

**CIG Healthcare Partnership pharmacy support staff  
courses reaccreditation event report, Counter  
Intelligence - Pharmacy Assistant Course (PAC),  
part 3, March 2022**



# Contents

<b>Event summary and conclusions .....</b>	<b>1</b>
<b>Part 3: Role-specific learning outcomes (National Occupational Standards) .</b>	<b>2</b>
<b>PHARM01 - Assist with the provision of a pharmacy service .....</b>	<b>2</b>
<b>PHARM04 - Provide advice on non-prescribed medicines and products .....</b>	<b>4</b>
<b>PHARM07 - Receive prescriptions .....</b>	<b>5</b>
<b>PHARM09 - Assemble prescribed items .....</b>	<b>6</b>
<b>PHARM12 - Order pharmaceutical stock .....</b>	<b>7</b>
<b>PHARM13 - Receive pharmaceutical stock .....</b>	<b>7</b>
<b>PHARM14 - Maintain pharmaceutical stock .....</b>	<b>8</b>
<b>PHARM26 - Process pharmacy information for appropriate reimbursement and remuneration .....</b>	<b>9</b>
<b>PHARM32 - Assist in the issuing of prescribed items .....</b>	<b>9</b>
<b>Additional technical outcomes not covered by the pharmacy suite of NOS's .....</b>	<b>11</b>

## Event summary and conclusions

<b>Provider</b>	CIG Healthcare Partnership
<b>Course</b>	Counter Intelligence - Pharmacy Assistant Course (PAC)
<b>Event type</b>	Reaccreditation
<b>Event date</b>	09 - 10 March 2022
<b>Approval period</b>	July 2022 – July 2025
<b>Relevant requirements</b>	<a href="#">Requirements for the education and training of pharmacy support staff, October 2020</a>
<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 <a href="#">found here</a> .
<b>Recommendations</b>	Please refer to parts 1 and 2.
<b>Minor amendments</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 and where does the course/qualification support trainees to achieve this NOS outcome?***

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

The PAC course aims to provide trainees with the knowledge, skills, and behaviours to assist with the provision of pharmacy services from a community pharmacy.

Training handbook A introduces the foundation knowledge required to work in a community pharmacy and introduces the concept of person-centred care. This training handbook covers delivery of pharmacy services using the relevant Standard Operating Procedures, and is in line with the appropriate regulatory, professional, and ethical frameworks. Training handbook E expands on these areas and encompasses the dispensing pathway. Trainees are advised to always work within the limits of their roles and responsibilities.

Training handbook A (Module 2 – Dealing with customers) explores good customer service including how to handle customer complaints, queries, and concerns. Modules throughout the PAC course focus on the importance of collecting the relevant information about the individual and their problem and where to get assistance if the trainee cannot provide information and advice themselves.

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 the trainee to discuss any area(s) requiring further clarification with their course supervisor.

Training content is mapped to the necessary knowledge requirements of the PHARM01 NOS. 'Putting your learning into practice' at the end of a module chapter provides an opportunity for the trainee to demonstrate knowledge of this NOS, the final MCQ assessments act as a summative assessment of knowledge and the observational outcomes checklist serves as a practical tool to enable the trainee to showcase application of learning in the workplace.

*Appendix:*

- *PAC – Appendix 04: PAC 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.

In addition to the above, the PAC course is further supplemented by two additional workbooks:

1. Dispensing practice workbook
2. PAC workbook

The dispensing practice workbook allows trainees to apply their learning to practice by working through various prescription examples and complete simulation exercises – these prescription examples and exercises provide the trainee with an opportunity to discuss with their supervisor any areas they are not clear about. The dispensing practice workbook is worked through by trainees before they attempt the PAC workbook and the final assessment MCQ for training handbook Set E. The PAC workbook contains a combination of short answer questions, exercises, and scenario-based simulations. It is marked by the course supervisor and must be satisfactorily passed before the trainee can attempt the final assessment MCQ for the final training handbook (Set E). Guidance marking for the PAC workbook is provided to the course supervisor.

### 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, end of module MCQs, associated workbook(s) they are ready to attempt the final assessment MCQs 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.

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 use to assess workplace competence, determine practical ability and it also can act as tool to set up learning development plans.

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

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

**GPhC use only.**

**NOS met/will be met? Yes  No**

**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 PAC course consists of 23 modules divided across five training handbooks (Set A, B, C, D and E). Medicine classification, supply of non-prescribed, over-the-counter (OTC) medicines and products 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 PAC course.

15 modules spread across training handbooks B, C and D cover responding to symptoms, self-care advice, non-prescribed medicine and product information and cases to refer to the pharmacist. The final three modules of the PAC course (training handbook E) focus primarily on the dispensing of prescriptions and associated processes.

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 a module chapter provides an opportunity for the trainee to demonstrate knowledge of this NOS, the final MCQ assessments act as a summative assessment of knowledge and the observational outcomes checklist serves as a practical tool to enable the trainee to showcase application of learning in the workplace.

*Appendix:*

- PAC – Appendix 04: PAC 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 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, in line with the appropriate regulatory, professional, and ethical frameworks. Trainees are advised to work within the limits of their roles and responsibilities at all times.

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

More in-depth learning around the dispensing of prescriptions appears throughout training handbook E. The content covered in this handbook is further supplemented by practical workbooks (Dispensing Practice workbook and PAC workbook) which enable trainees to apply their learning to practice by working through various prescription examples and complete various simulated exercises.

Applying a caring and compassionate approach and supporting patients with additional needs is encouraged throughout learning materials.

Training content is mapped to the necessary knowledge requirements of the PHARM07 NOS. 'Putting your learning into practice' at the end of a module chapter provides an opportunity for the trainee to demonstrate knowledge of this NOS, the final MCQ assessments act as a summative assessment of knowledge and the observational outcomes checklist serves as a practical tool to enable the trainee to showcase application of learning in the workplace.

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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

**PHARM09 - Assemble prescribed items**

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

**Provider's commentary**

Elements of this NOS are introduced in training handbook A and explored in greater detail throughout training handbook E. The respective modules cover procedures for the activities carried out when trainees assemble prescribed items against a valid prescription, under the relevant Standard Operating Procedures, and in line with the appropriate regulatory, professional, and ethical frameworks. Trainees are advised to work within the constraints of their role to ensure patient safety remains at the forefront of their duties and refer to the pharmacist/pharmacy technician when required.

Trainees are encouraged to work in an organised manner using the correct equipment. Learning content encompasses best practice guidance in relation to the different stages of the prescription assembly process (highlighting the importance of maintaining accurate patient medical records) and identifies risk/error minimisation strategies to best deal with near misses and dispensing errors.

Training content is mapped to the necessary knowledge requirements of the PHARM09 NOS. 'Putting your learning into practice' at the end of a module chapter provides an opportunity for the trainee to demonstrate knowledge of this NOS, the final MCQ assessments act as a summative assessment of knowledge and the observational outcomes checklist serves as a practical tool to enable the trainee to showcase application of learning in the workplace.

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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

### 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) and content relevant to this knowledge is highlighted as necessary throughout training handbook E. 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 always work within the limits of their role.

This module covers different medicine/product 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 and the appropriate actions to take in such instances.

Training content is mapped to the necessary knowledge requirements of the PHARM12 NOS. 'Putting your learning into practice' at the end of a module chapter provides an opportunity for the trainee to demonstrate knowledge of this NOS, the final MCQ assessments act as a summative assessment of knowledge and the observational outcomes checklist serves as a practical tool to enable the trainee to showcase application of learning in the workplace.

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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) and content relevant to this knowledge is highlighted as necessary throughout training handbook E. This module covers procedures relating to the receiving 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.

The above-mentioned module covers recognising and dealing with stock 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 and the appropriate actions to take in such instances.

Training content is mapped to the necessary knowledge requirements of the PHARM13 NOS. ‘Putting your learning into practice’ at the end of a module chapter provides an opportunity for the trainee to demonstrate knowledge of this NOS, the final MCQ assessments act as a summative assessment of knowledge and the observational outcomes checklist serves as a practical tool to enable the trainee to showcase application of learning in the workplace.

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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) and content relevant to this knowledge is highlighted as necessary throughout training handbook E. 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.

Amongst other topics, this module covers maintaining stock levels, stock rotation (encompassing the importance of date-checking) and dealing with stock recalls and drug alerts issued by the Medicines and Healthcare products Regulatory Agency. Trainees are reminded 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 a module chapter provides an opportunity for the trainee to demonstrate knowledge of this NOS, the final MCQ assessments act as a summative assessment of knowledge and the observational outcomes checklist serves as a practical tool to enable the trainee to showcase application of learning in the workplace.

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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**

**PHARM26 - Process pharmacy information for appropriate reimbursement and remuneration**

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

**Provider's commentary**

This NOS is covered across training handbook E. Training handbook E covers procedures relating to the prescription reimbursement/remuneration process, using the relevant Standard Operating Procedures, in line with the appropriate regulatory, professional, and ethical frameworks. Trainees are advised to work within the limits of their roles and responsibilities at all times.

Trainees are introduced to the Drug Tariff (DT) within this training handbook and learn about the significance of the DT in relation to the regulations that govern the supply of items that are allowed on prescriptions and the classifications and criteria for the reimbursement/remuneration of prescriptions.

Other key areas of learning covered in handbook E include: dealing with incomplete/unclear prescriptions, the systems, documentation and procedures surrounding the prescription reimbursement/remuneration claim process and the implications of incorrect claims being made.

Training content is mapped to the necessary knowledge requirements of the PHARM26 NOS. 'Putting your learning into practice' at the end of a module chapter provides an opportunity for the trainee to demonstrate knowledge of this NOS, the final MCQ assessments act as a summative assessment of knowledge and the observational outcomes checklist serves as a practical tool to enable the trainee to showcase application of learning in the workplace.

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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) and content relevant to this knowledge is highlighted as necessary throughout training handbook E. Training handbook A (Module 3 – Dealing with prescriptions) covers procedures for the issuing of prescribed items that have been dispensed under the relevant Standard Operating Procedures, in line with the appropriate regulatory, professional, and ethical frameworks. Trainees are advised to always 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 and 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 in relation to the prescribed item(s) within the trainee's scope of practice, is covered in training handbook A (Module 3 – Dealing with prescriptions). The safe storage and administration of specified prescribed item(s) is covered within the respective training module throughout the course.

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

Training content is mapped to the necessary knowledge requirements of the PHARM32 NOS. 'Putting your learning into practice' at the end of a module chapter provides an opportunity for the trainee to demonstrate knowledge of this NOS, the final MCQ assessments act as a summative assessment of knowledge and the observational outcomes checklist serves as a practical tool to enable the trainee to showcase application of learning in the workplace.

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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**

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.

Training handbook A (Module 3 – Dealing with prescriptions) puts into context the roles and responsibilities of other members of pharmacy team and training handbook E brings into context the roles and responsibilities of the wider team in relation to prescription dispensing processes. Trainees are advised to always work within the limits of their role and must know when to refer to the pharmacist and/or another member 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 a module chapter provides an opportunity for the trainee to demonstrate knowledge of this NOS, the final MCQ assessments act as a summative assessment of knowledge and the observational outcomes checklist serves as a practical tool to enable the trainee to showcase application of learning in the workplace.

##### *Appendix:*

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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.

##### **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). The content of this module provides trainees with the necessary foundation knowledge concerning the 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 the accompanying 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 within the module encourage trainees to apply learning to their individual workplace.

Training content is mapped to the necessary knowledge requirements of the HSS1 NOS. 'Putting your learning into practice' at the end of a module chapter provides an opportunity for the trainee to demonstrate knowledge of this NOS, the final MCQ assessments act as a summative assessment of knowledge and the observational outcomes checklist serves as a practical tool to enable the trainee to showcase application of learning in the workplace.

*Appendix:*

- PAC – Appendix 04: PAC 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**



