

**National Pharmacy Association pharmacy support  
course reaccreditation event report, Accredited  
Dispensary Assistant Course (ADAC), part 3,  
November 2024**



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## Event summary and conclusions

<b>Provider</b>	National Pharmacy Association
<b>Course name</b>	Accredited Dispensary Assistants Course (ADAC)
<b>Event type</b>	Reaccreditation
<b>Event date</b>	27 – 28 November 2024
<b>Approval period</b>	January 2025 – January 2028
<b>Relevant requirements</b>	<u>Requirements for the education and training of pharmacy support staff, October 2020</u>
<b>Framework used</b>	National Occupational Standards
<b>Outcome</b>	Please refer to parts 1 and 2.
<b>Standing conditions</b>	A link to the standing conditions can be <a href="#">found here</a> .
<b>Recommendations</b>	Please refer to parts 1 and 2.
<b>Minor amendments</b>	Please refer to parts 1 and 2.
<b>Registrar decision<sup>1</sup></b>	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.

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<sup>1</sup> Registrar or appointed delegate

## 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

Assisting with a pharmacy provision is covered in **ADAC Module 1**, which is about introducing trainees to dispensing practice and stock control. The module starts by introducing trainees to providing a good service to customers which is of great relevance to assisting with the provision of a pharmacy service. Section 1 covers important topics including knowing when to refer to another member of the team. Working with patients and customers with special requirements and patient confidentiality, pages 5-18. Throughout the module, trainees are introduced to topics which form a basis for being able to assist with the provision of a pharmacy service. For instance, in section 2 of **module 1** (pages 21-24) trainees are taught the importance of standard operating procedures as well as what is required when handling prescriptions within the pharmacy. Important legislation is covered throughout (including safeguarding, GDPR, Health and Safety, RIDDOR, RP Regulations and waste regulations) in module 1, such as pages 13, 18, 41, 67, 68-71. Important topics such as communication and establishing an individual's requirements are covered in depth, examples of this coverage can be found on pages 5-10. **Module 1** section 3 covers vital information for assisting with the provision of a pharmacy service. Trainees are taught the roles of individuals within a pharmacy and how to work effectively within a team on pages 42-45.

**ADAC Module 3 (all)** covers the law and ethics relating to their role, including making sure trainees are aware of their obligations under the pharmacy contract (Section 6), the legal issues around the supply of medicines (Sections 7-11) and how pharmacy is part of the wider NHS (Section 5)

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

#### Provider's commentary

Although this unit is covered in part through our MCQ assessment there are a variety of outcomes that are more suited to observation and so are covered within the competency booklet. Effective communication is observed in outcome 1 along with relaying information accurately and promptly.

There is an activity in ADAC Module 3 where trainees are asked to identify what services are offered by the pharmacy and who can help with the provision of those services (page 28).

**GPhC accreditation/recognition team use only:**

**NOS met/will be met? Yes  No**

**Accreditation team's commentary:**

The team was satisfied with the evidence provided.

**PHARM02 - Provide an effective and responsive pharmacy service**

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

**Provider's commentary**

Many of the learning outcomes within this unit are also taught throughout **ADAC module 1**. In Section 2 trainees are taught the importance of standard operating procedures whilst we cover handling conflict and individuals that are distressed in module 1 section 1 on pages 15 and 44-45. Trainees are taught the importance of dealing with complaints in sections 1 and 3 and once again are taught how to deal with them through effective verbal and non-verbal communication covered on pages 5-15. The importance of working within your limits is something we feel is pivotal to the trainee's knowledge. We teach this in section 1 and 2 on pages 13-15 and 29 and at other relevant points throughout the course. Section 5 covers other important aspects to this unit such as Health and Safety. On pages 61-72 trainees are taught their responsibilities to health and safety and how to handle any situation within a pharmacy.

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

**Provider's commentary**

Governance and policy requirements are covered within the MCQs as well as most of the other topics which constitute the basic skills requirement to provide an effective and responsive pharmacy service. The MCQs cover areas such as verbal and non-verbal communication, complaints, conflict, customer service and more. The competency booklet assesses the trainee's ability to communicate effectively in reality this includes communicating in a clear manner at a level that is appropriate for the individuals understanding. Communication is observed in outcome 1. Completing the relevant documentation and storing it appropriately in line with legal and organisational requirements is covered in outcomes 1 and 4. The trainee must also demonstrate that they are able to refer tasks outside of their remit in outcome 1.

K15 how to negotiate with individuals has been omitted from this unit for the for the following reason:

We feel the comprehensive first section which highlights communication, dealing with different individuals, complaints and referrals etc. covers this topic indirectly but sufficiently. By teaching communication comprehensively, we feel trainees are implicitly taught how to negotiate with individuals.

**GPhC accreditation/recognition team use only:**

NOS met/will be met? Yes  No

**Accreditation team's commentary:**

The team was satisfied with the evidence provided.

## PHARM03 - Respond to pharmaceutical queries and requests for information

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

### Provider's commentary

The qualification teaches trainees about the importance of responding to pharmaceutical queries and requests for information throughout **ADAC Module 1** and some sections in modules 2 & 3. For instance, **ADAC Module 2** Section 2 covers dispensary procedures, more specifically on page 23 we cover patient safety and clinical governance. **ADAC Module 3** section 6 pages 23-27 covers the NHS community pharmacy contract and teach trainees about basic requirements. Once again by covering vital topics such as effective communication in **ADAC Module 1** (pages 5-15) and the importance of working within SOPs (page 21) the trainees are best equipped to deal with pharmaceutical queries. In **ADAC Module 1** section 2 pages 21-34 trainees are taught about prescription requirements, issuing dispensed items, owings etc. In section 1, on page 18, we teach the learners about patient confidentiality and the importance of knowing what information can be disclosed and to whom. In Module 1, section 6, pages 73-88 we cover how stock can be ordered and maintained.

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

### Provider's commentary

Some of the knowledge that forms a basis to be able to request to pharmaceutical queries and requests for information is assessed through the MCQs. This includes confidentiality, SOPs, effective team working and communication. Observations of a trainee dealing with various pharmaceutical queries can provide strong evidence that they have a good knowledge and understanding. Learning outcome 1 in the competency booklet covers effective communication and providing a structured and appropriate answer to a query. Outcome 2 ensures that the trainee checks that their response satisfactorily covers what was required in the first place. Outcome 3 checks that the trainee accesses the most appropriate and relevant sources of information in order to answer a query or provide information. Outcome 3 is about effectively listening to what a customer or patient is trying to relay before working on a response.

**GPhC accreditation/recognition team use only:**

NOS met/will be met? Yes  No

### Accreditation team's commentary:

The team was satisfied with the evidence provided.

## 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

Trainees are taught how to receive prescriptions predominantly in **ADAC Module 1** Section 2 (pages 21-34) which is all about taking in and issuing prescriptions. Topics such as prescription changes, exemptions & private prescriptions are covered. In **ADAC module 2** section 2, pages 15-24 we cover

filing of prescriptions and the dispensing process (which all starts with receiving a prescription). Within **ADAC module 1** section 2, we also cover different types of medical professionals and prescriptions. **ADAC module 3** section 8 is all about the responsible pharmacist and what to do in their absence, covered on pages 47-49. Different types of prescriptions including private prescriptions are covered in **ADAC Module 1** section 2, on pages 34-36 with the rest of the information about receiving prescriptions. **ADAC Module 3** covers the legal requirements for CD prescriptions in Section 10. Different types of prescribers that may write prescriptions is covered on pages 15-16. Prescriptions written by prescribers outside of the UK is covered on pages 32-33, and the requirements for prescriptions and private prescriptions is covered on pages 33-36. CD prescription requirements are covered on pages 62-64, including forgery identification. Instalment prescriptions are covered on page 70-71. Veterinary prescription requirements are covered on pages 76-77.

**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 knowledge behind receiving prescriptions appropriately is tested within the MCQ assessment. Our question bank covers limitations when the RP is not present and prescription requirements, declarations and exemptions. Trainees are observed on their abilities to receive prescriptions including checking that they are filled out correctly and correctly forwarding the prescription for the next stage in dispensing in learning outcome 4. Learning outcome 4 also ensure that the trainee is observed carrying out all relevant transactional procedures correctly.

The activity on page 35 in ADAC module 3 asks trainees to assess whether a prescription is legally valid.

**GPhC accreditation/recognition team use only:**

**NOS met/will be met? Yes  No**

**Accreditation team's commentary:**

The team was satisfied with the evidence provided.

**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**

**ADAC Module 1** of the course teaches the trainee about the importance of Standard Operating Procedures (SOPs) in Section 2, which is applicable to all processes in the pharmacy. **ADAC Module 2** explains how SOPs may differ to each pharmacy for the dispensing process and that the trainee should become familiar with the SOPs for their pharmacy for the assembly of prescribed items, SOPs relevant to labelling prescriptions. **ADAC Module 3** teaches the trainee the role of the Responsible Pharmacist (in Section 8) in relation to SOPs. Section 10 describes the additional processes required when dispensing CDs (page 61). The requirements for dispensing under the NHS Terms of Services are covered on page 22, and a description of this essential contract requirement (England) is on page 23 (other countries on the following pages). Repeat dispensing is also referred to (pages 33, 34, 37).

Dispensing private prescriptions is covered on page 37. The labelling of dispensed items which forms part of the assembly process is covered on pages 42 (emergency supply), 44 and 77 (veterinary)

The trainee is also taught about understanding and establishing the limits of their own authority in Module 1. General Health and safety procedures and legislation is covered in **ADAC Module 1**, Section 5 so that the trainee is aware of this at the outset, including health and safety precautions to be taken during the dispensing process e.g. when handling methotrexate. Module 1 (Sections 4 and 6) also addresses the dispensary environment and importance of hygiene, protective clothing, stability, and storage of medicines, which is all relevant to the assembly of prescribed items.

**ADAC Module 2** teaches the trainee about each of the stages that will be involved in the assembly of prescribed items, as well as any differences to private prescriptions. This module also teaches calculations that are relevant to the assembly of prescribed medicines. There is also a section on 'dealing with dispensing errors' which addresses the criteria of this NOS standard on the duty to report any acts or omissions that could be detrimental to individuals. Trainees are also taught about what near misses are in **Module 2** (page 21).

**Module 2** also teaches the trainee about prescribing conventions and abbreviations (pages 17-19), different formulations of medicines, reconstitution of medicines and types of containers for dispensed medication.

#### **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 trainee is assessed on this learning outcome via intertext activities throughout Module 2 predominantly but also activities in Module 1, for relevant topics to this NOS standard. The end of module summative MCQs, with the majority relevant to this NOS standard being included in the Module 2 MCQs. Students are also assessed on some of the criteria of this NOS standard via the competency workbook (learning outcome 5), which is to be completed alongside the course. The aim of the workbook is to observe the trainee doing tasks relating to the learning outcomes of the course and assessing whether they have been able to apply the knowledge that they have gained from the theory and do so competently.

Trainees are asked to complete an activity using dispensed products in ADAC Module 3 (page 55)

Trainees need to complete activities around labelling on page 79.

Trainees are also asked to consider how their personal beliefs might affect their attitude towards dispensing medication and how they can ensure it does not adversely affect patients (page 96)

##### **GPhC accreditation/recognition team use only:**

**NOS met/will be met? Yes  No**

##### **Accreditation team's commentary:**

The team was satisfied with the evidence provided.



## PHARM10 - Issue prescribed items

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

### Provider's commentary

Section 2 of **Module 1**. of the course teaches the trainee about the importance of Standard Operating Procedures (SOPs), which is applicable to all processes in the pharmacy. It covers the issue of prescribed items as well. Page 28 Section 2 covers the issuing of prescribed items and the requirement to refer to others when necessary. **Module 3** Section 8 teaches the trainee the role of the Responsible Pharmacist in relation to SOPs. The trainee is also taught about understanding and establishing the limits of their own authority in **Module 1**.

General Health and safety procedures and legislation is covered in Module 1, Section 5 so that the trainee is aware of this at the outset. The guidelines and legislation for handing out controlled drugs are covered in **Module 3** (Section 10) Module 3 also refers to how pharmacies need to consider the accessibility of their services, eg. accommodating patients with hearing impairments when handing out prescriptions (page 91) or access to areas of the pharmacy.

Recording of prescriptions that have been handed out is taught in Section 2 of **Module 1** and Section 2 of **Module 2**. Information governance and the importance of maintaining patient confidentiality is taught in Modules 1, 2 and 3. **Module 1** introduces the topic of patient confidentiality and its importance to dispensing procedure, **Module 2** covers Information and Clinical governance in the dispensing procedure.

**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 trainee is assessed on this learning outcome via intertext activities throughout the course. The end of module summative MCQs, with the majority relevant to this NOS standard being included in the Module 1 and 2 MCQs. Students are also assessed on some of the criteria of this NOS standard via the competency workbook (learning outcome 6), which is to be completed alongside the course. The aim of the workbook is to observe the trainee doing tasks relating to the learning outcomes of the course, and assessing whether they have been able to apply the knowledge that they have gained from the theory and do so competently.

In ADAC module 3 there are scenarios covering RP absence/handing out prescriptions that haven't been checked.

**GPhC accreditation/recognition team use only:**

NOS met/will be met? Yes  No

### Accreditation team's commentary:

This learning outcome was discussed at the event. The team sought to understand how the learning outcome is introduced, how it is developed in line with Miller's triangle, and how the assessment ensures learning outcomes are assured at the right level.

The team heard that learning outcomes are introduced through the course content, delivering information at the Knows level of Miller's triangle.

Trainees are introduced to information mapped to the relevant learning outcomes for the course. The provider comprehensively summarised key learning content covered in the course.

The Knows How level is assessed using short answers questions and some extended answer questions. Pharmacies may also use simulation or discussion to support learning.

Assessments ensure knowledge is met at the required level, using MCQs, and through the competency booklet. Learning outcomes at the Does level are all assessed through the competency booklet, observed over a period of at least two to three months. Either the pharmacist or pharmacy technician sign off learning outcomes in the competency booklet and they are directed to complete observations over the two to three month timeframe.

There are some knowledge exemptions for this NOS because a number of requirements are not expected at level two. These are covered at level three.

### **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**

Throughout **modules 1, 2 & 3** the students are taught some key principles and processes that relate to working within a pharmacy environment which also apply to ordering pharmaceutical stock.

**Module 1** section 6, pages 73-88 is all about stock control and ordering, trainees are taught about the importance of standard operating procedures and understanding these procedures is important for ordering stock. Throughout the section reference is made to the importance of completing tasks and following procedures and this also refers to ordering pharmaceutical stock. Trainees are taught how different items are stocked in the pharmacy which introduces the student to different types of items they will come across including: controlled drugs, fridge items, unlicensed medicines and branded and generic products.

In terms of ordering stock, the students are taught about different factors which will influence maintaining adequate stock levels and these include seasonal variation, short shelf-life products and how often particular products are used (Module 1 section 4, pages 51-60). **Module 2** section 6 highlights dispensary computers and how most systems have ordering facilities available.

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

#### **Provider's commentary**

This unit is assessed via both the MCQ assessment and the competency booklet. Within the MCQs trainees are assessed on various aspects of the aforementioned knowledge. This includes stability of medicines, controlled drugs and drug alerts and ordering medication in different circumstances. The competency booklet focuses on observing a trainee correctly process an order including ensuring they have ordered the correct quantity of the right medication considering form and strength. As well as ordering correctly, other aspects that need to be observed include checking certain orders where appropriate and accurately identifying stock requirements. This can all be found in learning outcome 7

**GPhC accreditation/recognition team use only:**

NOS met/will be met? Yes  No

**Accreditation team's commentary:**

This learning outcome was discussed at the event. The team sought to understand how the learning outcome is introduced, how it is developed in line with Miller's triangle, and how the assessment ensures learning outcomes are assured at the right level.

The team heard that learning outcomes are introduced through the course content, delivering information at the Knows level of Miller's triangle.

Trainees are introduced to information mapped to the relevant learning outcomes for the course. The provider comprehensively summarised key learning content covered in the course.

Learning is consolidated through short answer questions and exercises in the workbook. Pharmacies may also use simulation or discussion to support learning.

Assessments ensure knowledge is met at the required level through the use of MCQs, activities, and the competency booklet. Competency booklets assess learning at the Does level of Miller's triangle, and trainees are required to show consistent performance over a period of three to four months.

**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**

Receiving stock from suppliers is an essential role of the pharmacy staff. It is therefore very important that the student understand the process involved in receiving pharmaceutical stock. They need to ensure the correct quantity and formulations of all the ordered medication are received. **ADAC Module 3** covers licensed/unlicensed medicines and specials (Section 9), the requirements to supply medicines promptly as part of the NHS contract is covered in Section 6 and Section 7 covers the HMR (2012). Storage of CDs is covered on pages 67-68. Consideration of stock placement in relation to ensuring access is covered on page 92. The need to rotate the stock once taken in to reduce waste and to ensure the older stock are used first. Trainees are taught about the need to date check stock as it is received and not accept any expired stock. Making sure stock is stored appropriately, either on the shelf, in the CD cupboard or in the fridge is covered in **Module 1** 54-57, Section 6 (receiving orders) and **Module 2** p20. All of this is covered in the teaching material in **module 1** and also referred to when appropriate throughout the modules at various sections. See mapping for further detail.

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

**Provider's commentary**

This objective is assessed through several learning activities in all four modules of the course. These activities encourage the trainee to research and acquire suitable pieces of information from different sources including their supervisors and colleagues. This helps ensure trainees have a good

understanding of stock receipt. In addition, the competency booklet contains specific activities that they need to complete under the observation of their supervisor in learning outcomes 7 and 8.

**GPhC accreditation/recognition team use only:**

NOS met/will be met? Yes  No

**Accreditation team's commentary:**

The team was satisfied with the evidence provided.

**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**

For a trainee to be capable of maintaining suitable stock within the pharmacy it is important for them to understand the current guidelines around pharmaceutical stock, these are covered in **module 3** section 9 (licensed/unlicensed medicines) Section 7 (the different categories of OTC products), Section 10 (CDs), Section 11 (audit of veterinary medicines), Section 12 (poisons) and Section 13 (recognising any hazardous stock) of the study material. The teaching material also put emphasis on the importance of keeping a safe and clean environment for stock, knowing the different storage requirements including actively rotating stock when needed, checking expiry dates and keeping suitable quantity of certain medications in stock. These are all covered in **module 1** section 6 of the course. Finally maintaining accurate stock data so that the pharmacy keeps a suitable amount of stock at all times to prevent shortage or wastage of medication is covered on page 84 in **Module 1** and the use of the PMR to help maintain stock is covered in ADAC **Module 2**.

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

**Provider's commentary**

This objective is assessed through several learning activities in all four modules of the learning material. These encourage the student to research and acquire information from different sources including their supervisors and colleagues. This helps the trainees to develop a good understanding of what is required to maintain stock. In addition, the competency booklet contains specific activities that will confirm the students understand under the observation of their supervisors in learning outcome 9.

**GPhC accreditation/recognition team use only:**

NOS met/will be met? Yes  No

**Accreditation team's commentary:**

The team was satisfied with the evidence provided.



