

**MediaPharm support staff course accreditation
event report, Delivery Driver, part 3, April 2021**



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Event summary and conclusions

Provider	MediaPharm
Course name	Delivery Driver
Framework used	National Occupational Standards
Relevant requirements	Requirements for the education and training of pharmacy support staff, October 2020
Event type	Accreditation
Event date	13 April 2021
Approval period	September 2021 – September 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.

Please note, where the term Foundation course has been used, this has been superseded by foundation modules, the rationale for which is detailed in the Background section of the part 1 and 2 report.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

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

The learning for this NOS is covered across the module as the key module aim is to build on the foundation course to provide specific learning and experience for pharmacy delivery drivers to enable them to effectively perform the role. Mapping for this NOS and how the module relates to the foundation course and the GPhC minimum standards is found in the supporting documentation.

The learning for this NOS is covered in three chapters of the course:

- **Chapter 1 – Delivering the service** covers the drivers role and how to make a delivery.
- **Chapter 2 – Health & Safety** covers specific health and safety learning for prescription delivery drivers including lone working and manual handling. This builds on the Introduction to Health and Safety module that forms part of the Foundation course.
- **Chapter 3 – Customer Service** covers an understanding of pharmacy customers, communication skills, safeguarding and referral.

The learning is covered by a combination of e-learning in the form of text and links to further information to help understanding, and activities encouraging the learner to find out about policies and procedures, and gets the learner to reflect on scenarios and their own learning.

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

Provider's commentary

The module content is validated using a variety of methods to allow confirmation of knowledge and practical ability.

The learner is asked to complete 'Time Out' activities throughout the module, these are completed on paper with the learner'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 at the end covering the module as a whole. It also has a final sign off sat under exam conditions covering the following:

- 10 MCQs randomly selected from a bank of 30 covering whole course content. This is invigilated under the control of the learner's tutor and is aimed at assuring the learner has appropriate knowledge.
- 2 case studies randomly selected from a bank of 5 covering whole course content. This is conducted by the learner's tutor who has discussion points available to help assess knowledge and understanding of the scenario presented.
- Observation of practical ability by the learner's tutor acting as an expert witness and 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 knowledge and practical ability 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 the tutor sign off and act as an expert witness.

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.

