

**Buttercups Training support staff course
re/accreditation event report, Delivery Drivers -
part 3, July 2021**



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Event summary and conclusions

Provider	Buttercups Training
Course name	Support Staff Course for Pharmacy Delivery Drivers
Framework used	National Occupational Standards
Relevant requirements	Requirements for the education and training of pharmacy support staff, October 2020
Event type	Reaccreditation
Event date	30 July 2021
Approval period	November 2021 – November 2024
Outcome	Please refer to parts 1 and 2.
Conditions	Please refer to parts 1 and 2.
Standing conditions	A link to the standing conditions can be found here .
Recommendations	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)

PHARM01 Assist with the provision of a pharmacy service

How the course/qualification supports the trainee to achieve this outcome and where the learning 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.

Please refer to the mapping document in **Appendix M6 –Delivery Driver Curriculum Mapping V2**.

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

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 and thinking about what constitutes good customer service. 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.

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.

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.

PHARM24 Provide an effective pharmacy collection and delivery service

How the course/qualification supports the trainee to achieve this outcome and where the learning 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.

Please refer to the mapping document in **Appendix M6 –Delivery Driver Curriculum Mapping V2**.

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

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 the services offered by their pharmacy. The **summative** activities 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.

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.

Accreditation/recognition team's commentary.

Learning outcome met? Yes No

This outcome was tested at the event. The team was told that learners are reminded of Health and Safety requirements and the importance of SOPs. Areas covered include how to collect, vehicle security, patient confidentiality (including not posting medicines through a letterbox if the house is unoccupied), controlled drugs (to be returned to pharmacy if cannot be delivered safely) and cold products. Learners complete an activity book and are observed by an expert witness on five different occasions to check on confidentiality, identity and adherence to SOPs.

