

**MediaPharm support staff course accreditation  
event report, Dispensing Assistant, part 3, April  
2021**



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## Event summary and conclusions

<b>Provider</b>	MediaPharm
<b>Course name</b>	Dispensing Assistant
<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>	Accreditation
<b>Event date</b>	13 April 2021
<b>Approval period</b>	September 2021 – September 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.

Please note, where the term Foundation course has been used, this has been superseded by foundation modules, the rationale for which is detailed in the Background section of the part 1 and 2 report.

## 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**

The learning for this NOS is covered across Module 1 Working in a Pharmacy and Module 13 Communication as the role straddles working on the pharmacy counter and assisting in the dispensary. These modules also build on learning gained in the foundation modules which give a generic introduction to this NOS for all support staff.

Module 1 Working in a Pharmacy gives an introduction to pharmacy and importance of following SOPs and referring appropriately. It also gives right at the start context to working in a pharmacy setting, one's own role and the considerations for delivering a safe and effective service. Module 13 Communication gives the knowledge required to meet individual's needs through effective questioning and listening skills and supporting them through additional resources and information.

The learning is covered using a combination of e-learning, both in text and video, and activities encouraging the learner to find out about company policies and reflect on their own communication skills.

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

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

The combined MCA/DA programme requires formal assessment and sign off at the end of the MCA component and at the end of the DA component. This is to allow for recognition of qualification for anyone who decides to end the training at MCA level. These formal assessments and sign off at MCA stage and DA stage are identical in process but with different banks of MCQs and case studies to reflect the modules in each component.

The course is assessed using a variety of methods to allow confirmation of knowledge and practical ability.

#### **Per Module**

The learner is asked to complete 'Time Out' activities throughout the module, these are completed on paper with the trainee's tutor required to check appropriate completion of the activities prior to declaring the module as complete.

The module itself has a knowledge check quiz to check for gaps before moving to the module assessment consisting of 10 MCQs randomly selected from a bank of 30. The trainee has a maximum of 3 attempts with a lock out after 2 to allow the Mediapharm mentor to give support on achieving the learning outcomes.

### Course (at the end of each of the MCA and DA components)

At the end of the course after completing the module assessments there is a final assessment sat under exam conditions covering the following:

- 30 MCQs randomly selected from a bank of 120 covering whole course content. This is sat as an invigilated assessment and is aimed at knowledge assessment.
- 2 case studies randomly selected from a bank (24 for MCA, 10 for DA) covering whole course content. This activity is conducted by the trainee's tutor who has discussion points available to help them as expert witnesses to verify knowledge and understanding of the scenario presented.

Observation of practical ability by the trainee's tutor is guided by an observation checklist. The observation covers the practical aspects of the NOS and is completed over the space of at least a week. The checklist requires comment from the tutor as to how the learner shows competence, and acts as a 'declaration of competence' sign off on practical ability and knowledge covering the NOS standards by a registered pharmacy professional.

The aspects of formal assessment are quality assured in line with the Mediapharm quality assurance policy, and tutors are provided with guidance on how to conduct the different aspects of formal assessment.

### Accreditation/recognition team's commentary.

Learning outcome met? Yes  No

This learning outcome was tested at the event. It is taught in the Foundation module and in more detail in course-specific modules.

Case studies are used to set the scene and allow trainees to comment on what they would do in a particular situation, and to relate back to how they actually responded in previous situations.

Tutors are recommended to complete the observation checklist as the trainee progresses. Once a trainee completes a case study, they would usually progress quite quickly to the observation to consolidate their learning.

The team asked if some trainees are unable to complete tasks on the observation checklist, for example if they work in internet pharmacy. This has not been the case to date, and if the situation arises will be dealt with on a case-by-case basis.

The team was satisfied that this NOS would be met.

### PHARM07

Receive prescriptions

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

### **Provider's commentary**

This is taught in Module 1 Working in a Pharmacy covering handling prescriptions. It highlights the need to understand the roles and responsibilities of the team and the trainee's own limits, referring in the first instance to the pharmacy's SOP.

The learning also covers recognising different prescriptions, what to check for on a prescription, payments and exemptions and how to take a person-centred approach when dealing with patients with additional needs. The case study highlights common mistakes that can be made and how to improve the interaction with the patient.

Communicating effectively with the dispensary team at the point of receiving a prescriptions is also explained as a way of managing patient expectations and avoiding delays in a patient getting their medicines.

Communication is also covered in the foundation module 'Introduction to Communication'.

The learning is covered using a combination of e-learning, both in text and video, and activities encouraging the learner to find out about processes and prescriptions and to reflect on their learning and situations they have encountered. It encourages trainees to explore prescriptions-related items e.g. prescription bags, exemption forms, so they extend the learning to the work environment.

The content is mapped to the knowledge requirements of this NOS with 'Time Out' activities created to provide opportunities for the trainee to demonstrate the practical side of the learning outcomes.

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

**Provider's commentary**

As before

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

**Learning outcome met? Yes  No**

This learning outcome was tested at the event.

The Foundation modules introduced this NOS at the generic level. Trainees then progress to look at this in a role-specific context, including topics such as Standard Operating Procedures, exemptions, prescription charges, different types of prescriptions, and queue management.

Knowledge and competence in integrated through observation of a colleague receiving a prescription, eventually building to doing this under the supervision and receiving feedback.

The NOS is assessed via the observation checklist and the workbook.

The team was satisfied that this NOS would be met.

**PHARM09**

Assemble prescribed items

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

**Provider's commentary**

This NOS is covered in Module 1 Working in Pharmacy, Module 13 Communication, Module 14 Laws, Module 16 Dispensing and Module 17 Stock.

It provides knowledge around the dispensing process referring to guidelines, SOPs and the need to work within one's limits to ensure patient safety. It gives an understanding of medicines, how to assemble and handle them safely and how to maintain medication records. It also covers stock in the context of assembling and how to minimise risk and errors.

The learning is covered using a combination of e-learning and activities encouraging the learner to find out about company policies, process and to explore the dispensary layout, medicines, containers and the PMR.

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

**Provider's commentary**

As before.

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

**Learning outcome met? Yes  No**

The team agreed that this National Occupational Standard would be met based on the submission mapping and assurance taken from the testing of other standards and learning outcomes.

**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**

This NOS is covered in Module 17 Stock which provides knowledge on how to assist in the ordering of stock. It covers the correct processes and the need to work within assigned roles. The module also covers medicines types, suppliers of stock and the use of computer systems.

The learning uses a combination of e-learning and activities encouraging the learner to find out about company policies, process, their usual and specialist suppliers and the computer ordering system.

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

**Provider's commentary**

As before

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

**Learning outcome met? Yes  No**

The team agreed that this National Occupational Standard would be met based on the submission mapping and assurance taken from the testing of other standards and learning outcomes.

**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**

This NOS is covered in Module 17 Stock which provides knowledge on how to assist in receiving and managing stock. It covers the correct processes and the need to work within assigned roles. The module also covers checking deliveries and dealing with discrepancies, paperwork, correct and safe storage of medicines and products (including health & safety) and the use of computer systems.

The learning is covered using a combination of e-learning and activities encouraging the learner to find out about company policies and processes, handling the paperwork involved and getting familiar with where and how stock is processed and stored once received.

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

**Provider's commentary**

As before.

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

**Learning outcome met? Yes  No**

The team agreed that this National Occupational Standard would be met based on the submission mapping and assurance taken from the testing of other standards and learning outcomes.

<b><u>PHARM14</u></b>	Maintain pharmaceutical stock
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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**

This NOS is covered in Module 17 Stock which provides knowledge on how to assist in maintaining stock safely. It covers the correct processes and the need to work within assigned roles. The module also covers maintaining stock level, rotating stock and date checking so that medicines supply to patient is not disrupted. It also covers tasks around keeping stock areas clean and tidy. The process around drug recall are also outlined.

The learning is covered using a combination of e-learning and activities encouraging the learner to find out about company policies and processes and getting familiar with best practice in managing stock, including how to avoid medicines contamination and what to do with expired stock.

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

**Provider's commentary**

As before

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



Learning outcome met? Yes  No

The team agreed that this National Occupational Standard would be met based on the submission mapping and assurance taken from the testing of other standards and learning outcomes.

**PHARM32** Assist in the issuing of prescribed items

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

**Provider's commentary**

This is taught in Module 1 Working in a Pharmacy covering handling prescriptions. It highlights the need to understand the roles and responsibilities of the team and the trainee's own limits, referring in the first instance to the pharmacy's SOP.

It also highlights the grave consequences of giving our prescriptions to the wrong person and gives context to why following correct procedures are central to safe practice.

The learning also covers labelling bags, owings and counselling and again where and when to involve the pharmacist. The role of electronic prescriptions is also explained as is the prescription delivery service the pharmacy may have so that other areas of handing out prescribed medicines is considered.

The learning is covered using a combination of e-learning, both in text and video, and activities encouraging the learner to find out about processes and prescriptions and to reflect on their learning and situations they have encountered. It encourages trainees to explore related activities e.g. prescription delivery, owings, so they extend the learning to the work environment.

The content is mapped to the knowledge requirements of this NOS with 'Time Out' activities created to provide opportunities for the trainee to demonstrate the practical side of the learning outcomes.

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

**Provider's commentary**

As before

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

Learning outcome met? Yes  No

This learning outcome was tested at the event.

It is taught at a generic level in the foundation module, Working in a Pharmacy. Trainees then progress to knowledge acquisition and competence relevant to their role. The foundation and role-specific content are linked and cross-referenced, to ensure that trainees' learning is contextualised.

This NOS is assessed via the observation checklist and the workbook.

**Additional technical outcomes not covered by the pharmacy suite of NOS's (delete if not applicable)**

<b>HSS1</b>	Make sure your own actions reduce the risks to health and safety
<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>This is taught in Module 14 Laws and in foundation module on Health &amp; Safety which gives a more generic introduction to this NOS for all support staff.</p> <p>Module 14 gives a role context to Health &amp; Safety, focusing on the laws that govern pharmacy and which translate into SOPs and GPhC standards to ensure safety. It includes data protection, raising concerns, safeguarding and equality and diversity. Health &amp; Safety legislation and roles and responsibilities are also covered.</p> <p>The learning is covered using a combination of e-learning, videos and activities encouraging the learner to find out about company policies and processes and getting familiar with best practice in maintaining health &amp; safety at work and in identifying hazards and risks.</p>	
<b><i>How the course/qualification assesses whether the trainee achieves this outcome</i></b>	
<b>Provider's commentary</b>	
As before.	
<b>Accreditation/recognition team's commentary.</b>	
<b>Learning outcome met? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></b>	
The team agreed that this learning outcome would be met based on the submission mapping and assurance taken from the testing of other standards and learning outcomes.	
<b>HSC241</b>	Contribute to the effectiveness of teams
<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>This NOS is taught in Module 13 Laws, Module 15 Teamwork and in foundation modules on Introduction to Pharmacy, Working with Customers and Working in a Team which give a more generic introduction to this NOS for all support staff.</p> <p>The NOS highlights the need to understand the roles and responsibilities of the team and the trainee's own limits, referring in the first instance to the pharmacy's SOP. It covers the legal and ethical requirements of working in a pharmacy team including equality and diversity and raising</p>	

concerns. Effective team working is highlighted as a fundamental part of safe practice and person-centred care and the principles of team make up and team work are discussed.

The learning is covered using a combination of e-learning, videos and activities encouraging the learner to find out about their team, strengths and weaknesses, team practices and getting familiar with how to deal with conflict.

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

**Provider's commentary**

As before

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

**Learning outcome met? Yes  No**

The team agreed that this learning outcome would be met based on the submission mapping and assurance taken from the testing of other standards and learning outcomes.

