

**MediaPharm pharmacy support staff, Homecare
Customer Service coordinator reaccreditation
event report, part 3, June 2024**



Contents

Event summary and conclusions	1
-------------------------------------	---

Event summary and conclusions

Provider/Awarding organisation	MediaPharm
Course/Qualification name	Homecare Customer Service coordinator
Event type	Reaccreditation
Event date	14 June 2024
Approval period	September 2024 – September 2027
Relevant requirements	<u>Requirements for the education and training of pharmacy support staff, October 2020</u>
Framework used	National Occupational Standards
Outcome	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.
Minor amendments	Please refer to parts 1 and 2.
Registrar decision	Please refer to parts 1 and 2.

Technical knowledge and skills

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

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

Please note, the NOS unique identifiers are hyperlinked to the relevant NOS standard.

[PHARM01](#) - Assist with the provision of a pharmacy service

How does the course/qualification support the trainee to achieve this NOS outcome and where the outcome is taught?

Provider's commentary

The learning for this NOS is covered across the Homecare Customer Service Coordinator module as providing customer service is the main part of the learner's role. This module also builds on learning gained across the foundation modules including 'Introduction to Customers', 'Introduction to Health and Safety' and 'Introduction to Pharmacy' with the foundation module providing generic learning and the Homecare Customer Service coordinator module providing learning focussed on the what is relevant to the learner's role. The learning relevant to this NOS is split across the following chapters of the course:

- **Chapter 2 – Process and procedure**, covering learning about GPhC standards, SOPs, and how the Homecare role works.
- **Chapter 4 – Health and safety**, covering general learning about Health and Safety relevant to the role
- **Chapter 5 – Providing great customer service**, covering Customers, Person Centred Care, and using empathy. It also covers handling complaints and effective communication building on learning from the foundation modules.
- **Chapter 6 – Teamwork**, covering dealing with problems and knowing when to refer

The learning is covered using a combination of e-learning, both in text and video, and activities encouraging the learner to find out about company policies and processes and to reflect on their learning and situations they have encountered.

How and where does the course/qualification assess the trainee's achievement of this NOS outcome at the stated competency level?

Provider's commentary

The module content is validated using a variety of methods to allow confirmation of knowledge and practical ability.

The learner is asked to complete 'Time Out' activities throughout the module, these are completed on paper with the learner's tutor required to check appropriate completion of the activities prior to declaring the module as complete.

The module itself has a knowledge check quiz at the end covering the module as a whole. It also has a final sign off sat under exam conditions covering the following:

- 10 MCQs randomly selected from a bank of 30 covering whole course content. This is invigilated under the control of the learner's tutor and is aimed at assuring the learner has appropriate knowledge.
- 2 case studies randomly selected from a bank of 5 covering whole course content. This is conducted by the learner's tutor who has discussion points available to help assess knowledge and understanding of the scenario presented.
- Observation of practical ability by the learner's tutor acting as an expert witness and guided by an observation checklist. The observation covers the practical aspects of the NOS and is completed over the space of at least a week. The checklist requires comment from the tutor as

to how the learner shows competence, and acts as a 'declaration of competence' sign off on practical ability and knowledge covering the NOS standards by a registered pharmacy professional.

The aspects of formal knowledge and practical ability are quality assured in line with the Mediapharm quality assurance policy, and tutors are provided with guidance on how to conduct the different aspects of the tutor sign off and act as an expert witness.

GPhC accreditation team use only:

NOS met/will be met? Yes No

Accreditation team's commentary:

The team agreed that this National Occupational Standard would be met based on the submission mapping and assurance taken from the testing of other standards and learning outcomes.

