

**National Pharmacy Association pharmacy support  
course reaccreditation event report, Introduction  
to Pharmacy Stock Control (PSC), part 3, November  
2024**



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## Event summary and conclusions

<b>Provider</b>	National Pharmacy Association
<b>Course name</b>	Introduction to pharmacy stock control (PSC)
<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 <u>found here</u> .
<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.

### 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**

At the start of this workbook, the students are introduced to some key principles and processes that relate to working within a pharmacy environment which also apply to ordering pharmaceutical stock.

At the very beginning of the workbook, students are taught about the importance of standard operating procedures and understanding these procedures is important for ordering stock. The Responsible Pharmacist regulations are also covered so they know what they can/cannot do at certain times. Throughout the workbook, reference is made to the importance of completing tasks and following procedures and this also refers to ordering pharmaceutical stock. Section 5 covers ordering stock in detail. This section starts by teaching the student about where stock is ordered from, and the different items 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. Reference is made to having a SOP to follow.

In terms of ordering stock, the students are taught about different factors which will influence maintaining adequate stock levels in Section 6 and in Section 5 (Introduction) the factors that affect stock requirements are covered - including seasonal variation, short shelf-life products and how often particular products are used. This introduction also covers how computers can be set to help manage levels and ordering stock. This section covers wholesalers which is relevant as students are likely to use different wholesalers depending on what products they are ordering. The students are taught the different ways they can order pharmaceutical stock and how health and safety should be considered in terms of safe storage when deciding on the quantity to order. Finally, this section highlights when students may need to refer to senior colleagues when particular items such as controlled drugs need ordering and in this case, students are advised to follow their pharmacy procedures.

**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 students are assessed on this learning outcome based on MCQs and various workbook activities in section 5 which helps to assess their understanding on factors that are important when ordering stock and identify items that they should not order/ seek advice from a colleague before ordering. Students are also assessed on this learning outcome in the competency workbook in learning outcomes 1 and 4. Using this competency booklet, the students are observed against a variety of different assessment criteria to meet this learning outcome.

**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**

Students are taught about receiving stock in section 5. They are also introduced to the different items students may receive: fridge, hazardous and controlled drugs, and what action they should take if any special storage requirements are needed when they receive these items.

The section teaches the students the main things they should check once they have received and opened the delivery as well as ensuring they refer to their pharmacy's procedures. These include: expiry date, packaging, quantity and any special storage requirements.

This section also covers what action should be taken if: received stock is not on the original order, short dated, damaged or if the receipted orders have recalled by a drug alert or batch recall. Students are taught on how to put stock away by ensuring stock rotation is carried out appropriately upon receipt of new stock and why this is important. This section also covers parallel imports and specials/unlicensed medicines which teaches the students to refer to the relevant person when these items have been received. This section also refers to automated processes and a potential requirement for barcode scanning.

In section 4, the students are taught about the various dispensary records and registers which are relevant to their role; as they need to be aware that when they receive stock and put it away, the medicines are stored safely, and any required documentation is completed.

**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 PSC course assesses this learning outcome by MCQs at the end of the course. The students are also assessed by completing activities throughout the section, which helps to assess their

understanding about the processes involved when receiving stock and what action should be taken if they receive damaged stock and incorrect goods.

Students are also assessed on this learning outcome in the competency workbook in learning outcomes 2 and 4. Using this competency booklet, the students are observed against a variety of different assessment criteria to meet this learning outcome.

**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**

Section 6 covers stock management and teaches the student various topics relevant to maintaining pharmaceutical stock including: date-checking, stock checks, patient returns, managing waste and dealing with drug recalls/alerts. At the start of the course, the importance of standard operating procedures is covered and working to these procedures are referred to throughout the book.

In section 4, students are taught about how the dispensary layout and design is important to be aware of as products will be stocked generally in alphabetical order with the odd exceptions. This is important for the students to know as they have to have a good working knowledge of where products are stocked to ensure the date-checking, stock rotation and top-up aspects of their role are completed correctly. They are also taught about dispensary records which is important to ensure any records are correctly completed so stock is 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**

Students are assessed by MCQs and a number of activities in section 6 which tests the students understanding of the topics they have been taught and are relevant to stock maintenance.

Students are also assessed on this learning outcome in the competency workbook in learning outcome 3. Using this competency booklet, the students are observed against a variety of different assessment criteria to meet this learning outcome.

**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.



