

**Buttercups Training Ltd support staff course
reaccreditation event report, Accuracy Checking
Dispensing Assistant, part 3, July 2024**



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Event summary and conclusions

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| Provider | Buttercups Training Ltd |
| Course name | Accuracy Checking Dispensing Assistant Course |
| Event type | Reaccreditation |
| Event date | 9 July 2024 |
| Approval period | November 2024 – November 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

To meet the requirements of NOS PHARM01, learners complete **Core Module 1: Working in a Pharmacy Environment**, **Core Module 2: Teamwork and Person-Centred Care**, and the technical module **Knowledge for Assembling Prescriptions** on the b-Hive platform.

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

Provider's commentary

Learners complete the **formative assessment** activities throughout the course materials including the activity books in the modules listed above which require research into the relevant workplace policies and procedures, and interactive activities built into the b-Hive platform to provide instant feedback.

The **activity books** are reviewed by their workplace training supervisor (WTS) and contain both formative and summative assessment activities. The **formative** activities include reflecting on a referral they have made to another healthcare professional (Activity Book: Teamwork and Person-Centred Care: Activity 10) and thinking about what constitutes good customer service. This activity assesses at Does level. The **summative** activities include describing their responsibilities in the event of a complaint and describing how to report health and safety matters in their workplace (Activity Book: Teamwork and Person-Centred Care: Activity 11). This activity assesses at Does level.

Summative assessment of PHARM01 overlaps with the Part 1 learning outcomes. These are assessed by a **witness testimony** by their WTS following observations in the workplace, including demonstration of good communication skills, effective teamwork, awareness of SOPs, workplace health and safety and referral procedures, and handling a complaint.

GPhC accreditation/recognition team use only:

NOS met/will be met? Yes No

Accreditation/recognition team's commentary:

Based on the provider's written submission, the team judged that this learning outcome was met.

PHARM28 - Undertake the final accuracy check of dispensed medicines and products

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

Provider's commentary

To meet the requirements of NOS PHARM28, learners complete the following modules on the b-Hive platform:

- **Core Module 1: Working in a Pharmacy Environment**
- **Core Module 2: Teamwork and Person-Centred Care**
- **Technical Module 1: Your Role as an ACDA**
- **Technical Module 2: Creating a Patient Safety Culture**
- **Technical Module 3: Calculations.**

The following Knowledge criteria of NOS PHARM28 have been **omitted** from this ACDA course because they are beyond the scope of a Level 2 course:

- K24: The use of medicines and the effect they have on basic human physiology
- K26: The actions of medicines and products including drug interactions and contraindications
- K29: Discharge policies relevant to your practice

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

Provider's commentary

Learners complete the formative assessment activities throughout the course materials including the activity books in the modules listed above which require research into the relevant workplace policies and procedures, and reflection on their own practices. Learners complete interactive activities built into the b-Hive platform to provide instant feedback.

The activity books are reviewed by their workplace facilitators and contain both formative and summative assessment activities. The formative activities include referring to workplace SOPs to list items that can only be final accuracy checked by a pharmacist, and finding out how clinically-checked prescriptions are identified in their workplace. The summative activities include describing their responsibilities in the event of a complaint and describing how to report health and safety matters in their workplace. The activity books meet learning outcomes at **Knows** and **Knows How** levels.

The assessment of GPhC learning outcomes 1 to 17 and 19 are covered by Core Modules 1 and 2, which are the same as the other iterations of our Level 2 support staff courses. The summative assessments of these learning outcomes are covered by the Core Witness Testimony and Core Final Test.

Summative assessment of PHARM28 which are assessed by witness testimonies by their workplace facilitator following observations in the workplace. The Facilitator Testimony incorporates the relevant GPhC learning outcomes at **Does** level covered in the Core Witness Testimony in the Level 2 Support Staff Courses, which overlaps with the Part 1 learning outcomes, including compliance to SOPs and workplace health and safety, person-centred care, patient confidentiality and information governance. The Facilitator Testimony also covers the Performance criteria of NOS PHARM28, which includes demonstration of responsibility and professionalism in an accuracy checking role, practices to ensure safe dispensing and final accuracy checking, record-keeping and error reporting, ability to provide feedback on errors and support others to learn, and the ability to check calculations have been performed correctly.

The main part of summative assessment of PHARM28 requires the learner to compile a portfolio for competence of final accuracy checking (referred to as the accuracy checking portfolio), which meets

learning outcomes at **Does** level. The portfolio aligns with industry standards for final accuracy checking such as the Association of Pharmacy Technicians UK (APTUK) National Education Framework: Final Accuracy Checking of Dispensed Medicines and Products (2019). The portfolio consists of:

- a checking protocol designed by the learner, which is based on their workplace SOPs and intended as a guide to help structure their final accuracy checking steps, to embed good habits and best practice. We emphasise that their checking protocol does not replace any workplace SOPs
- a log of 1000 items checked by the learner (the “checking log”) – the learner will need to check additional items if they have made checking errors in the process
- a log of all near misses identified by the learner
- a log of all checking errors made by the learner, along with a reflective account for each error. If the learner has not made any checking errors, their facilitator will complete a declaration for this
- learner’s appraisals with their facilitator at 250-item, 750-item and 1000-item stages of their checking log

The learner’s accuracy checking portfolio will be submitted to Buttercups Training for validation. It will initially be screened via a SOP and referred to qualified ACPT Tutors where required. Once the portfolio has been assessed as satisfactory, Buttercups Training will notify the facilitator that their learner is ready to begin the probationary period in their workplace as an ACDA, which will last a minimum of two weeks (or equivalent of ten working days).

At the end of a successful probationary period, the facilitator will complete a declaration form to notify Buttercups Training. An ACDA certificate will be issued, which is valid for two years, for the specific setting they have completed their ACDA training, in accordance to the specific set of SOPs for final accuracy checking as an ACDA.

If the learner moves from one workplace to another within the same setting specified on their certificate, whilst their certificate will still be valid, the learner will be expected to complete a 200-item checking log in line with revalidation requirements to ensure they are safe to work in their new workplace with a different set of SOPs.

GPhC accreditation/recognition team use only:

NOS met/will be met? Yes No

Accreditation/recognition team’s commentary:

The course staff explained that the teaching for this outcome builds on learners’ existing knowledge and experience. Teaching includes final accuracy checking, standard operating procedures and labelling, emphasising learners’ own responsibilities and accountability. Assessment is by witness testimony at the ‘does’ level.

