

**Buttercups Training support staff course  
re/accreditation event report, Dispensary Stock  
Management - part 3, July 2021**



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## Event summary and conclusions

<b>Provider</b>	Buttercups Training
<b>Course name</b>	Support Staff Course for Dispensary Stock Management
<b>Framework used</b>	National Occupational Standards
<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 (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 the technical module **Handling Stock** on the b-Hive platform.

Please refer to the mapping document in **Appendix M5 –Stock Management 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.

### PHARM12

Order pharmaceutical stock

*How the course/qualification supports the trainee to achieve this outcome and where the learning outcome is taught*

#### Provider's commentary

To meet NOS PHARM12, learners complete **Core Module 1: Working in a Pharmacy Environment, Core Module 2: Teamwork and Person-Centred Care**, and the technical module **Handling Stock** on the b-Hive platform.

Please refer to the mapping document in **Appendix M5 –Stock Management 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 Handling Stock module 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 finding out the ordering cut-off times for their suppliers and when items will arrive if they are ordered after the cut-off time. The **summative** activities include observing a colleague responsible for managing stock when ordering stock, then read the relevant SOPs and be observed by their WTS carrying out this task.

**Summative assessment** of PHARM12 includes scenario-based multiple-choice questions (MCQs) in a **Final Test**, and a **witness testimony** by their WTS following observations in the workplace to assess the learner’s ability to order pharmaceutical stock according to workplace SOPs.

**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.

**PHARM13**

Receive pharmaceutical stock

***How the course/qualification supports the trainee to achieve this outcome and where the learning outcome is taught***

**Provider’s commentary**

To meet NOS PHARM13, learners complete **Core Module 1: Working in a Pharmacy Environment**, **Core Module 2: Teamwork and Person-Centred Care**, and the technical module **Handling Stock** on the b-Hive platform.

Please refer to the mapping document in **Appendix M5 –Stock Management 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 Handling Stock module 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 finding out how to check and adjust stock levels when receiving stock. The **summative** activities include describing how their dispensary ensures the stock received is genuine and fit for purpose.

**Summative assessment** of PHARM13 includes scenario-based multiple-choice questions (MCQs) in a **Final Test**, and a **witness testimony** by their WTS following observations in the workplace to assess the learner's ability to receive pharmaceutical stock according to workplace SOPs.

**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.

**PHARM14** Maintain pharmaceutical stock

***How the course/qualification supports the trainee to achieve this outcome and where the learning outcome is taught***

**Provider's commentary**

To meet NOS PHARM14, learners complete **Core Module 1: Working in a Pharmacy Environment**, **Core Module 2: Teamwork and Person-Centred Care**, and the technical module **Handling Stock** on the b-Hive platform.

Please refer to the mapping document in **Appendix M5 –Stock Management 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 Handling Stock module 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 finding out who is responsible for performing stock checks on controlled drugs and how frequently they are performed. The **summative** activities include observing a trained colleague responding to a drug recall or drug alert, then describing who is responsible and the procedures they follow.

**Summative assessment** of PHARM14 includes scenario-based multiple-choice questions (MCQs) in a **Final Test**, and a **witness testimony** by their WTS following observations in the workplace to assess the learner's ability to maintain pharmaceutical stock according to workplace SOPs.

**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.

**PHARM15** Supply pharmaceutical stock

***How the course/qualification supports the trainee to achieve this outcome and where the learning outcome is taught***

### Provider's commentary

To meet NOS PHARM15, learners complete **Core Module 1: Working in a Pharmacy Environment**, **Core Module 2: Teamwork and Person-Centred Care**, and the technical module **Handling Stock** on the b-Hive platform.

Please refer to the mapping document in **Appendix M5 –Stock Management 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 Handling Stock module 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 including a scenario-based activity on how to contact manufacturers to source a product that is out of stock. The **summative** activities include describing the procedure for responding to urgent requests for stock in accordance with workplace SOPs.

**Summative assessment** of PHARM15 includes scenario-based multiple-choice questions (MCQs) in a **Final Test**, and a **witness testimony** by their WTS following observations in the workplace to assess the learner's ability to supply pharmaceutical stock according to workplace SOPs.

#### 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.

