile products, methods used in manufacture of sterile products, methods used in the manufacture of biopharmaceuticals						
52	Relevant documentation including worksheets, SOPs including labelling and packaging, methods of disinfection and sterilisation, storage of product, distribution procedures, transportation procedures, safe disposal of waste materials.						
53	Quality control and assurance, pharmaceutical materials, formulated products, testing procedures including microbiological testing e.g. sterility testing, pyrogens						
54	Quality assurance, standards associated with the manufacturing process, validation and records, audit of the manufacturing process, total quality management (TQM), quarantine of the product.						
55	Clinical trials, types of trial, design of trial, phases.						
56	Aseptic preparation of pharmaceutical products including cytotoxic preparation, CIVAS and a range of products.						
57	Cytotoxic products, intrathecal products, radiopharmaceuticals, total parenteral nutrition, monoclonal antibodies, methods used for the aseptic preparation and dispensing of pharmaceutical products.						
58	Disposal of waste materials, packaging, labelling and transportation of cytotoxic materials.						

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59	Information technology						

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		Yes	No	Please state the module/course code or supervised training /employment where this is covered. If covered in training/employment please provide an assessment from supervisor/employer of your performance against the relevant standard	Yes	No	Please state the module/course code where this is covered
60	National Occupational Standards (NOS) to include: Provide an effective and responsive pharmacy service						
61	Process pharmaceutical queries						
62	Make sure your own actions reduce risks to health and safety.						
63	Reflect on and develop their practice.						
64	Receive prescriptions from individuals, confirm prescription validity						
65	Assemble and issue prescribed items						
66	Prepare extemporaneous medicines for individual use						
67	Order, receive, maintain, and issue pharmaceutical stock						
68	Undertake an in-process accuracy check of assembled prescribed items, prior to final check						