

**Buttercups Training support staff course  
re/accreditation event report, Pharmacy Services  
Assistant (PSA) Apprenticeship Level 2 - part 3, July  
2021**



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## Event summary and conclusions

<b>Provider</b>	Buttercups Training
<b>Course name</b>	Pharmacy Services Assistant (PSA) Apprenticeship Level 2
<b>Framework used</b>	Apprenticeship Framework (England)
<b>Relevant requirements</b>	<a href="#">Requirements for the education and training of pharmacy support staff, October 2020</a>
<b>Event type</b>	Reaccreditation
<b>Event date</b>	30 July 2021
<b>Approval period</b>	November 2021 - November 2024
<b>Outcome</b>	Please refer to parts 1 and 2.
<b>Conditions</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>Registrar decision</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.

## Part 3: Role-specific learning outcomes (apprenticeship standard)

<b>Section 1:</b>	Dispensing and supply of medicines and medicinal products K1, K2, K3, K4, K5, K6, K7, K8 S1, S2, S3, S4, S5
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### ***How the course/qualification supports the trainee to achieve this outcome and where the learning outcome is taught***

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

Apprentices complete core modules on the b-Hive on 'Receiving and Interpreting Prescriptions'; 'Knowledge for Assembling Prescriptions' (including calculations); 'Skills for Assembling Prescriptions' (including labelling, dispensing and checks); 'Controlled Drugs' (including ordering, storage, supply and disposal); Stock (including ordering, receiving, maintaining, storage and supply) and 'Clinical Governance' which covers record keeping, errors and audits.

Apprentices participate in Virtual Classrooms (delivered via an online video conferencing tool and facilitated by a Buttercups Tutor). The Virtual Classrooms related to this Duty include Administration and Formulation; Communication and Additional Needs; and Clinical Governance.

### ***How the course/qualification assesses whether the trainee achieves this outcome***

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

Apprentices' complete formative assessments within the e-portfolio assigned at each period of training, following a review of progress by the Workplace Training Supervisor (WTS) and the Buttercups Tutor. The Buttercups Tutor, and where appropriate workplace witnesses and the WTS, assess the formative assessments providing feedback and stretch and challenge activities (where appropriate).

Formative assessments referenced to Duty 1 on Dispensing and Supply of Medicines and Medicinal Products include the following:

01/04 (K1) – Health and Safety (H&S), data protection and confidentiality SOPs / H&S plan of workplace

01/05 (K1, B5) – H&S workplace training / H&S activity book from b-Hive

01/07 (K1) – Workplace resource and location table / Receiving Prescriptions SOP and shadowing

02/03 (S3, B1, B2, B4, B5) – Activity book from Teamwork and Professional Development b-Hive module

02/04 (K1, B1, B2, B5) – Teamwork scenarios / Reflection on team meeting

02/05 (K1, K2, K7) – Creation of Self-checking checklist for dispensing

02/06 (K5, K7, S1, S3) – Labelling exercise

02/07 (K1, S1, B1-B5) – Workplace discussion on responsible pharmacist / observation in workplace receiving prescriptions.

03/02 (K1, K2, K8) – Activity book from Receiving and Interpreting Prescriptions b-Hive module.

03/03 (K1, K8) – Activity book from Knowledge for Assembling Prescriptions b-Hive module.

03/04 (K1, K2, K6, K7) – Reflections on hygiene, home supply and PMR access

03/05 (K1, K2, K4, K6, S1, S3, B1-B3) – dispensing logs of practice over 1 month.

03/06 (K1, K7, K8, S5) – Shadowing deliveries

04/02 (K1, K2, K4, K6, S1, S3, B1-B3) - dispensing logs of practice over 1 month.

04/03 (K1, K3, K6, K7) – Activity book from Skills for Assembling Prescriptions b-Hive module

04/04 (K3, K4) – 70% or more achievement in calculations test

04/05 (K5) – Virtual classroom on Administration and Formulation, attendance and reflection

04/06 (K8) – Creation of a plan showing location of stock within workplace.

04/08 (K1, K7, K8) – SOPs regarding Controlled Drugs and shadowing staff. Report on findings.

05/02 (K1, K2, K4, K6, S1, S2, S3, B1-B3) - Dispensing logs of practice over 1 month.

05/03 (K8, S4) – Completion of workbook on returned medicines with a record log

05/04 (K1, K8, S1) – Activity book from Controlled Drugs b-Hive module

05/05 (K8, S4) – Activity book from Stock b-Hive module

05/06 (S4, B1-B3) – Log of stock issues and activities over a period of 1 month

05/07 (K8) – SOPs on specials and reflection on ordering process

06/02 (K1, K4, K6, S1, S2, S3, B1-B3) - Dispensing logs of practice over 1 month.

06/03 (S4, B1, B2) – Log of stock issues and activities over a period of 1 month

06/04 (K1, K2, K7) – SOPs on issuing prescribed items and shadowing staff in this role

06/05 (K1, S5) – Activity book from Supplying Prescribed Medicines and Patient Counselling b-Hive module.

06/06 (K6, B5) –Virtual classroom on Communication and Additional Needs, attendance and reflection

07/02 (K1, K2, K4, S1, S2, S3, B1, B2, B5) – Dispensing assessment – log of 200 accurately dispensed items.

07/04 (S4, B1, B2) – Log of stock issues and activities over a period of 1 month

07/05 (K1) – Activity book on Clinical Governance b-Hive module

07/06 (K1, B1, B2) – Virtual classroom on Clinical Governance, attendance and reflection

08/02 (K1-K8) – Activity book on Wider Pharmacy Service b-Hive module

08/03 (K1) – Creation of flowchart on the journey of a prescription

08/05 (K1, B1, B2) – Discussion and reflection on an inspection (CQC / GPhC)

10/02 (S2, S3, S5, B1-B5) – Observation of issuing medicines with professional discussion	
<b>Accreditation/recognition team’s commentary.</b>	
Learning outcome met? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Based on the submitted documentation and event discussions, the accreditation team agreed that this learning outcome will be met.	
<b>Section 2:</b>	Team work K9, K10, K11, K12, K13, K14 S6, S7, S8, S9, S10
<b><i>How the course/qualification supports the trainee to achieve this outcome and where the learning outcome is taught</i></b>	
<b>Provider’s commentary</b>	
<p>Apprentices complete a core module in the b-Hive learning on ‘Keeping you and the Public Safe’ which contains a section on the ‘Pharmacy Team’ with activities to find out about their own workplace team and their role.</p> <p>Apprentices are given information regarding the key roles within a pharmacy (pharmacist, pharmacy technician, assistant technical officers etc.) along with an outline of members of the wider health care team. Within the module of learning apprentices are introduced to the standards of behaviour expected from themselves and their colleagues.</p> <p>Apprentices also complete a core module dedicated to ‘Teamwork and Professional Development’ which goes into more detail on the roles within the wider health care and multidisciplinary teams, along with an introduction to communication skills and customer service.</p> <p>Apprentices participate in Virtual Classrooms (delivered via an online video conferencing tool and facilitated by a Buttercups Tutor). The Virtual Classrooms related to this Duty include Getting Started (including who is who); Communication and Additional Needs; Self Development and CPD and Health Promotions (which includes a requirement for the apprentice to give a presentation to a small group and provide feedback to peers on their presentations).</p>	
<b><i>How the course/qualification assesses whether the trainee achieves this outcome</i></b>	
<b>Provider’s commentary</b>	
<p>Apprentices’ complete formative assessments within the e-portfolio assigned at each period of training, following a review of progress by the Workplace Training Supervisor (WTS) and the Buttercups Tutor. The Buttercups Tutor, and where appropriate workplace witnesses and the WTS, assess the formative assessments providing feedback and stretch and challenge activities (where appropriate).</p> <p>The End of Period WTS review includes a section on teamwork with a requirement to rate the apprentice for their teamworking behaviours.</p> <p>Formative assessments referenced to Duty 2 on Teamwork include the following:</p>	

01/01 (K10, K13, B4) – Virtual classroom on Getting Started, attendance and reflection

01/05 (K9, K11, B5) – H&S workplace training / H&S activity book from b-Hive

01/07 (K9) – Workplace resource and location table / Receiving Prescriptions SOP and shadowing

02/03 (K9, K10, K11, K12, S6, S7, S8, B1, B2, B4, B5) – Activity book from Teamwork and Professional Development b-Hive module

02/04 (K10, S6, S7, S8, S9, B1, B2, B5) – Teamwork scenarios / Reflection on team meeting

02/05 (K9) – Creation of Self-checking checklist for dispensing

02/07 (K9, S6, S7, S8, S9, B1-B5) – Workplace discussion on responsible pharmacist / observation in workplace receiving prescriptions.

03/05 (S6, S7, S8, B1, B2, B3) – Dispensing logs of practice over 1 month.

03/06 (K9) – Shadowing deliveries

04/02 (S6, S7, B1-B3) - Dispensing logs of practice over 1 month.

04/03 (K9) – Activity book from Skills for Assembling Prescriptions b-Hive module

04/07 (S6, S7, S8) – Manual handling training and reflection

04/08 (K9) – SOPs regarding Controlled Drugs and shadowing staff. Report on findings.

04/09 (K9) – Reflection on referral to colleagues

05/02 (S6, S7, S8, B1-B3) - Dispensing logs of practice over 1 month.

06/02 (S6, S7, S8, B1-B3) - Dispensing logs of practice over 1 month.

06/04 (K9) – SOPs on issuing prescribed items and shadowing staff in this role

06/05 (S6, S7, S8) – Activity book from Supplying Prescribed Medicines and Patient Counselling b-Hive module.

06/06 (K9, K10, K13, B5) – Virtual classroom on Communication and Additional Needs, attendance and reflection

07/02 (S6, S7, S8, B1, B2, B5) – Dispensing assessment – log of 200 accurately dispensed items.

07/04 (S6, S7, S8, B1, B2) – Log of stock issues and activities over a period of 1 month

08/02 (K9) – Activity book on Wider Pharmacy Service b-Hive module

08/04 (K9, K12, S9, B1-B4) – Reflection on departmental / external visit

08/05 (S8, S9, B1, B2) – Discussion and reflection on an inspection (CQC / GPhC)

08/07 (S6, S7, S8, S9, B1-B5) – Observation of dealing with queries

09/04 (K9) – SOPs on supporting patients with additional needs and shadowing staff.

10/02 (S6, S7, S8, B1-B5) – Observation of issuing medicines with professional discussion

10/04 (K14, B3, B4) – Virtual classroom on Self Development and CPD, attendance and reflection

11/01 (K14, B4, B5) – Virtual classroom on Health Promotions presentations and discussions

11/02 (K1, B2, B3) – Reflection on a work-based change

End of Period reviews with WTS (S10)

**Accreditation/recognition team's commentary.**

**Learning outcome met? Yes**  **No**

Based on the submitted documentation and event discussions, the accreditation team agreed that this learning outcome will be met.

<b>Section 3:</b>	Communication, pharmacy law and ethics K15, K16, K17 S11, S12, S13
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***How the course/qualification supports the trainee to achieve this outcome and where the learning outcome is taught***

**Provider's commentary**

Apprentices complete a core module in the b-Hive learning on 'Supplying Prescribed Medicines and Patient Counselling' which contains information on patient factors to consider and self-administered tests to check ability to support a number of additional patient requirements and practising patient counselling. Each core module contains information on the law relating to the module, for example independent and supplementary prescribing is covered in the Receiving and Interpreting Prescriptions module. Professional standards, job roles, expected behaviours and limitations of roles and how to refer is included in the core modules related to the module topics. For example, the use of social media is covered in the 'Keeping you and the Public Safe' module.

Apprentices participate in Virtual Classrooms (delivered via an online video conferencing tool and facilitated by a Buttercups Tutor). The Virtual Classrooms related to this Duty include Communication and Additional Needs; Clinical Governance and Health Promotions (which includes a requirement for the apprentice to give a presentation to a small group and provide feedback to peers on their presentations).

***How the course/qualification assesses whether the trainee achieves this outcome***

**Provider's commentary**

Apprentices' complete formative assessments within the e-portfolio assigned at each period of training, following a review of progress by the Workplace Training Supervisor (WTS) and the Buttercups Tutor. The Buttercups Tutor, and where appropriate workplace witnesses and the WTS, assess the formative assessments providing feedback and stretch and challenge activities (where appropriate).

The End of Period WTS review includes a section on Communication where the WTS rates the apprentice and identifies any additional training or support required.

Formative assessments referenced to Duty 3 on Communication, Pharmacy Law and Ethics include the following:

01/01 (K15, B4) – Virtual classroom on Getting Started attendance and reflection



01/02 (K17) – Education and Training Foundation Side by Side course and CPPE Safeguarding course achievement

01/05 (K16, B5) – H&S workplace training / H&S activity book from b-Hive

01/07 (K17) – Workplace resource and location table / Receiving Prescriptions SOP and shadowing

02/03 (K15, S11, B1, B2, B4, B5) – Activity book from Teamwork and Professional Development b-Hive module

02/04 (K16, K17, B1, B2, B5) – Teamwork scenarios / Reflection on team meeting

02/06 (K16, K17, S12, S13) – Labelling exercise

02/07 (K15, K16, K17, S11, B1-B5) – Workplace discussion on responsible pharmacist / observation in workplace receiving prescriptions.

03/04 (K16, K17, S13) – Reflections on hygiene, home supply and PMR access

06/05 (K17) – Activity book from Supplying Prescribed Medicines and Patient Counselling b-Hive module.

06/06 (K15, B5) – Virtual classroom on Communication and Additional Needs, attendance and reflection

07/02 (K16, K17, S12, S13, B1, B2, B5) – Dispensing assessment – log of 200 accurately dispensed items.

07/05 (K16, K17) – Activity book on Clinical Governance b-Hive module

07/06 (K16, K17, B1, B2) – Virtual classroom on Clinical Governance, attendance and reflection

07/07 (K16, K17, S13) – Information governance scenarios

08/07 (S11, B1-B5) 08/07 (S6, S7, S8, S9, B1-B5) – Observation of dealing with queries

09/02 (K15, K16) – Activity book on Understanding Health Improvements b-Hive module

09/04 (K15) – SOPs on supporting patients with additional needs and shadowing staff.

11/01 (K15, B4, B5) – Virtual classroom on Health Promotions presentations and discussions

11/02 (K15, B2, B3) – Reflection on a work-based change

**Accreditation/recognition team’s commentary.**

**Learning outcome met? Yes  No**

Based on the submitted documentation and event discussions, the accreditation team agreed that this learning outcome will be met.

<b>Section 4:</b>	Person centred care K18, K19, K20, K21, K22, K23, K24 S14, S15, S16, S17, S18, S19
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***How the course/qualification supports the trainee to achieve this outcome and where the learning outcome is taught***

### **Provider's commentary**

Apprentices complete a core module in the b-Hive learning on 'Wider Pharmacy Services' which includes information on services, consent, public health and screening programmes. Apprentices complete a core module on 'Understanding Health Improvements' which includes learning on health inequalities and supporting patients to make healthy choices.

Apprentices participate in Virtual Classrooms (delivered via an online video conferencing tool and facilitated by a Buttercups Tutor). The Virtual Classrooms related to this Duty include Communication and Additional Needs; Understanding Health Improvements and Health Promotions (which includes a requirement for the apprentice to give a presentation to a small group and provide feedback to peers on their presentations).

### ***How the course/qualification assesses whether the trainee achieves this outcome***

### **Provider's commentary**

Apprentices' complete formative assessments within the e-portfolio assigned at each period of training, following a review of progress by the Workplace Training Supervisor (WTS) and the Buttercups Tutor. The Buttercups Tutor, and where appropriate workplace witnesses and the WTS, assess the formative assessments providing feedback and stretch and challenge activities (where appropriate).

Formative assessments referenced to Duty 4 on Person Centred Care include the following:

01/05 (K21, B5) – H&S workplace training / H&S activity book from b-Hive

02/03 (K18, K21, B1, B2, B4, B5) – Activity book from Teamwork and Professional Development b-Hive module

02/04 (S18, B1, B2, B5) – Teamwork scenarios / Reflection on team meeting

02/07 (S14, S15, S16, B1-B5) – Workplace discussion on responsible pharmacist / observation in workplace receiving prescriptions.

04/09 (S16) – Reflection on referral to colleagues

06/05 (K21) – Activity book from Supplying Prescribed Medicines and Patient Counselling b-Hive module.

06/06 (K21, B5) – Virtual classroom on Communication and Additional Needs, attendance and reflection

07/02 (S14, S15, B1, B2, B5) – Dispensing assessment – log of 200 accurately dispensed items.

07/04 (S16, B1, B2) – Log of stock issues and activities over a period of 1 month

07/05 (K19, K22) – Activity book on Clinical Governance b-Hive module

08/02 (K19, K20) – Activity book on Wider Pharmacy Service b-Hive module

08/06 (K20, K21, K22, K23, K24, B4) – Virtual classroom on Understanding Health Improvements, attendance and reflection

08/07 (S14, S15, S16, B1-B5) – Observation of dealing with queries

09/02 (K20, K22, K23, K24) – Activity book on Understanding Health Improvements b-Hive module

09/03 (K20, K21, K22, K23, K24, B4, B5) – Creation of health promotion

10/02 (S15, S16, B1-B5) – Observation of issuing medicines with professional discussion

11/01 (K20, K21, K22, K23, K24, S16, S17, S19, B4, B5) – Virtual classroom on Health Promotions, presentations and discussions

#### Accreditation/recognition team's commentary.

Learning outcome met? Yes  No

This outcome was tested at the event. Based on the submitted documentation and event discussions, the accreditation team agreed that this learning outcome will be met.

<b>Section 5:</b>	Health and safety in the workplace K25, K26 S20, S21, S22
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#### ***How the course/qualification supports the trainee to achieve this outcome and where the learning outcome is taught***

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

Apprentices complete a core module in the b-Hive learning on 'Keeping you and the Public Safe' which includes an introduction and understanding of: Standard Operating Procedures (SOP), COSHH, HASAWA, RIDDOR, Manual Handling, Display Screen Equipment, First Aid, Fire Safety, Safeguarding, Prevent Duty and British Values.

Health and Safety practice is also included in the learning for modules. For example, in the Skills for Assembling Prescriptions a checklist is provided to detail the journey of dispensing a prescription in a range of pharmacy sectors which includes inspection of medicines and medicinal products and safe handling.

#### ***How the course/qualification assesses whether the trainee achieves this outcome***

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

Apprentices' complete formative assessments within the e-portfolio assigned at each period of training, following a review of progress by the Workplace Training Supervisor (WTS) and the Buttercups Tutor. The Buttercups Tutor, and where appropriate workplace witnesses and the WTS, assess the formative assessments providing feedback and stretch and challenge activities (where appropriate).

The End of Period WTS review includes a section on Risk Management with a requirement to detail any occasions where the apprentice has put themselves or others at risk and to identify training needs.

Formative assessments referenced to Duty 5 on Health and Safety in the Workplace include the following:

01/04 (K25) – H&S, data protection and confidentiality SOPs / H&S plan of workplace

01/05 (K25, S20, S21, S22, B5) – H&S workplace training / H&S activity book from b-Hive

01/06 (K26, S21, S22, B1) – H&S Scenarios

02/02 (K25) – 70% or more achievement in Health and Safety test

02/04 (K25, B1, B2, B5) – Teamwork scenarios / Reflection on team meeting

02/07 (S20, S21, B1-B5) – Workplace discussion on responsible pharmacist / observation in workplace receiving prescriptions.

03/05 (S20, S21, B1-B3) – Dispensing logs of practice over 1 month.

04/02 (S20, S21, B1-B3) -Dispensing logs of practice over 1 month.

04/07 (K25, S20, S21, S22) – Manual handling training and reflection

04/08 (K25) – SOPs regarding Controlled Drugs and shadowing staff. Report on findings.

05/02 (S20, S21, B1-B3) - Dispensing logs of practice over 1 month.

05/06 (S20, S21, S22, B1-B3) – Log of stock issues and activities over a period of 1 month

06/02 (S20, S21, B1-B3) - Dispensing logs of practice over 1 month.

06/03 (S20, S21, S22, B1, B2) – Log of stock issues and activities over a period of 1 month

06/05 (S20) – Activity book from Supplying Prescribed Medicines and Patient Counselling b-Hive module.

07/02 (S20, S21, S22, B1, B2, B5) – Dispensing assessment – log of 200 accurately dispensed items.

07/04 (S20, S21, S22, B1, B2) – Log of stock issues and activities over a period of 1 month

08/07 (S20, B1-B5) – Observation of dealing with queries

10/02 (S20, B1-B5) – Observation of issuing medicines with professional discussion

#### Accreditation/recognition team's commentary.

Learning outcome met? Yes  No

Based on the submitted documentation and event discussions, the accreditation team agreed that this learning outcome will be met.

#### Section 6: Preparation for the End Point Assessment (EPA)

***Describe the assessment process used to confirm the candidate's readiness for formative assessments throughout and how this is communicated to the employer to support gateway decision***

#### Provider's commentary

Apprentices complete a course on the b-Hive platform 'Completing your Apprenticeship'. This course introduces the components of the apprenticeship including the roles of those involved (apprentice, WTS, Buttercups Tutor, Employer, End Point Assessor, Functional Skills Tutor). Apprentices are also provided with knowledge on off-the-job (OTJ) requirements, what is acceptable for OTJ and how to

record and track it. End point assessment requirements and Gateway is explained in detail to the apprentices.

Gateway is checked and signed off in the e-portfolio ensuring Gateway criteria have been completed and allocated as follows:

- 12 professional discussions completed for each period of training
- Reviews at period 1, 3, 6, 9 and 12 are completed
- Functional skills completed (or exempt)
- OTJ is calculated at 20%
- Mock end point assessment has been achieved and passed.

Apprentices are formatively assessed for Gateway through the following assessment plans within the e-portfolio:

10/03 (K1-K26) Knowledge test for PSA2

11/04 Preparation for EPA

12/02 Mock EPA

In the penultimate period of training apprentices attend a Virtual Classroom on Preparation for EPA.

Employer is provided with analytics to track progress through Gateway. A Gateway form is sent to employers following our recommendation that the apprentice is ready for Gateway. This form is signed and returned.

**Accreditation/recognition team's commentary.**

Outcome met? Yes  No

