

**CIG Healthcare Partnership pharmacy support staff
courses reaccreditation event report, Counter
Intelligence – Medicines Counter Assistant Plus
Stock Control Course, part 3, March 2022**



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Event summary and conclusions

Provider	CIG Healthcare Partnership
Course	Counter Intelligence – Medicines Counter Assistant Plus Stock Control Course (MCA)
Event type	Reaccreditation
Event date	09 - 10 March 2022
Approval period	July 2022 – July 2025
Relevant requirements	Requirements for the education and training of pharmacy support staff, October 2020
Framework used	National Occupational Standards
Outcome	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.
Minor amendments	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)

PHARM04 - Provide advice on non-prescribed medicines and products

How and where does the course/qualification support trainees to achieve this NOS outcome?

Provider's commentary

The introductory module of this course (Training handbook A: Module 1 – Introduction) provides trainees with an insight into working on the medicines counter and highlights the procedures that are in place at their workplace to ensure the safe and effective supply of medicines.

The MCA course consists of 20 modules divided across four training handbooks (Set A, B, C and D). Medicine classification, supply of OTC medicines using structured questioning techniques to ascertain the requirements of customers, the importance of SOPs, working within their scope of practice and knowing when to refer are all introduced amongst other topics within the first five modules of the MCA course. The remaining 15 modules focus on the key OTC therapy areas in pharmacy and cover responding to symptoms, self-care advice, non-prescribed medicine and product information and cases to refer to the pharmacist.

Course structure is logically presented in a coherent way and reflects relevant and current principles in education and pharmacy. Intertext activities presented throughout the training handbooks enable and encourage the trainee to contextualise learning, find out about specific processes in place at their workplace and provide an opportunity for trainees to discuss any areas requiring further clarification with their course supervisor.

Training content is mapped to the necessary knowledge requirements of the PHARM04 NOS. *'Putting your learning into practice'* at the end of module chapters provides an opportunity for the trainee to demonstrate knowledge of this learning outcome. The final MCQ assessment acts as a summative assessment.

Appendix:

- *MCA – Appendix 04: MCA Curriculum mapping document*

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

Provider's commentary

There are several ways by which the trainee's achievement of this NOS outcome is assessed at the stated competency level. Various assessment methods such as multiple-choice questions (MCQs), practical exercises, and observations of trainees in action, are used. Here is an overview of the different assessment methods used:

1. Putting learning into practice:

Throughout the training handbooks, trainees are required to complete intertext activities within each module. Completion of these intertext activities may require supervisor/wider pharmacy team input. In addition to these intertext activities, most modules within each training handbook have end of module practical exercises and/or end of module MCQs.

The supervisor is expected to check that all intertext activities have been completed by the trainee to a satisfactory standard. Additionally, using the guidance marking provided, supervisors are required to mark and provide feedback for all end of module exercises and/or MCQs. These end of module exercises and MCQs present an opportunity for trainees and supervisors to discuss progress and address any concerns.

2. Online final assessment multiple choice questions (MCQs):

Once a trainee has worked through a training handbook and satisfactorily completed all intertext activities, end of module practical exercises and end of module MCQs, they are ready to attempt the final MCQ assessment for the respective training handbook. Upon completion of this final assessment, the course supervisor is required to complete a declaration of competence – this competency sign-off declares that the trainee has completed the assessment under exam conditions, and is competent in the areas covered by the respective training handbook, and the supervisor is satisfied that the work submitted is the trainee's own work.

This final MCQ assessment is sat under exam conditions and comprises of 25 multiple-choice questions. The trainee has a maximum of three attempts to complete this summative final assessment.

3. Observation of the trainee by their supervisor:

As part of a trainees' assessment, they must demonstrate (over a period of time) certain skills and behaviours required for them to provide safe and effective pharmacy practice and person-centred care. At the end of each training handbook, together with the course supervisor, a set of learning outcomes are assessed using a checklist provided. These learning outcomes are directly mapped to the GPhC requirements for the education and training of pharmacy support staff.

The observational checklist is a useful document for the trainee and supervisor to assess workplace competence, determine practical ability and it also can act as tool to set up learning development plans.

The different assessment methods are quality assured in line with the CIG Healthcare Partnership quality assurance policy and course supervisors are provided with guidance highlighting their responsibilities/involvement with the trainee's progress through the course.

We regularly review our assessment strategy using the following criteria:

- Validity – measuring the extent of learning at the appropriate level
- Reliability – consistency in assessment
- Fairness – equal opportunity for all to demonstrate the extent of their learning
- Authentic – relevant and reflects what they do in the workplace
- Transparency – expectations for trainee with clear task descriptions and criteria

Appendices:

- *MCA – Appendix 01: MCA Course regulations and policies 2022*
- *MCA – Appendix 02: MCA SOPs and strategies 2022*
- *MCA – Appendix 04: MCA Curriculum mapping document*
- *MCA – Guides: 2022 MCA Candidate Guide; 2022 MCA Supervisor's Guide; 2022 MCA Locum Guide*

GPhC use only.

NOS met/will be met? Yes No

This learning outcome was tested at the event.

Trainees on the course are taught to provide advice on non-prescribed medicines and products at the does level. This is covered in Handbook A, which look at the POM to P protocol, and emphasises the importance of SOPs. Trainees learn to act within their scope of practice, and when to refer to the pharmacist, and are taught about methods of enabling effective communication.

This learning outcome also covers product licensing and the main actions and effects of medication are covered through therapeutic areas. (The provider noted that the side of effects of Ibuprofen were missing from the course material and these would be added).

The learning outcome is assessed via supervisor observation recorded on the checklist, as well as through intertext activities and questions in the final MCQ assessment.

PHARM07 - Receive prescriptions

How and where does the course/qualification support trainees to achieve this NOS outcome?

Provider's commentary

Training handbook A (Module 2 – Dealing with customers) provides trainees with an understanding of handling customer relations. Training handbook A (Module 3 – Dealing with prescriptions) looks at the trainee's role in the context of receiving prescriptions. This module covers procedures for receiving and dealing with prescriptions under the relevant Standard Operating Procedures, and in line with the appropriate regulatory, professional, and ethical frameworks. Trainees are advised to work within the limits of their roles and responsibilities.

Roles and responsibilities of the pharmacy team are covered in detail to contextualise staff member roles. Communicating with the dispensary team, different prescription forms, exemptions from prescription charges, prepayment certificates, collection and delivery services are all covered.

Applying a caring and compassionate approach and supporting patients with additional needs is encouraged within learning material.

Training content is mapped to the necessary knowledge requirements of the PHARM07 NOS. 'Putting your learning into practice' at the end of module chapters provides an opportunity for the trainee to demonstrate knowledge of this learning outcome. The final MCQ assessment acts as a summative assessment.

Appendix:

- MCA – Appendix 04: MCA Curriculum mapping document

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

Provider's commentary

As above

GPhC use only.

NOS met/will be met? Yes No

PHARM12 - Order pharmaceutical stock

How and where does the course/qualification support trainees to achieve this NOS outcome?

Provider's commentary

This NOS is covered in training handbook A (Module 4 – Stock control). This module covers procedures relating to the ordering of stock necessary to provide a pharmacy service, using the relevant Standard Operating Procedures, and in line with the appropriate regulatory, professional, and ethical frameworks. Trainees are advised to work within the limits of their roles and responsibilities.

This module covers different medicine types, suppliers of stock (including sourcing of specials) and the use of computer systems. Trainees are encouraged to consider the impact stock availability may have on the care of individuals.

Training content is mapped to the necessary knowledge requirements of the PHARM12 NOS. 'Putting your learning into practice' at the end of module chapters provides an opportunity for the trainee to demonstrate knowledge of this learning outcome. The final MCQ assessment acts as a summative assessment.

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

Provider's commentary

As above

GPhC use only.

NOS met/will be met? Yes No

PHARM13 - Receive pharmaceutical stock

How and where does the course/qualification support trainees to achieve this NOS outcome?

Provider's commentary

This NOS is covered in training handbook A (Module 4 – Stock control). This module covers procedures relating to the receiving and managing of stock necessary to provide a pharmacy service, using the relevant Standard Operating Procedures, and in line with the appropriate regulatory, professional, and ethical frameworks. Trainees are advised to work within the limits of their roles and responsibilities.

The above-mentioned module covers recognising and dealing with discrepancies, out of stock items and storage considerations for certain types of medicines – e.g. fridge lines and Controlled Drugs. Trainees are encouraged to consider the impact stock availability may have on the care of individuals.

Training content is mapped to the necessary knowledge requirements of the PHARM13 NOS. 'Putting your learning into practice' at the end of module chapters provides an opportunity for the trainee to demonstrate knowledge of this learning outcome. The final MCQ assessment acts as a summative assessment.

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

Provider's commentary

As above

GPhC use only.

NOS met/will be met? Yes No

PHARM14 - Maintain pharmaceutical stock

How and where does the course/qualification support trainees to achieve this NOS outcome?

Provider's commentary

This NOS is covered in training handbook A (Module 4 – Stock control). This module covers procedures relating to the maintenance of pharmaceutical stock necessary to provide a pharmacy service, using the relevant Standard Operating Procedures, and in line with the appropriate regulatory, professional, and ethical frameworks. Trainees are advised to work within the limits of their roles and responsibilities.

This above-mentioned module covers maintaining stock levels, stock rotation (encompassing date-checking), stock recalls and drug alerts issued by the Medicines and Healthcare products Regulatory Agency. Trainees are encouraged to consider the impact stock levels may have on the care of individuals.

Training content is mapped to the necessary knowledge requirements of the PHARM14 NOS. 'Putting your learning into practice' at the end of module chapters provides an opportunity for the trainee to demonstrate knowledge of this learning outcome. The final MCQ assessment acts as a summative assessment.

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

Provider's commentary

As above

GPhC use only.

NOS met/will be met? Yes No

PHARM32 - Assist in the issuing of prescribed items

How and where does the course/qualification support trainees to achieve this NOS outcome?

Provider's commentary

The handing out of dispensed prescription items is introduced in training handbook A (Module 3 – Dealing with prescriptions). This module covers procedures for the issuing of prescribed items that have been dispensed under the relevant Standard Operating Procedures, and in line with the appropriate regulatory, professional, and ethical frameworks. Trainees are advised to work within the limits of their roles and responsibilities.

Roles and responsibilities of the pharmacy team are covered in detail to contextualise staff member roles. Communicating with the dispensary team, different prescription forms (including electronic prescriptions), exemptions from prescription charges, prepayment certificates, collection and delivery services, what to do in the event of not having enough stock (i.e. the use of an owing slip) are all covered.

The importance of providing relevant information on the prescribed item is explored within the trainee’s scope of practice is covered in training handbook A (Module 3 – Dealing with prescriptions). The safe storage and administration of prescribed item(s) are covered in their respective training modules throughout the course.

Applying a caring and compassionate approach and supporting patients with additional needs is encouraged within learning material.

Training content is mapped to the necessary knowledge requirements of the PHARM32 NOS. ‘*Putting your learning into practice*’ at the end of module chapters provides an opportunity for the trainee to demonstrate knowledge of this learning outcome. The final MCQ assessment acts as a summative assessment.

Appendix:

- MCA – Appendix 04: MCA Curriculum mapping document

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

Provider’s commentary

As above

GPhC use only.

NOS met/will be met? Yes No

This learning outcome was tested at the event.

Trainees are directed to relevant SOPs covering handing out medication. They are taught about working within the limits of their competence. Health and safety training covers the importance of using the correct equipment, and having a clean and clutter-free working environment to reduce errors. Consent, GDPR, and stock management are also covered. Trainees learn about dispensing errors, storage of medicines and appropriate packaging.

The learning outcome is assessed by supervisor observation, checking referrals are made in line with SOPs, and knowledge is assessed via MCQs.

Additional technical outcomes not covered by the pharmacy suite of NOS’s

HSC241 – Contribute to the effectiveness of teams

How and where does the course/qualification support trainees to achieve this NOS outcome?

Provider's commentary

This NOS is covered in training handbook B (Module 1 – Working as a team. Health and safety). Training content looks at the role of the trainee working within the wider pharmacy team and covers working within limits, being flexible, learning to prioritise, avoiding conflict, respect and equality, communication (including barriers to effective teamwork) and learning and development.

Trainees are advised to work under the relevant Standard Operating Procedures, and in line with the appropriate regulatory, professional, and ethical frameworks.

Trainees are reminded of the importance of contributing to the effectiveness of the team to enable person-centred care and safe practice. Trainees must work within the limits of their roles and responsibilities and to know when to refer to the pharmacist/another member of the pharmacy team.

Training handbook A (Module 3 – Dealing with prescriptions) puts into context the roles and responsibilities of other members of the pharmacy team.

Training content is mapped to the necessary knowledge requirements of the HSC241 NOS. 'Putting your learning into practice' at the end of module chapters provides an opportunity for the trainee to demonstrate knowledge of this learning outcome. The final MCQ assessment acts as a summative assessment.

Appendix:

- MCA – Appendix 04: MCA Curriculum mapping document

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

Provider's commentary

As above

Accreditation/recognition team's commentary.

NOS met/will be met? Yes No

This learning outcome was tested at the event.

This is covered largely in Set B module , but also in Set A module 1, which looks at EDI in the workplace. Set B covers codes of Practice and conduct. Trainees are taught to understand their role in the team, and when they need to refer to another member of the team. Legislation is covered, with an emphasis on confidentiality, consent and GDPR. Trainees are asked to think about what good teamwork looks like and to assess their own strengths and weaknesses. The wider team is also considered: GPs, hospitals, etc.

The learning outcome is assessed via intertext activities, and on the learning outcomes checklist, with a section to identify any follow up actions. There are also some MCQs covering this learning outcome in the Set B final assessment.

HSS1 – Make sure your own actions reduce the risks to health and safety

How and where does the course/qualification support trainees to achieve this NOS outcome?

Provider's commentary

Health and safety is covered in training handbook B (Module 1 – Working as a team. Health and safety). This module provides trainees with the necessary foundation knowledge concerning health and safety in the workplace and the responsibilities of employers and employees.

This module enables appreciation of what can pose significant risks in the workplace and encourages trainees to think about how to identify and deal with risks in the workplace (including reporting procedures). The legislation governing health and safety in the workplace is introduced and the pharmacy procedures surrounding accident management are covered.

The fundamental difference between the terms 'hazard' and 'risk' is covered and intertext activities included within the module are designed to enable trainees to best control hazards and risks in the workplace.

Training content is mapped to the necessary knowledge requirements of the HSS1 NOS. '*Putting your learning into practice*' at the end of module chapters provides an opportunity for the trainee to demonstrate knowledge of this learning outcome. The final MCQ assessment acts as a summative assessment.

Appendix:

- *MCA – Appendix 04: MCA Curriculum mapping document*

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

Provider's commentary

As above

Accreditation/recognition team's commentary.

NOS met/will be met? Yes No

