

**Buttercups Training Ltd support staff course
reaccreditation event report, Pharmacy Assistants
in Manufacturing, part 3, July 2024**



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Event summary and conclusions

Provider	Buttercups Training Ltd
Course name	Support Staff Course for Pharmacy Assistants in Manufacturing
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 <u>found here</u> .
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.

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** and **Clinical Governance** 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 describing how dispensed items are stored in their workplace. Activity Book: Skills for Assembling Prescriptions: Activity 3 in module Skills for Assembling Prescriptions and assesses at Knows How level. The **summative** activities include observing a pharmacist when completing a professional check, then describing how professional checks are carried out in their workplace. Activity Book: Skills for Assembling Prescriptions: Activity 1 in module Skills for Assembling Prescriptions and 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 when ordering stock, then reading the relevant SOPs and being observed by their WTS to carry out this task. (Activity Book: Stock: Activity 2) and 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**, and the 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 manufacturing unit 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**, 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 describing the actions to take if storage conditions are too hot or too cold (Activity Book: Stock: Activity 9) and assesses at Knows How level. The **summative** activities include observing a trained colleague when responding to a drug recall or drug alert, then describing who is responsible and the procedures they follow (Activity Book: Stock: Activity 12) 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 the 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 include 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 13) 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.

PHARM17 - Manufacture and assemble medicinal 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 NOS PHARM17, learners complete the **Core Module 1: Working in a Pharmacy Environment**, **Core Module 2: Teamwork and Person-Centred Care**, and the technical modules **Knowledge for Assembling Prescriptions**, **Skills for Assembling Prescriptions**, **Stock**, **Clinical Governance**, **Aseptic Manufacturing: Legislation and Procedures**, **The Aseptic Manufacturing Process** and **Manufacturing Medicinal Products** 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 listing some of the products most commonly manufactured in their unit (Activity book: Manufacturing Medicinal Products: Activity 1 and assesses at Knows level. The **summative** activities include listing the cytotoxic drugs most commonly handled in their unit and summarising the workplace SOPs for handling them (Activity book: The Aseptic Manufacturing Process: Activity 4) and assesses at Knows How level.

Summative assessment of PHARM17 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 follow clean room protocols, including monitoring and cleaning 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.

PHARM19 - Prepare aseptic 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 NOS PHARM19, learners complete the **Core Module 1: Working in a Pharmacy Environment**, **Core Module 2: Teamwork and Person-Centred Care**, and the technical modules **Knowledge for Assembling Prescriptions**, **Skills for Assembling Prescriptions**, **Clinical Governance**, **Aseptic Manufacturing: Legislation and Procedures**, **The Aseptic Manufacturing Process** and **Manufacturing Medicinal Products** 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 listing some of the

products most commonly manufactured in their unit (Activity book: Manufacturing Medicinal Products: Activity 1) and assesses at Knows level. The **summative** activities include discussing with their production manager and summarising their role in the pharmaceutical quality system in their unit (Activity book: Manufacturing Medicinal Products: Activity 4) and assesses at Does level.

Summative assessment of PHARM19 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 follow clean room protocols, safely and accurately prepare worksheets, labels, ingredients and items for aseptic manufacturing, including documentation, 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.

PHARM20 - Prepare documentation and materials for the manufacture and assembly of medicinal 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 NOS PHARM20, learners complete the **Core Module 1: Working in a Pharmacy Environment**, **Core Module 2: Teamwork and Person-Centred Care**, and the technical modules **Knowledge for Assembling Prescriptions**, **Clinical Governance**, **Aseptic Manufacturing: Legislation and Procedures**, **The Aseptic Manufacturing Process** and **Manufacturing Medicinal Products** 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 the procedures for monitoring fridge temperature, including who is responsible, the frequency of monitoring and how to report a problem (Activity book: The Aseptic Manufacturing Process: Activity 3) and assesses at Knows How level. The **summative** activities include finding out which licence is held by their manufacturing unit (Activity book: Manufacturing Medicinal Products: Activity 2) and assesses at Knows level.

Summative assessment of PHARM20 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 safely and accurately prepare worksheets, labels, ingredients and products 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, and discussions during the event, NOS Pharm20 was tested at the event alongside Pharm21, and the team was satisfied that both learning outcomes were met.

PHARM21 - Prepare documentation and materials for the production of aseptic 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 NOS PHARM21, learners complete the **Core Module 1: Working in a Pharmacy Environment**, **Core Module 2: Teamwork and Person-Centred Care**, and the technical modules **Knowledge for Assembling Prescriptions**, **Skills for Assembling Prescriptions**, **Clinical Governance**, **Aseptic Manufacturing: Legislation and Procedures**, **The Aseptic Manufacturing Process** and **Manufacturing Medicinal Products** 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 the procedures for monitoring fridge temperature, including who is responsible, the frequency of monitoring and how to report a problem (Activity book: The Aseptic Manufacturing Process: Activity 3) and assesses at Knows How level. The **summative** activities include outlining the procedure for reporting an accident, incident or near miss in their unit (Activity book: Manufacturing Medicinal Products: Activity 3) and assesses at Knows How level.

Summative assessment of PHARM21 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 safely and accurately prepare worksheets, labels, ingredients and products according to workplace SOPs.

Please refer to **Appendix M8 – L2 SSC Assessment Mapping**.

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 relevant health and safety processes including the Control of Substances Hazardous to Health regulations. The course then covers the differences between licensed and unlicensed medicines, contamination, aseptic products and the stability of medicines, with good governance and accurate documentation being emphasised throughout. Assessments include tests at the 'knows how' level and witness testimonies at the 'does' level.

Additional technical outcomes not covered by the pharmacy suite of NOS's (delete section if not applicable)

PHARM52 – Prepare and maintain the working environment for aseptic manufacture and dispensing of medicinal products in cleanrooms

<https://tools.skillsforhealth.org.uk/competence-details/html/3303/>

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 PHARM52, learners complete the **Core Module 1: Working in a Pharmacy Environment**, and the technical modules **Aseptic Manufacturing: Legislation and Procedures**, **The Aseptic Manufacturing Process** and **Manufacturing Medicinal Products** on the b-Hive platform.

Please note the PHARM52.2011 NOS is the most current version on the Skills for Health website at the time of writing.

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. Interactive activities include matching the types of contamination with their descriptions.

The **activity books** are reviewed by their workplace training supervisor (WTS) and contain both formative and summative assessment activities. The **formative** activities include recording the title of their workplace SOPs relevant to aseptic manufacturing (Activity book: Aseptic Manufacturing: Legislation and Procedures: Activity 1) and assesses at Knows level. The **summative** activities include describing the conditions that prevent them from undertaking clean room activities and summarising the procedures for reporting these conditions (Activity book: Manufacturing Medicinal Products: Activity 6) and assesses at Knows How level.

Summative assessment of PHARM52 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 follow clean room protocols, safely and accurately prepare for aseptic manufacturing, including monitoring and cleaning the manufacturing environment, 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.

