General
Pharmaceutical
Council

Buttercups Training Ltd support staff course reaccreditation event report, Dispensing Assistants, part 3, July 2024

Contents

Event summary and conclusions

Provider	Buttercups Training Ltd
Course name	Support Staff Course for Dispensing Assistants
Event type	Reaccreditation
Event date	9 July 2024
Approval period	November 2024 – November 2027
Relevant requirements	Requirements for the education and training of pharmacy support staff, October 2020
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 which 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.

PHARM07 - Receive prescriptions

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 PHARM07, learners complete **Core Module 1: Working in a Pharmacy Environment, Core Module 2: Teamwork and Person-Centred Care** and technical modules **Receiving and Interpreting Prescriptions**, **Knowledge for Assembling Prescriptions, Skills for Assembling Prescriptions** and **Controlled Drugs** 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. Learners complete a **Virtual Pharmacy scenario** that involves handling prescriptions from a simulated patient, which they will receive instant feedback for the decisions they make in the scenario. This activity assesses at Does level.

The **activity books** are reviewed by their workplace training supervisor (WTS) and contain both formative and summative assessment activities. The **formative** activities include describing their workplace SOPs for dispensing emailed prescriptions (Activity 3 "What is the procedure for dispensing emailed prescriptions in your workplace"). This activity assesses at level Knows how. The **summative** activities include comparing their workplace SOPs (Activity 1) for receiving prescriptions to the examples provided in the course, then describing any differences and discussing them with their WTS. This activity assesses at Does level.

Summative assessment of PHARM07 includes scenario-based multiple-choice questions (MCQs) in a **Final Test**, and a **witness testimony** by their WTS following observations in the workplace to assess the learner's ability to receive prescriptions according to workplace SOPs.

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.

PHARM09 - Assemble prescribed items

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

Provider's commentary

To meet NOS PHARM09, learners complete the **Core Module 1: Working in a Pharmacy Environment, Core Module 2: Teamwork and Person-Centred Care** and technical modules **Receiving and Interpreting Prescriptions, Knowledge for Assembling Prescriptions, Skills for Assembling Prescriptions, Stock, Controlled Drugs, Clinical Governance** and **Wider Pharmacy Services** 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 finding out if their POM/private prescription register is kept on paper or electronically (Activity Book: Skills for Assembling Prescriptions: Activity 3), and where their controlled drugs register is kept (Activity Book: Skills for Assembling Prescriptions: Activity 4) and assesses at Knows How level. The **summative** activities include observing a pharmacist to complete a professional check (Activity Book: Skills for Assembling Prescriptions: Activity 2), then describing how professional checks are carried out in their workplace, this activity assesses at Shows How level.

Summative assessment of PHARM09 includes scenario-based multiple-choice questions (MCQs) in a **Final Test**, and a **witness testimony** by their WTS following observations in the workplace to assess the learner's ability to accurately label and assemble medicines against a prescription according to workplace SOPs.

GPhC accreditation/recognition team use only:

NOS met/will be met? Yes ☒ No ☐

Accreditation/recognition team's commentary:

The team tested this outcome at the event. The course staff explained that teaching develops from prescription checks and labelling, to the reduction and reporting of errors. Assessments include activity book assessments and witness testimonies at the 'does' level.

PHARM12 - Order pharmaceutical stock

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

Provider's commentary

To meet NOS PHARM12, learners complete **Core Module 1: Working in a Pharmacy Environment, Core Module 2: Teamwork and Person-Centred Care**, and the technical module on **Stock** 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 Stock module 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 finding out the ordering cut-off times for their suppliers and when items will arrive if they are ordered after the cut-off time (Activity Book: Stock: Activity 4) and assesses at Knows How level. The **summative** activities include observing a colleague responsible for managing stock to order stock (Activity Book: Stock: Activity 2), then read the relevant SOPs and be observed by their WTS to carry out this task. This activity assesses at Does level.

Summative assessment of PHARM12 includes scenario-based multiple-choice questions (MCQs) in a **Final Test**, and a **witness testimony** by their WTS following observations in the workplace to assess the learner's ability to order pharmaceutical stock according to workplace SOPs.

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.

PHARM13 - Receive pharmaceutical stock

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

Provider's commentary

To meet NOS PHARM13, learners complete **Core Module 1: Working in a Pharmacy Environment, Core Module 2: Teamwork and Person-Centred Care**, technical modules **Stock** and **Controlled Drugs** 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 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 including finding out how to check and adjust stock levels when receiving stock (Activity Book: Stock: Activity 6) and assesses at Knows How level. The **summative** activities include describing how their dispensary ensures the stock received is genuine and fit for purpose (Activity Book: Stock: Activity 7) and assesses at Knows How level.

Summative assessment of PHARM13 includes scenario-based multiple-choice questions (MCQs) in a **Final Test**, and a **witness testimony** by their WTS following observations in the workplace to assess the learner's ability to receive pharmaceutical stock according to workplace SOPs.

GPhC accreditation/recognition team use only:

NOS met/will be met? Yes ☒ No ☐

Accreditation/recognition team's commentary:

The team tested this outcome at the event. Learners study the processes for receiving stock, which extends to discrepancies, delayed and damaged stock, drug alerts, and the cold chain. Assessments include activity book tasks and witness testimonies at the 'does' level.

PHARM14 - Maintain pharmaceutical stock

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

Provider's commentary

To meet NOS PHARM14, learners complete **Core Module 1: Working in a Pharmacy Environment, Core Module 2: Teamwork and Person-Centred Care**, technical modules **Stock** and **Controlled Drugs** 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 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 including finding out who is responsible for performing stock checks on controlled drugs and how frequently they are performed (Activity Book: Controlled Drugs: Activity 4) and assesses at Knows How level. The **summative** activities include observing a trained colleague respond to a drug recall or drug alert, then describing who is responsible and the procedures they follow (Activity Book: Stock: Activity 13) and assesses at Shows How level.

Summative assessment of PHARM14 includes scenario-based multiple-choice questions (MCQs) in a **Final Test**, and a **witness testimony** by their WTS following observations in the workplace to assess the learner's ability to maintain pharmaceutical stock according to workplace SOPs.

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.

PHARM15 - Supply pharmaceutical stock

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

Provider's commentary

To meet NOS PHARM15, learners complete **Core Module 1: Working in a Pharmacy Environment, Core Module 2: Teamwork and Person-Centred Care**, and technical modules **Stock** and **Controlled Drugs** 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 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 including a scenario-based activity on how to contact manufacturers to source a product that is out of stock (Activity Book: Stock: Activity 11) and assesses at Knows How level. The **summative** activities include describing the procedure for responding to urgent requests for stock in accordance with workplace SOPs (Activity Book: Stock: Activity 12) and assesses at Knows How level.

Summative assessment of PHARM15 includes scenario-based multiple-choice questions (MCQs) in a **Final Test**, and a **witness testimony** by their WTS following observations in the workplace to assess the learner's ability to supply pharmaceutical stock according to workplace SOPs.

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.

PHARM32 - **Assist in the issuing of prescribed items**

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 PHARM32, learners complete **Core Module 1: Working in a Pharmacy Environment, Core Module 2: Teamwork and Person-Centred Care** and technical modules **Receiving and Interpreting Prescriptions, Skills for Assembling Prescriptions, Controlled Drugs, Handing Out Prescriptions and Patient Counselling, and Wider Pharmacy Services** 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.

Learners will complete the **Virtual Pharmacy scenario** on handling prescriptions, where they will interact with a simulated patient and receive instant feedback for the decisions they make in the scenario and assessed at Does level.

The **activity books** are reviewed by their workplace training supervisor (WTS) and contain both formative and summative assessment activities. The **formative** activities include scenario-based activities for handing out prescriptions (Activity Book: Handing Out Prescriptions and Patient Counselling: Activity 3 (a to d)) and assesses at Knows How level. The **summative** activities include listing the medicines that they are not permitted to hand out and observing trained colleagues who are authorised to hand out these items, then writing down the special counselling points or record-keeping requirements (Activity Book: Handing Out Prescriptions and Patient Counselling: Activity 1) and assesses at Knows and Shows How levels.

Summative assessment of PHARM32 includes scenario-based multiple-choice questions (MCQs) in a **Final Test**, and a **witness testimony** by their WTS following observations in the workplace to assess the learner's ability to hand out prescriptions for a range of dosage forms and counsel the patient appropriately following workplace SOPs.

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.