

**Buttercups Training Ltd support staff course
reaccreditation event report, Pharmacy Delivery
Drivers, part 3, July 2024**



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Event summary and conclusions

Provider	Buttercups Training Ltd
Course name	Support Staff Course for Pharmacy Delivery Drivers
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 a technical module **Medicines and 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.

PHARM24 - Provide an effective pharmacy collection and delivery 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 PHARM24, learners complete **Core Module 1: Working in a Pharmacy Environment, Core Module 2: Teamwork and Person-Centred Care**, and a technical module **Medicines and 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 (Activity Book: Medicines and Prescriptions: summative Activity 3 "Describe your company procedure for handling medicines that you have been unable to deliver" and assesses at Does level, and a formative Activity 9 "Describe the procedure for handing out prescriptions in your organisation" that assesses at Knows How level), and interactive activities (Scenario based MCQ activity "Patient with impaired eyesight") assesses at Knows How level and is 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 (Activity 9 in activity book and scenario-based activity "Handing out prescribed items") include listing the services offered by their pharmacy. The **summative** activities (Activity 2, 3 5, 7 and 8) include describing their company procedure for handling undelivered medicines and discussing with their WTS about the actions to be taken if this happens when the pharmacy is closed. Activities 2 and 8 assesses at Knows How level and activities 3,5,7 assesses at Does level.

Summative assessment of PHARM24 includes scenario-based multiple-choice questions (MCQs) in a Final Test under exam conditions, and a **witness testimony** by their WTS following observations in the workplace to demonstrate the safe and secure delivery of medicines 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.

