

**National Pharmacy Association pharmacy support
staff course reaccreditation event report,
Dispensing Assistant, part 3, November 2021**



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Event summary and conclusions

Provider	National Pharmacy Association
Course name	Dispensing Assistant (known as ADAC)
Event type	Reaccreditation
Event date	11-12 November 2021
Approval period	January 2022 – January 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)

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

Assisting with a pharmacy provision is covered in ADAC Module 1, which is about introducing learners to dispensing practice and stock control. The module starts by introducing learners to providing a good service to customers which is of great relevance to assisting with the provision of a pharmacy service. Section 1 covers important topics including knowing when to refer to another member of the team. Working with patients and customers with special requirements and patient confidentiality. Throughout the module, learners are introduced to topics which form a basis for being able to assist with the provision of a pharmacy service. For instance, in section 2 of module 1 learners are taught the importance of standard operating procedures as well as what is required when handling prescriptions within the pharmacy. Important legislation is covered in section 4 of module. Important topics such as communication and establishing an individual's requirements are covered in depth. Module 1 section 3 covers vital information for assisting with the provision of a pharmacy service. Learners are taught the roles of individuals within a pharmacy and how to work effectively within a team.

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

Provider's commentary

Although this unit is covered in part through our MCQ assessment there are a variety of outcomes that are more suited to observation and so are covered within the competency booklet. Effective communication is observed in outcome 1 along with relaying information accurately and promptly.

GPhC use only.

NOS met/will be met? Yes No

PHARM02 - Provide an effective and responsive pharmacy service

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

Provider's commentary

Many of the learning outcomes within this unit are also taught throughout module 1. Learners are taught the importance of standard operating procedures whilst we cover handling conflict and individuals that are distressed in module 1 section 1. Learners are taught the importance of dealing with complaints in sections 1 and 3 and once again are taught how to deal with them through effective verbal and non verbal communication. Once again the importance of working within your limits is something we feel is pivotal to the learners knowledge. We teach this in section 1 and 2.

Section 5 covers other important aspects to this unit such as Health and Safety. Learners are taught their responsibilities to health and safety and how to handle any situation within a pharmacy.

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

Provider's commentary

Governance and policy requirements are covered within the MCQs as well as most of the other topics which constitute the basic skills requirement in order to provide an effective and responsive pharmacy service. The MCQs cover areas such as verbal and non verbal communication, complaints, conflict, customer service and more. The competency booklet assesses the learners ability to communicate effectively in reality this includes communicating in a clear manner at a level that is appropriate for the individuals understanding. Communication is observed in outcome 1. Completing the relevant documentation and storing it appropriately in line with legal and organisational requirements is covered in outcome 4. The learner must also demonstrate that they are able to refer tasks outside of their remit in outcome 1

K15 how to negotiate with individuals has been omitted from this unit for the for the following reason:

We feel the comprehensive first section which highlights communication, dealing with different individuals, complaints and referrals etc. covers this topic indirectly but sufficiently. By teaching communication comprehensively, we feel learners are implicitly taught how to negotiate with individuals.

GPhC use only.

NOS met/will be met? Yes No

PHARM03 - Respond to pharmaceutical queries and requests for information

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

Provider's commentary

The qualification teaches learners about the importance of responding to pharmaceutical queries and requests for information throughout module 1 and some sections in modules 2 & 3. For instance module 2 section 2 covers dispensary procedures, more specifically we cover patient safety and clinical governance. Module 3 section 7 cover the NHS community pharmacy contract and teach learners about basic requirements. Once again by covering vital topics such as effective communication and the importance of working within SOPs the learners are best equipped to deal with pharmaceutical queries. In section 2 learners are prescription requirements, issuing dispensed items, ownings etc. In section 1, on page 17, we teach the learners about patient confidentiality and the importance of knowing what information can be disclosed and to whom. In Module 1, section 6, we cover how stock can be ordered and maintained.

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

Provider's commentary

Some of the knowledge that forms a basis to be able to request to pharmaceutical queries and requests for information is assessed through the MCQs. This includes confidentiality, SOPs, effective team working and communication. In practicality, we feel observations of a learner dealing with various pharmaceutical queries can provide strong evidence that they have a good knowledge and understanding. Learning outcome 1 in the competency booklet covers effective communication and providing a structured and appropriate answer to a query. Outcome 2 ensures that the learner checks that their response satisfactorily covers what was required in the first place. Outcome 3 checks that the learner accesses the most appropriate and relevant sources of information in order to answer a query or provide information. Outcome 3 is about effectively listening to what a customer or patient is trying to relay before working on a response.

GPhC use only.

NOS met/will be met? Yes No

This learning outcome was discussed at the event in relation to its inclusion in the Medicines Counter Assistant course. Refer to the Part 3 report for that course for details.

PHARM07 - Receive prescriptions

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

Provider's commentary

Learners are taught how to receive prescriptions predominantly in module 1 section 2 which is all about taking in and issuing prescriptions. Topics such as prescription changes, exemptions & private prescriptions are covered. In module 2 section 2, we cover filing of prescriptions and the dispensing process (which all starts with receiving a prescription). Within module 2 section 2, we also cover different types of medical professionals and prescriptions. Module 3 section 9 is all about the responsible pharmacist and what to do in their absence. Different types of prescriptions including private prescriptions are covered in Module 1 section 2, with the rest of the information about receiving prescriptions.

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

Provider's commentary

The knowledge behind receiving prescriptions appropriately is tested within the MCQ assessment. Our question bank covers limitations when the RP is not present and prescription requirements, declarations and exemptions. Learners are observed on their abilities to receive prescriptions including checking that they are filled out correctly and correctly forwarding the prescription for the next stage in dispensing in learning outcome 4. Learning outcome 4 also ensure that the learner is observed carrying out all relevant transactional procedures correctly.

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

The first module in the course teaches the trainee about the importance of Standard Operating Procedures (SOPs), which is applicable to all processes in the pharmacy. Module 2 explains how SOPs may differ to each pharmacy for the dispensing process and that the trainee should become familiar with the SOPs for their pharmacy for the assembly of prescribed items, SOPs relevant to labelling prescriptions. Module 3 teaches the trainee the role of the Responsible Pharmacist in relation to SOPs.

The trainee is also taught about understanding and establishing the limits of their own authority in Module 1. General Health and safety procedures and legislation is covered in Module 1, so that the trainee is aware of this at the outset, including health and safety precautions to be taken during the dispensing process e.g. when handling methotrexate. Module 1 also addresses the dispensary environment and importance of hygiene, protective clothing, stability and storage of medicines, which is all relevant to the assembly of prescribed items.

Module 2 then teaches the trainee each of the stages that will be involved in the assembly of prescribed items, as well as any differences to private prescriptions. This module also teaches calculations that are relevant to the assembly of prescribed medication. There is also a section on 'dealing with dispensing errors' which addresses the criteria of this NOS standard on the duty to report any acts or omissions that could be detrimental to individuals. Trainees are also taught about what near misses are in Module 2.

Module 2 also teaches the trainee about prescribing conventions and abbreviations, different formulations of medicines, reconstitution of medicines and types of containers for dispensed medication.

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

Provider's commentary

The trainee is assessed on this learning outcome via intertext activities throughout Module 2 predominantly but also inter-text activities in Module 1, for relevant topics to this NOS standard. The end of module summative MCQs, with the majority relevant to this NOS standard being included in the Module 2 MCQs. Students are also assessed on some of the criteria of this NOS standard via the competency workbook (learning outcome 5), which is to be completed alongside the course. The aim of the workbook is to observe the trainee doing tasks relating to the learning outcomes of the course, and assessing whether they have been able to apply the knowledge that they have gained from the theory and do so competently.

GPhC use only.

NOS met/will be met? Yes No

PHARM10 - Issue prescribed items

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

Provider's commentary

Section 2 of Module 1. of the course teaches the trainee about the importance of Standard Operating Procedures (SOPs), which is applicable to all processes in the pharmacy. It covers the issue of prescribed items as well. Module 3 teaches the trainee the role of the Responsible Pharmacist in relation to SOPs. The trainee is also taught about understanding and establishing the limits of their own authority in Module 1.

General Health and safety procedures and legislation is covered in Module 1, so that the trainee is aware of this at the outset of their trainee role. The guidelines and legislation for handing out controlled drugs are covered in Module 3.

Recording of prescriptions that have been handed out is taught in Section 2 of Module 1 and Section 2 of Module 2. Module 2 also teaches. Information governance and maintaining patient confidentiality is taught in Module 1, 2 and 3. Module 1 introduces the topic of patient confidentiality and its importance to dispensing procedure, Module 2 covers Information and Clinical governance in the dispensing procedure and Module 3 covers the Data Protection Act 1998.

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

Provider's commentary

The trainee is assessed on this learning outcome via intertext activities throughout the course. The end of module summative MCQs, with the majority relevant to this NOS standard being included in the Module 1 and 2 MCQs. Students are also assessed on the some of the criteria of this NOS standard via the competency workbook (learning outcome 6), which is to be completed alongside the course. The aim of the workbook is to observe the trainee doing tasks relating to the learning outcomes of the course, and assessing whether they have been able to apply the knowledge that they have gained from the theory and do so competently.

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

Throughout modules 1, 2 & 3 the students are taught some key principles and processes that relate to working within a pharmacy environment which also apply to ordering pharmaceutical stock.

Module 1 section 6, pages 71-88 is all about stock control and ordering students are taught about the importance of standard operating procedures and understanding these procedures is important for ordering stock. Throughout the section reference is made to the importance of completing tasks and following procedures and this also refers to ordering pharmaceutical stock. Learners are taught how different items are stocked in the pharmacy which introduces the student to different types of items

they will come across including: controlled drugs, fridge items, unlicensed medicines and branded and generic products.

In terms of ordering stock, the students are taught about different factors which will influence maintaining adequate stock levels and these include seasonal variation, short shelf life products and how often particular products are used (Module 1 section 4, pages 49-59). Module 2 section 6 highlights dispensary computers and how most systems have ordering facilities available.

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

Provider's commentary

This unit is assessed via both the MCQ assessment and the competency booklet. Within the MCQs learners are assessed on various aspects of the aforementioned knowledge. This include stability of medicines, Controlled drugs and drug alerts, parallel imports and ordering medication in different circumstances. The competency booklet focuses on observing a learner correctly process an order including ensuring they have ordered the correct quantity of the right medication considering form & Strength. As well as ordering correctly other aspects that need to be observed include checking certain orders where appropriate and accurately identifying stock requirements. This can all be found in learning outcome 7

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

Receiving stock from suppliers is an essential role of the pharmacy staff. It is therefore very important that the student understand the process involved in receiving pharmaceutical stock. They need to ensure the correct quantity and formulations of all the ordered medication are received. Module 3 section 4 and 6. The need to rotate the stock once taken in to reduce waste and to ensure the older stock are used first. The need to date check stock as you receive it in order to not accept any expired stock. Making sure all the stock received are stored appropriately, either on the shelf, in the CD cupboard or in the fridge. All of these knowledge are covered in the teaching material in module 1 section one and also emphasised in all four modules at various sections. See mapping for further detail.

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

Provider's commentary

This objective is accessed through several learning activities in all four modules of the learning material. These encourage the student to research and acquire suitable pieces of information from different sources including their supervisors and colleagues. Thereby maintain a good grasp over the

requirement of this objective and also aiding in the performance of their duties. In addition the competency booklet contains specific activities that will confirm the students understand under the observation of their supervisors in learning outcomes 7 and 8.

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

In order for the student to be capable of maintaining suitable stock within the pharmacy. It is important for them to understand the current guidelines around pharmaceutical stock, these are covered in module 3 section 10 and 15 of the study material. The teaching material also put emphasis on the importance of keeping a safe and clean environment for stock, knowing the different storage requirements including actively rotating stock when needed, checking expiry dates and keeping suitable quantity of certain medications in stock. These are all covered in module 1 section 6 of the course material. Finally maintaining accurate stock data so the pharmacy keep a suitable amount of stock at all time to prevent shortage or wastage of medication.

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

Provider's commentary

This objective is accessed through several learning activities in all four modules of the learning material. These encourage the student to research and acquire suitable pieces of information from different sources including their supervisors and colleagues. Thereby maintain a good grasp over the requirement of this objective and also aiding in the performance of their duties. In addition the competency booklet contains specific activities that will confirm the students understand under the observation of their supervisors in learning outcome 9.

GPhC use only.

NOS met/will be met? Yes No

