NVQ Pharmacy Services

Level 3 (7355-03)

Award guidance & Record of assessment

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NVQ Pharmacy Services Level 3

Award guidance and record of assessment

Scheme 7355

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Section 1 Award Guidance

The information contained in this section is for the NVQ assessment centre's Quality Assurance Co-ordinator (QAC), Internal Verifier Co-ordinator (IVC), Internal Verifiers (IVs) and Assessors.

It is important that this information is read alongside
'Providing City and Guilds Qualifications'
'Providing City & Guilds Qualifications Affinity Annex' which replaces the document:
'Special Requirements for approval of centres applying to offer City & Guilds Affinity S/NVQs 1999'.

Requirements for the occupational expertise of assessors and verifiers

In accordance with the requirements of the Standards Setting Body (the Science Technology and Mathematics Council) via the Pharmacy Sector Committee, Assessment strategy, the following requirements for occupational competence and continuing professional development of assessors and internal verifiers shall apply. It is the responsibility of the centre, to be monitored by the External Verifier, that these requirements are met.

Assessors must hold the D32/33 assessor qualification, be competent in the area of practice to which the National Occupational Standards being assessed apply and be either a registered pharmacist or a qualified technician (eg BTEC Science Pharmaceutical, S/NVQ level 3 Pharmacy Services) with two years post qualification experience

It is proposed that pharmacy services S/NVQ assessors and verifiers (both internal and external) should have the following occupational expertise. **For those standards that are specific to pharmacy services,** assessors and verifiers should be either:

- a registered pharmacist who is competent in the area of practice to which the National Occupational Standards which are being assessed, apply.
  or
- a qualified pharmacy technician (one who is qualified to S/NVQ Pharmacy Services Level 3 or its equivalent) with two year's post qualification experience and who is competent in the area of practice to which the National Occupational Standards being assessed, apply

Assessors and Internal Verifiers for pharmacy services S/NVQs, should also be or have been working in a pharmacy services environment during the last 24 months provided that they can provide evidence of 'Continuing Professional Development'.
Evidence of the current occupational competence of assessors and internal verifiers would need to be presented in the form of:

- a certificate of the relevant professional qualification
  and
- evidence of current working in a pharmacy services environment with pharmacy support staff.
  and
- a demonstrable commitment to maintaining an appropriate level of occupational competence as a pharmacy assessor or internal verifier.

The occupational requirements for assessors of units that have been imported from other awards will be accepted ie it is not essential that they are assessed by individuals with pharmacy services qualifications.

Assessors and internal verifiers will need to meet the nationally specified requirements for assessors and internal verifiers of S/NVQs ie the assessor and internal verifier units from Employment NTO. QCA/SQA will in line with current Regulatory requirements, audit Awarding Bodies to ensure that assessors and internal verifiers meet the appropriate selection criteria.

External Verifiers will be expected to hold the same professional qualifications as Assessors and IVs. In addition they will be registered pharmacists or experienced pharmacy technicians currently working

in the sector or they can provide evidence of Continuing Professional Development. They are likely to be drawn from experienced internal verifiers who have achieved relevant EV Unit(s) from the Employment NTO or who are working towards achieving these

The rationale for these requirements is to ensure that the S/NVQs are only assessed/verified by those who are occupationally competent in pharmacy services.

Simulation

Within the pharmacy services standards and qualifications, **simulation** takes one of the following formats:

> ***Practical tests*** – a test of (usually) manual skills involving realistic tools, equipment, materials and working methods, but conducted in a non-work environment. This produces a physical outcome or artifact which can be examined. In addition, some parts of the process may be observed by a qualified assessor or recorded by an expert witness. Examples of this in pharmacy services would be extemporaneous dispensing of products or assembly of orders.
>
> ***Work-based projects*** – a complex activity usually involving a number of associated outcomes and processes. Projects normally involve: data collection, investigation, analysis, calculation, interpretation, synthesis, presentation of findings and formatting of written reports. Projects usually result in a document that can be examined but some parts of the process may be observed or recorded – particularly verbal presentations. Work based projects use the facilities, processes, data and information of the normal work environment. An example of where work-based projects may be used in the pharmacy services qualifications is in relation to health promotion/education for individuals or groups.

Simulations have been indicated when there are limited opportunities for demonstration in the work environment. These occur for such reasons as:

- hazards to the candidate or others in the work environment – for example, cleaning procedures, cross infection hazards
- infrequent events where insisting that candidates wait for their occurrence would be unreasonable or create blockages in the assessment system which might carry the risk of demotivating candidates – for example, handling hazardous spillages, bomb alerts
- critical outcomes where a high degree of confidence is required for the transferability and repeatability of performance – for example, aseptic manipulations
- situations in which it is unacceptable to observe or record as this would be obtrusive and unacceptable for reasons of confidentiality – for example, counselling a distressed client.

In addition there will be times when individual candidates are not able to provide workplace evidence **because their workplace offers no opportunity to collect the evidence required,** or it only offers limited opportunities for the collection of workplace evidence, or the cost of collecting the evidence is prohibitive.

The main reasons why it is difficult to substitute workplace evidence in pharmacy services is that it is essential that individuals can interact effectively with patients and clients, other members of the pharmacy and other health care professionals in real life situations.
In the context of assessing candidates for NVQs and SVQs, 'realism' means the contexts, environments and conditions described in the standards against which the assessment is taking place.

Realism in the assessment of pharmacy support staff, will relate to the extent to which the simulation is able to:

- faithfully capture the essence of the pharmacy team-patient/client interaction
- make use of the same materials and equipment which would be found in an up-to-date pharmacy

ask the pharmacy support staff member to carry out activities which they would normally undertake, in a non-intimidatory environment

Qualification Framework

Level 3 **8 units:** 4 Mandatory units and 4 from 8 Optional units

Units	**Title**	**Level 3**
Unit 1	Dispense medicines and products	M
Unit 2	Control stock of pharmaceutical materials and equipment	M
Unit 3	Providing pharmaceutical information and advice	M
Unit 4	Ensure your own actions reduce the risks to health and safety *(Employment NTO Unit A)*	M
Unit 5	Manage your work and development *(Council for Administration Unit 303)*	O
Unit 6	Provide an effective pharmacy service for customers	O
Unit 7	Support the use of Pharmacy information technology	O
Unit 8	Manufacture and assemble sterile and non-sterile batch medicinal products	O
Unit 9	Prepare pharmaceutical products aseptically	O
Unit 10	Assist in the sale of OTC medicines and provide information to customers on symptoms and products	O
Unit 11	Assist in the provision of community specialist activities	O
Unit 12	Facilitate learning through demonstration and instruction *(Employment NTO Training and Development Unit C42)*	O

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Section 2 Candidate Guidance

The information in this section is for NVQ candidates and all those involved in their assessment and verification.

What is a national vocational qualification?

NVQs are made up of a number of different units. When you have successfully completed the relevant units, you get your NVQ. The certificate will be awarded by City & Guilds. However, even if you only complete some of the units, you can still get credit for this. You will get a formal record which will list all the units you have completed.

An NVQ is a certificate recognising achievement by an individual. NVQ in Pharmacy Services are based on national standards agreed by the Science Technology and Mathematics Council and Pharmacy Sector. NVQs are accredited and regulated by the Qualifications Curriculum Authority (QCA). This ensures they meet the standards required to be included in The National Qualification Framework.

Each NVQ is made up of a number of different **units of competence**. Each **unit** describes the standard of a broad area of work. A detailed description with each unit tells you what is covered by that unit. Each unit is broken down into a number of **elements**. Taken together the elements show what needs to be done to achieve the whole unit.

To gain an NVQ in Pharmacy Services you must complete the required number of units. The structure of qualifications fall into one or other of three types:

Type 1 (example: Level 2 Operating Department Support)

MANDATORY UNITS

Type 2 (example: level 3 Pharmacy Service)

MANDATORY UNITS

+

OPTIONAL UNITS

Type 3 (example: level 3 Community Justice: Community Safety)

MANDATORY UNITS

+

OPTIONAL UNITS GROUP 1

+

OPTIONAL UNITS GROUP 2

Looking at a unit

How can I find units and elements in my NVQ?

Look through one of the units in the record book pages 75 to 251 and see if you can find the title of a unit and an element. Write one unit and an element in that unit on the form below.

Finding your way around a unit

Parts of an NVQ	✎ Fill in your answers here
Unit Title	
Element Title	
Performance Criteria	
Range of performance evidence	
Knowledge, understanding and skills	
Evidence requirements	

You will see that there are some gaps on your form. Look again at the element you have chosen. Write down:

- one of the performance criteria
- an example of range
- an example of knowledge, understanding and skills
- the main headings of the evidence requirements

Each element has a number of parts to it. The box below describes how the parts fit together.

Parts of an element	Description
Element title	this describes a work task
Performance criteria	these are detailed descriptions of how the work should be done – your assessor will use them to judge your work
Range	these are the situations in which you have to be able to show your skills
Knowledge, understanding and skills	the important things you need to know to do your work the list of knowledge may cover the whole unit, rather than just one element
Evidence requirements	these describe the way evidence must be gathered to show competence

Evidence collecting

How do you plan for assessment?

It is for you and your assessor to decide how you will prove you are competent. You will need to collect evidence to do this. You have responsibility for achieving your own NVQ, with support and advice from others. You can fill in the names of the people helping you on the form below.

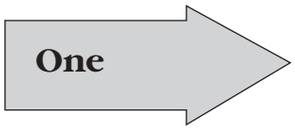
Who's who and what they do

Fill in the names

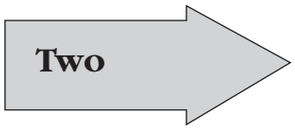
Who	What they do
You the candidate	You will already have expertise in the area you have chosen to do an NVQ, or you will be on a training programme. You will be registered by your assessment centre with an awarding body
The name of my Assessor is: _____ Telephone:	• help plan assessment • qualified to assess candidates • may be your supervisor or line manager in the workplace or an individual from a local assessment centre • will assess you by a range of methods, which may include observation, questions, looking at products of your work • the assessor will record the results of any assessments and update your action plan • will judge your work and decide whether your skills and knowledge meet the level required by the NVQ
The name of my Internal Verifier is: _____ Telephone:	• signs off your individual units • checks the work of your assessor • makes sure that standards are kept up • may talk to you about your evidence
The name of my Adviser is: (optional) _____ Telephone:	In some centres, you may be given another contact to go to for advice about your NVQ. Your adviser can help you to: • understand the qualification • decide on types of evidence to include in your portfolio • keep in touch with your assessor

Steps to planning

There are three key steps to planning how to tackle your NVQ. These are outlined below.

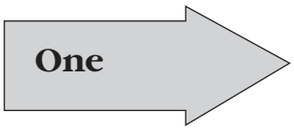


Matching your skills



Making decisions about assessment and learning

Planning the detail



Matching your skills

How do you match your work to the units?

To do this self-assessment you may find it helpful to ask yourself these questions:

Questions	Sample answers	Your own answers
Why do I want to do an NVQ or a unit?	I want my skills recognised I am aiming for promotion	
Do I understand the NVQ?	No, but I can look up information about it in this introduction and ask my assessor	
What skills and knowledge do I have?	I have been doing this job for 3 years I have attended some in house training courses	
What qualifications have I got?	I have a qualification in Health & Safety	

Using the skills match form

The form shown on the following page is to help you make a list of areas where you are already skilled and those where you need more help. Your assessment centre may provide you with their own version of this form.

Either on your own, or with your assessor, list the units of elements of the NVQ you are doing using the form (page 16). Under the questions **How often do you do this activity?** and **How strong are your skills in this activity?** Tick the statements which most apply to you.

When you have filled in these columns you can use the information to decide which units to start with. This will help you to plan how to get your NVQ.

Some hints for where to start

Look at all the units in a qualification
Start with the units where:

- **there is a good match with the work you normally do**
- **you do these tasks often**
- **your skills are strong**

Don't start where you find:

- **the units are not like your day to day work**
- **you never do these tasks**
- **your skills need more development**

you should ask your assessor for some advice about more training.

Now you know where to start you can fill in the **ready for assessment** and **need training and development** columns. Reading the next section will help you with this.

Skills match form

Candidate: Sheet no

NVQ title:

Unit Number	How often do you do this activity? ✓			How strong are your skills in this activity? ✓			Ready for assessment ✓
	often	sometimes	never	strong	fair	need development	

Training and development I need:

Description

Candidate signature Date

Assessor signature Date

Two

Making decisions about assessment and learning

How do you make decisions about assessment?

Ask yourself these questions:

Questions	Sample answers	✎ Your own answers
Which units should I begin with?	The three units where I already have experience in most of the elements	
When do I start?	I can start being observed now	
What **evidence** of my skills can I collect myself?	Any records of my work. I could write or tape a diary of my work to discuss with my assessor	
Who else can give me **evidence**?	Colleagues, my supervisor, my clients or patients, their relatives	
When do I review my progress?	After my first observation, with my assessor. Then at regular intervals after that	

☞ If you want to know more about **evidence** see pages 22 to 25.

How do you make decisions about learning?

There might be reasons why you need to develop additional skills to achieve a particular unit or element. These could include:

- the tasks described are not part of your normal work role
- you need to improve your skills to achieve the standard described in the unit.

NVQs are not a pass or fail test. Your assessor will judge you 'competent' or 'not yet competent'. If you are judged not yet competent, you will need to get help from your assessor and your assessment centre. They will know of ways to help you to improve your skills. If you have someone else working with you on the NVQ, such as an adviser, they will also be able to help you.

Answering these questions will help you decide what to do:

Questions	Sample answers	✎ Your own answers
Which are the elements or units where I need training?	The two elements which are not like the work I normally do	
What sort of training will I get?	I should ask my assessor. I think that I could learn by watching and working with a colleague who does a slightly different job to me.	
When will I be able to learn these skills?	I can arrange to shadow my colleague from next week.	

Now you have answered these questions you can finish the **skills match form.** You have the answers for the section on **training and development I need.**

Three

Planning the detail

How do you agree a plan for assessment?

You are now a long way towards a plan with deadlines for achieving the NVQ. You and your assessor will now need to record how you are going to be assessed. You may think that this is all up to your assessor, but in fact you know best what you do in your daily routines. So it is important that you work out your assessment plan together.

Some more questions to ask yourself:

Questions	Sample answers	✎ Your own answers
	I think so, but I'll check the diagram **'How are NVQs assessed?'** at the end of this Guide, on page 26; or I'll ask my assessor	
	I know my assessor will help me plan, observe me, ask me questions and look at my other evidence I can provide. The table **'who's who and what they do'** shown earlier on page 12 gives me a list of what everyone does	
Which assessment methods will be used?	I thought I'd need to be observed, but I see that there are other ways of being assessed as well. The list is on page 22 in this guide.	

✎ Writing your plan

Now that you have thought about your assessments, you and your assessor will need to start writing a plan and record your assessment process.. An example of a **candidate assessment record** is shown on page 33. Your assessor will explain what it is for and how it is used.

There are different ways of writing a plan and your assessor may choose to use methods at different times or for different units. Often you will be planning for the whole unit, sometimes for smaller parts of it, for example, elements or even the range of performance evidence. Yet again depending on your work you might be able to plan for a group of units. The assessment record can be used in all these ways. Don't be afraid to make planning or progress notes on the text of the standards. You can decide with your assessor who writes the plan down.

Remember, your assessor and assessment centre will know all about plans and how to record them and will have their own tried and tested way of doing things. They will have agreed all this with the external verifier who works for the awarding body (see page 30). Helping you plan and review your work is an important part of your assessor's job and they will use the assessment record to outline these activities and your progress.

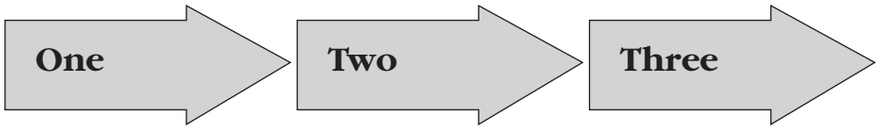
Review

You will meet regularly with your assessor to discuss progress, review your plan and decide next steps. Your assessor will write down the next steps in your assessment record so that it becomes an active record of your work towards the NVQ.

Feedback

Your assessor will give you feedback on your evidence and how it is contributing to the assessment. This will be written on your assessment record.

Summary



You have now **completed** the **three steps to assessment planning.**

To plan successfully, remember to consider the following questions:

what? who? how? when? where?

An assessment plan should answer:

What are you going to do?

Who will be involved, eg, clients, colleagues etc?

How are you going to be assessed, or collect your evidence?

When will it take place and when will it be reviewed?

Where will it take place?

Assessors and candidates must sign and date the planning/feedback and reviews entries recorded on the **candidate assessment record.**

☞ There are forms for recording the names and signatures of assessors and other people involved in your work (Participants) on page 30.

Collecting evidence

Each unit contains a list of **evidence requirements**. This is important information for you and your assessor about what evidence must be collected for each unit.

The evidence requirements will usually tell you what you must be seen doing. This is known as **direct observation**. They will also tell you about other acceptable assessment methods. You will find the various sources of evidence listed, such as:

- work products
- questioning
- statements from other people who have observed your work (Third party/Witness Testimony)
- simulations
- case studies, assignments, projects.

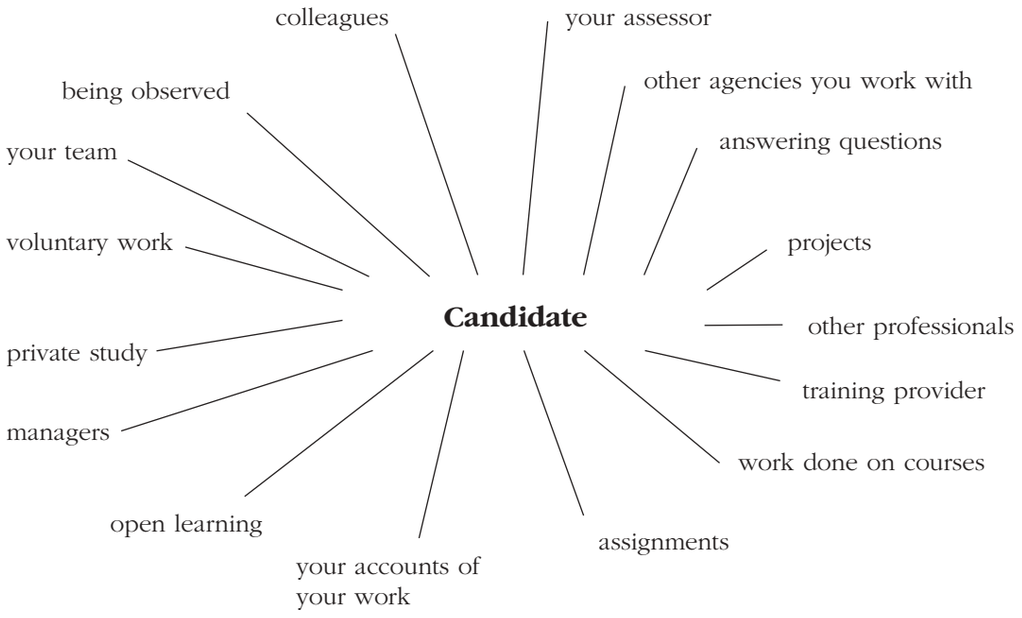
NB Direct observation can only be undertaken by your assessor or another vocationally competent qualified NVQ assessor.

More information about the sources of evidence of your performance and knowledge can be found on pages 61 and 62 ('Terms used in the Evidence Requirements').

What can you do to collect evidence?

You have seen on the previous page that there are a number of ways to collect your evidence for your NVQ. As a candidate you are surrounded by a wide range of possible sources of evidence. The diagram below shows you some examples

The all round view of evidence



Selecting your evidence

As well as using all of the opportunities you can to collect your evidence, you will need to be selective. You will not necessarily want to put a copy of everything you've done into your collection of evidence; it is better to select the best pieces of evidence and only those which relate to your NVQ. A good way of thinking about this is to compare it to putting your holiday photographs in an album; although you might keep all of your photographs, you would select the best ones to put into the album.

You may find it useful to keep a separate file or folder for other reference documents. For example, you might have handouts or notes from a training course, or kept a copy of a relevant newspaper article which helps you with your NVQ. As this is not your own work it is not evidence to put into your collection.

Recording your evidence

When you made your plan you will have looked at the work you do normally and at the variety of people, situations and settings. You will have thought about what you will be doing over the next few weeks and how the work links to the NVQ. You will have decided with your assessor how the evidence will be collected and made an assessment plan. So how is the evidence recorded?

☞ if you want to know more about the ways of collecting evidence, revisit pages 22 and 23.

Your file, collection of evidence or portfolio

Evidence which is produced by you and your assessor is added to your own file or collection of items of evidence. Sometimes people refer to this file or collection of evidence as a **portfolio**. You do not need to start again with each new element or unit. Evidence collected for one element can also be used for another, so long as it is relevant to the new element. One of the reasons that items of evidence are given a number is that they could be tracked across a number of units if that is part of your plan. Your assessor or assessment centre will be able to explain to you how this is done. NVQs are not a test of your ability to organise and track evidence. However, it will be easier to assess a file or portfolio that is clearly organised.

Your centre will advise you about how to keep a list of the evidence and may give you a form to do this. This list or index is very useful to help you and your assessor keep track of what you have in your collection of evidence.

Notes will be made about observations and any questioning or discussion. The **candidate performance evidence record sheets** are shown on pages 35 to 37. You will work out with your assessor how these sheets are going to be completed. Please photocopy the blank forms on pages xx to… as often as you wish.

Evidence items are given a number and entered in the right-hand column of the candidate assessment record.

When a unit has been completed, the assessor(s) signs it on the last page, after the section on knowledge. The assessor's signature shows that you have demonstrated your competence through the evidence indicated in the evidence item column.

Here are some tips to help you with your evidence collection

Be efficient in getting your evidence, use one piece of evidence to match as many of the performance criteria, parts of the range and elements as possible. This is known as **cross referencing** your evidence or using a **holistic approach**. Your assessor can help you with this. This also helps to keep your portfolio to a manageable size; quality is more important than quantity.

Make sure the evidence you use is **your own work**. You must be able to prove to your assessor that the evidence in your portfolio is yours. It is very important that the work you do as part of a team is recorded as your own – use the word 'I' rather than 'we'. Any handouts etc. from training you have attended should **not** form part of your portfolio, although they are useful reference documents – keep them separately.

You can get a better understanding of what is required in the knowledge specification by looking at the relevant performance criteria.

Only use evidence which relates directly to your NVQ and don't be tempted to put in other evidence just because you have it.

Relating your evidence to a number of different areas shows your assessor that you can be consistent in what you do.

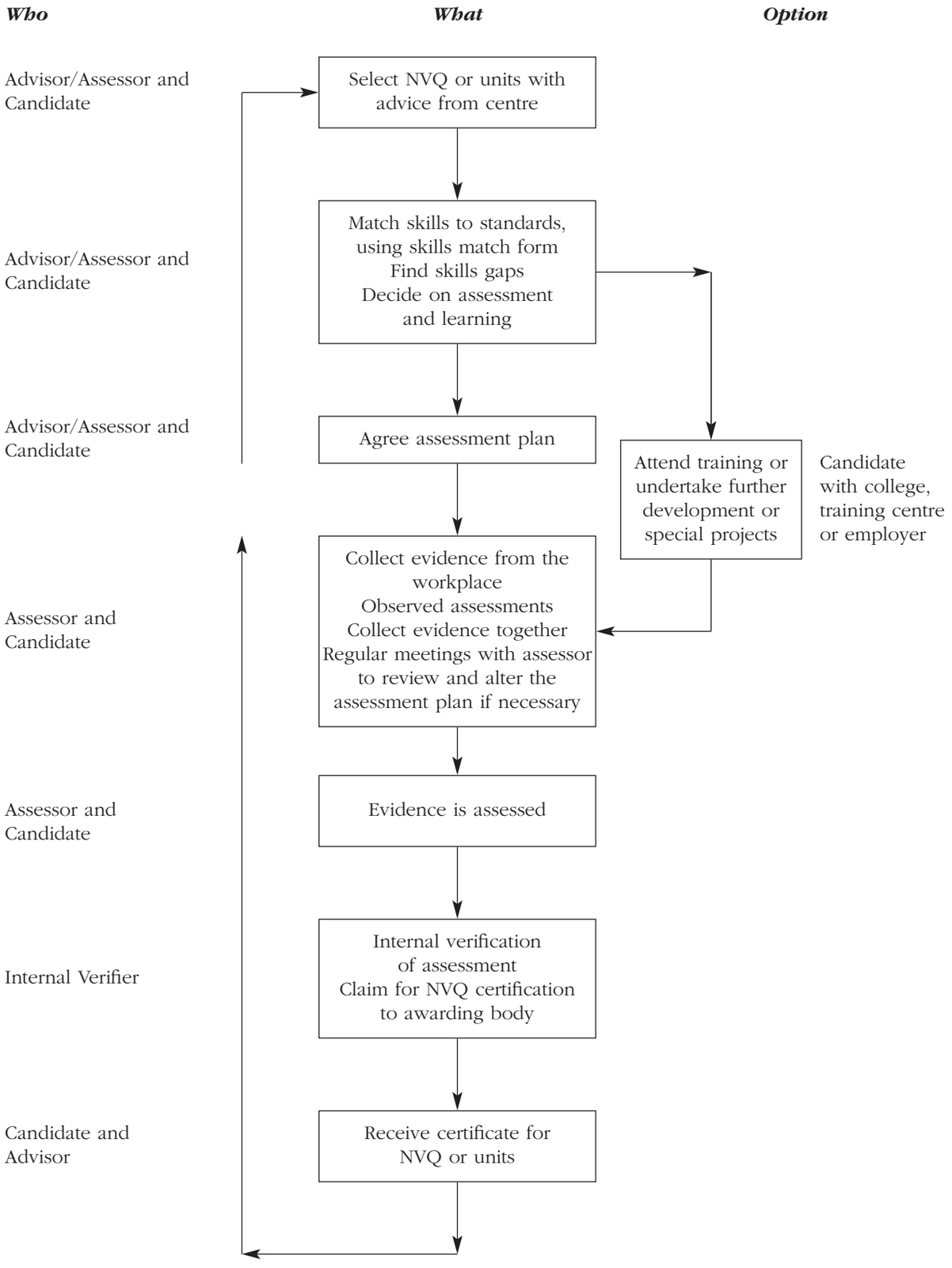
Keep records of what you have done as you go along. This includes noting down dates, the people involved and to which part of the NVQ (unit) your evidence relates.

Any paper or product evidence should be labelled clearly with the unit, element and performance criteria numbers and details of the range of performance evidence to which it relates. Your assessor will check that this evidence was produced by you.

Your evidence needs to show that you have the knowledge to carry out your work. Your assessor may ask you questions about this. In addition, you may have to do extra work, such as an assignment or case study.

Get in touch with your centre contact if you have any worries or concerns or complaints. The centre will be able to give you information, answer your queries and will have a complaints and appeals procedure for exceptional circumstances.

How are NVQs assessed?



Specimen unit of evidence and assessment records

The material which follows is based on a case study developed for guidance only and is not any known employee or individual. The evidence presented is not complete nor are the unit records which have been completed for demonstration purposes only.

The main purpose is to illustrate how to record your assessment, evidence and structure your portfolio for efficiency and economy. Forms can be typed or hand-written, but they must be legible and accurate

1 Candidate's details and Résumé

2 Participants' signature list

3 Witness status list

4 Summary of Achievements

5 Candidate Assessment record

6 *Candidate Performance Evidence record (single unit record) (CPER)

7 *Candidate Performance Evidence Record (Holistic) (CPER)

8 Element Evidence Location Summary Sheet (EELS)

9 Unit Summary sheet

10 Portfolio checklist

* An example of how to complete both of these Candidate Performance Evidence Records is provided. Assessors may choose which one best suits their needs and are not expected to complete both.

NB Further details about photocopying the above records can be located under **'Forms for copying'**

(Pages giving examples of completed forms and also a set of blank forms to be inserted following this one)

NVQ Level 3

Scheme Title and Number: Pharmacy Services 7355

Candidate details

Name of candidate:	Contact address for candidate
Anya Lee Assessment start date: 01/2/02 City & Guilds Enrolment No: LEE 5432 Date of Enrolment: 06/1/01	Roger Davies Chemist Ltd 12 The Square Swanfield Hampshire P017 4PD

Centre details

Name of centre:	Centre number:
Portleigh College of Technology	112234
Centre address:	Telephone number:
High Road Portsmouth P03 2AB	Portsmouth 303131

Centre contact/Quality Assurance Co-ordinator (QAC) name and contact details
Dr Clive Peters (contact details as above)

Résumé

Name Anya Lee

Address
22 Manor Close
Swanfield
Hampshire
PO17 5BZ

Telephone Swanfield 833615

Date of Birth 15.05.80

Education Swanfield Secondary School

Qualifications

4 GCSEs:	English	C
	Maths	B
	Biology	B
	French	C

Interests
Music
Horse Riding
Swimming/SCUBA Diving

Employment History and/or Voluntary Work

Medicine Counter Assistant – Davies Chemists Ltd 10/1997 – 02/2002
Trainee Pharmacy Technician – Davies Chemists Ltd 10/1997 02/2002 – present

Current Work Role/Responsibilities

Student Pharmacy Technician providing all dispensing duties under the supervision of the Pharmacist

Courses attended in the last 5 years

First Aid Course – Hampshire Ambulance Training Dept 4 days 07/1998
Refresher Course – Hampshire Ambulance Training Dept 2 days 07/2001
Pharmacy Interact (Medicine Counter Assistants) Course – Certificate 05/1999

Participants' signatures

NVQ team	Print name	Signature used		Date
		Initials	Full signature	
Candidate	Anya Lee	AL	Anya Lee	01/2/02
Assessor(s)	–	–	–	–
Peripatetic Assessor(s)	Lesley James (Davies Chemist Ltd)	LJ	Lesley James	01/2/02
Internal Verifier	Patricia Shefford	PF	Patricia Shefford	05/2/02
Workplace Manager	Roger Davies	RD	Roger Davies	01/2/02
Colleagues available to provide witness testimony	Karen McNally Michael Ffrench	KM MF	Karen McNally Michael Ffrench	01/2/02
Expert Witness Testimony	Roger Davies	RD	Roger Davies	01/2/02

Witness Status List

Candidate name Anya Lee

Please ensure that all witnesses who have signed the candidate's evidence or written a report are included on this witness status list. Please ensure that all necessary details are included and then signed by the witness as being correct.

Name of contact address of witness	Status of witness	Relationship to the candidate	Elements witnessed	Witness signature	Date
Roger Davies	1	Pharmacist + Manager	1.1, 2.1, 2.2, 3.1	Roger Davies	04/2/02
Karen McNally	2	Colleague	1.2, 1.3, 1.5	Karen McNally	01/3/02
Michael Ffrench	2	Locum Pharmacist (supervisor)		Michael Ffrench	

Witness status categories in relation to the candidate

1 = Occupational expert and is familiar with the standards
2 = Occupational expert and not familiar with the standards
3 = Non expert familiar with the standards
4 = Non expert not familiar with the standards

Relationship to candidate

eg line manager, supervisor, assessor, colleague

Summary of unit achievements

Award NVQ Pharmacy Services Level 3

Candidate's name Anya Lee Candidate City & Guilds Enrolment No LEE 5432

Centre name and no Portleigh College of Technology 112234

Unit no	Unit title	Date	Candidate signature	Assessor signature	Units sampled IV signature	Units sampled EV signature
1	Dispense medicines and products	16/3/02	Anya Lee	Lesley James		
2						
3						
4						
5						
6						
7						
8						
9						
10	Assist in the sale of OTC medicines and provide information to customers on symptoms and products	27/2/02	Anya Lee	Lesley James		
11						
12						

Full Award achieved on: .....

Signature of internal verifier .....

Date: .....

Candidate Assessment Record (This record can be used for single and multiple unit planning)

Candidate name Anya Lee

Assessor name Lesley James

Unit No/s. and Title/s: Unit 1 Dispense medicines and products

Date	Assessment planning, review, feedback and judgement record	Candidate and assessor signatures	Evidence ref Nos.
7/2/02	**Initial assessment planning meeting** Met and discussed this first Unit. We went through the p.c's, knowledge and range to identify what evidence was needed. As Locum Pharmacist and peripatetic Assessor for Roger Davies's ten Chemist shops, I have worked in the dispensary with Anya on many occasions since she transferred from being a Medicines Counter Assistant back in April. So I will be able to use this knowledge of her practice to establish consistency. We have agreed I will do an observation of her on Wednesday 27th February, half term at College, Pat Shefford, the IV, is available too, so we can also finalise Anya's APL for Unit 10 as she has her Pharmacy Interact Medicines Counter Assistant's Certificate which is still valid, sufficient and current. I have arranged cover for the morning to free me for this session. Anya's dispensing practice under Mr Davies and my supervision will also provide evidence of consistent practice. I have asked her to bring her College assignment in titled 'Complete Dispensing Procedure', which covers the whole dispensing process step-by-step and includes Health and Safety and COSHH, as this will provide some of the knowledge evidence. Agreed to meet after the observation for feedback and review.		Ref 7 Ref 2
27/2/02	***Observation*** A very good session Anya dealt competently with some varied patients with interesting and diverse prescriptions, she was able to demonstrate many of the p.c's from and some of the Range from 4 of the Elements of Unit 1. Anya to write up on Candidate Performance Evidence Record (CPER). Will meet to review on 05/3/02.	Lesley James Anya Lee	Ref 1
5/3/02	**Review** Read and accepted the Candidate Performance Evidence Record (CPER) and asked oral questions to cover 1.1 1and 2. Looked at assignment from her College course and accept this as part of the knowledge evidence.	Lesley James Anya Lee	Ref 2

Candidate Assessment Record (continued)

Date	Assessment planning, review, feedback and judgement record	Candidate and assessor signatures	Evidence ref Nos.
Cont:	Advised Anya of the areas evidenced Started to fill in the Element Evidence Location Summary Sheets (EELS) to identify gaps that exist and what will need to be covered.	Lesley James Anya Lee	
	Plan 2 We identified the pc's/range that still need to be covered and agreed on the following evidence opportunities. Anya will do as many extemps as possible and will get Witness Testimony from whom she is working with at the time. Anya will get an Expert Witness Testimony from Roger Davies on the way she dealt with a Private Prescription yesterday.		Ref 4 Ref 5
9/3/02	**Observation** I was able to do an observation of Anya today as I was covering leave for the usual Saturday locum. Anya dealt with a number of prescriptions including a client with special needs, one for elastic hosiery, she also made up a mixture for a child. A very good morning, asked Anya to write these up on a CPER ready for next review.	Lesley James Anya Lee	Ref 3
11/3/02	**Review** Read and checked against requirements using the Evidence Element Location and Summary Sheets (EELS) Accepted Expert Witness Testimony from Roger Davies and a Witness Testimony from Karen McNally (prepared an antibiotic mixture and counselled the child's mother). I checked the signatures against the Participants Signature List. Both Testimonies were well written. Checked the copies of prescriptions with the names and addresses removed to preserve confidentiality. Congratulated Anya on this work. Decided to set written questions to cover **K6, 49.**		Ref 5 Ref 6
	Plan 3 Read and accepted answers to written questions. Used the EELS Sheets and identified the missing p.c's and Range. Agreed Anya will concentrate on these and obtain Witness Testimonies and do Self Reflective Accounts to cover as much as possible by her next Review. Next review and planning date agreed for 08/4/02 ...'and so on until the unit is complete.'	Lesley James Anya Lee	Ref 6a Ref 7

Candidate signature: Anya Lee ..... Date: 16/3/02 .....

Assessor signature: Lesley James ..... Date: 16/3/02 .....

Candidate Performance Evidence Record

(This record can be used for single and multiple unit planning)

Use this form to record details of activities (tick as appropriate):-

i) **Observed** by your assessor ☑

ii) **Seen** by a witness ☐

iii) **Self reflective** accounts ☐

Evidence Ref. No. 2

Unit No/s. 1

Element 1 2 3 & 5

NB: Your assessor may wish to ask you some questions relating to this activity. Ensure that they are recorded in the appropriate box on sheet 2. The person who observed/witnessed your activity must sign and date the bottom of the sheet 2.

Candidate name Anya Lee

Links to element/ pc/range/ knowledge	Performance evidence Date of activity 27/2/02	Links to other units
1.pc 1 1.pc 2 1.pc 3 R a,b 1.pc5 1.pc 4 R f,g 1.pc 3 Rc 1.pc 6 2.pc 1 2.pc 2 R a,b c,d 2.pc5 3.pc 1 R a,c,d,e 3.pc 2, 4 3.pc 6,7,8,9 5.pc 1,2,3	I was ready at the pharmacy counter to receive prescriptions from the clients as they arrived after going to the local surgery. In each case I maintained confidentiality, checked their name and address was correct, that all the information was clear and correct. I also carried out the transactional procedures, got them to fill in the back of their prescription whether they paid or were exempt, if I haven't seen it before I ask for their exemption certificate. Most of our clients are regular and have Patient Medication Records (PMR) they hold this information. Some people paid by cheque others with cash. One man with his first prescription for inhalers and steroid tablets had 4 items, so I explained about getting a Prepayment Certificate, also that he would be able to reclaim this payment against it – we keep the reclaim forms. I gave all the clients a waiting time for their prescriptions, we have a couple of chairs for those who wait, most people call back, I always check we have what is prescribed in stock and advise them before they go. I took the prescriptions into the dispensary and checked to see they are written correctly and appropriate for the client, our computer system PMR will show any interactions or contra-indications. I also checked the Doctor's signatures and Practice stamp to make sure they were genuine not forgeries. I dispensed prescriptions for tablets, capsules, original packs and inhalers a lotion and some ointment (see copies of prescriptions, with name and address removed to maintain confidentiality (**Ref 2 a,b,c,d,e & f**) Checking that I matched the prescription and what I gave was in date. I produced labels and checked these against the prescriptions and packed the item appropriately. I endorsed the prescription and where the client had a PMR checked this was accurately updated. I followed health, hygiene and safety procedures at all times. I had all my prescriptions checked before checking if the clients were waiting and after matching the identity, maintained confidentiality and checked if they had taken or used the medicine or product before.	Unit 2

Candidate Performance Evidence Record (Sheet 2)

Links to element/ pc/range/ knowledge	Performance evidence	Links to other units
5.pc 4 5.pc 8 5.pc 9 5.pc 5 R,m i,q 5.pc. 10 R 1a, 2a, 3a, 4a	I always ask the client if they are taking any other medication or OTC's, also herbal preparations, which they often don't realise can interfere with their prescribed medicine. When the answer is 'yes' if it's something I'm not sure about I refer them to the pharmacist, passing on to him/her what I have found out, I do this in a quiet and polite manner. I check that the client understands how to use or take their medication. I was able to demonstrate inhaler technique, and explain, to the client with the 4 item prescription, we had learnt at College and I did it under the supervision of my assessor. I also gave him a Steroid Card filled in and explained he should always carry it. When handing out medicines and products I check they match the prescription and that the Patient Information Leaflet is included and where necessary a syringe or spoon.	Unit 3

Observer signature ..... Lesley James ..... Date ..... 27/2/02 .....

Links to element/ pc/range/ knowledge	Assessor's questioning record	
	Questions	Answers
1.1	What you understand about the need for confidentiality and how you can maintain it?	A technician must respect the confidentiality of information gained in the course of work that relates to a client or client's family. Such information must not be given to anyone without the client or guardian's permission. You should be careful not to be overheard talking about clients or their families, not let unauthorised people see PMR's or prescriptions.

The evidence recorded above has been judged as valid, reliable and authentic. It will be considered as part of the overall evidence required for this unit

Assessor signature ..... Lesley James ..... Date ..... 27/2/02 .....

Candidate signature ..... Anya Lee ..... Date ..... 27/2/02 .....

Candidate Performance Evidence Record for Holistic Assessment of Units (Sheet 1)

Use this form to record details of activities (tick as appropriate):-

i) **Observed** by your assessor/independent assessor ☐

ii) **Seen** by a witness ☑

iii) **Self reflective** accounts ☐

Evidence Ref. No. 5

Unit No/s. Unit 1, Unit 2

NB: Your assessor may wish to ask you some questions relating to this activity. Ensure that they are recorded in the appropriate box on sheet 2. The person who observed you must sign and date the bottom of sheet.

Candidate name Anya Lee

Links to:			Performance evidence	Links to:	
Unit No	Element No	PC No	Date of activity: 8/3/02	Range	KE
1	1	1	I took in a private prescription for Viagra (sildenafil) Tablets 50mg x 8. I maintained client confidentiality and checked the details on the prescription were clear and correct. We do not keep this medicine as stock so I advised the client I would order it from the wholesaler and that it would be delivered about 2pm. He said that he would collect it on his way home about 5.30pm. I looked up the order code for the Viagra in the wholesaler's catalogue and put it through the link so that it would be delivered with the afternoon order. I worked out the costing for the prescription and had it checked by Mr Davies. When the order came I signed for the Viagra on the delivery note, checked it was in date and then produced a label and checked everything was correct, endorsed the prescription which will be keep for 2 years. Mr Davies checked the prescription. When the client returned I checked his name and address and handed him the tablets (original pack) inside a paper bag to maintain confidentiality and asked him for the payment – he paid by credit card so I did the transaction and he signed the slip, I gave him his copy and he left.	c	
	1	2,3		e	
2	1	1,2,3			
1	1 & 2				
2	2	1,2,4		j	
1	3	1,2,4, 6,9			
1	5	1,2,			
	1	4		n	
				f	

Candidate Performance Evidence Record for Holistic Assessment of Units (Sheet 2)

Links to:			Performance evidence	Links to:	
Unit No	Element No	PC No	Date of activity	Range	KE

Observer/Witness signature Roger Davies Date 8/3/02

Links to: unit/ element/pc/ range/knowledge	Assessor's questioning record	
	Questions	Answers

The evidence recorded above has been judged as valid, reliable and authentic. It will be considered as part of the overall evidence required for this unit

Assessor signature Lesley James Date 08/3/02

Candidate signature Anya Lee Date 08/3/02

Element Evidence Location and Summary Sheet

Element number/title: Element 1.1 Receive prescription ..... Candidate name Anya Lee .....

Item of evidence	Ref	Related to performance criteria (✓)																	Range	Knowledge Evidence Link no (✓)
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17		
Observation	1	✓	✓	✓	✓	✓	✓												a, b, c, g, j	K9, 10
Assignment	2																			K9,10,11,12, 13,14,15
Witness Testimony	5	✓	✓	✓	✓														f, j	K14, 15

I have received this evidence with the candidate and I am satisfied that sufficient authentic evidence has been collected to demonstrate competence for this element

Assessor signature ..... Lesley James ..... Date ..... 16/3/02 .....

I have received the feedback on my assessor's judgements during the collection of this evidence

Candidate's signature ..... Anya Lee ..... Date ..... 16/3/02 .....

Element Evidence Location and Summary Sheet

Element number/title: Element 1.2 Validate prescription Candidate name Anya Lee

Item of evidence	Ref	Related to performance criteria (✓)																	Range	Knowledge Evidence Link no (✓)
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17		
Observation	1	✓	✓			✓													a, b, c, d	K10, 20
Assignment	2																			K17. 18. 20, 21, 30
Witness Testimony	5	✓	✓		✓														a, b	K17

I have received this evidence with the candidate and I am satisfied that sufficient authentic evidence has been collected to demonstrate competence for this element

Assessor signature Lesley James Date 16/3/02

I have received the feedback on my assessor's judgements during the collection of this evidence

Candidate's signature Anya Lee Date 16/3/02

Element Evidence Location and Summary Sheet

Element number/title: Element 1.3 Assemble and label required medicine Candidate name Anya Lee

Item of evidence	Ref	Related to performance criteria (✓)																	Range	Knowledge Evidence Link no (✓)
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17		
Observation	1	✓	✓		✓		✓	✓	✓	✓									a, c, d, e	K31
Assignment	2																			K31, 32, 33, 35
Witness Testimony	5	✓	✓		✓		✓			✓									a, b	K17

I have received this evidence with the candidate and I am satisfied that sufficient authentic evidence has been collected to demonstrate competence for this element

Assessor signature Lesley James Date 16/3/02

I have received the feedback on my assessor's judgements during the collection of this evidence

Candidate's signature Anya Lee Date 16/3/02

Element Evidence Location and Summary Sheet

Element number/title: Element 1.4 Prepare extemporaneous medicine for patient use Candidate name Anya Lee

Item of evidence	Ref	Related to performance criteria (✓)																	Range	Knowledge Evidence Link no (✓)
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17		
Observation	2																			K42
Witness	5	✓	✓	✓	✓	✓				✓									a	K39, 41, 44, 47

I have received this evidence with the candidate and I am satisfied that sufficient authentic evidence has been collected to demonstrate competence for this element

Assessor signature Lesley James Date 16/3/02

I have received the feedback on my assessor's judgements during the collection of this evidence

Candidate's signature Anya Lee Date 16/3/02

Element Evidence Location and Summary Sheet

Element number/title: Element 1.5 Issue prescribed medicine or product Candidate name Anya Lee

Item of evidence	Ref	Related to performance criteria (✓)																	Range	Knowledge Evidence Link no (✓)
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17		
Observation	1	✓	✓	✓	✓	✓			✓		✓								m, i, q, 1a, 2a, 3a, 4a	K48, 49
Assignment	2																			K48, 49
Witness Testimony	5	✓	✓																n	K49

I have received this evidence with the candidate and I am satisfied that sufficient authentic evidence has been collected to demonstrate competence for this element

Assessor signature Lesley James Date 16/3/02

I have received the feedback on my assessor's judgements during the collection of this evidence

Candidate's signature Anya Lee Date 16/3/02

Unit summary sheet
Unit 1 Dispense medicines and products

Elements of competence	
No	Title
Element 1.1	Receive prescription
Element 1.2	Validate prescription
Element 1.3	Assemble and label required medicine or product
Element 1.4	Prepare extemporaneous medicine for patient use
Element 1.5	Issue prescribed medicine or product

The three most frequently used sources of evidence for this unit were *[please tick boxes as appropriate]:*

Direct observation	Work products	Questioning	Third party/ Witness testimony	Simulation	Assignments/ projects/case studies/reflective accounts
✓			✓		✓

Assessor name (in capitals) LESLEY JAMES

Assessor signature Lesley James

Date 16/3/02

Competence has been demonstrated in all the elements of this unit through the agreed assessment procedures.

	Name (BLOCK CAPITALS)	Signature	Date
Assessor	LESLEY JAMES	Lesley James	16/3/02
Internal verifier	PATRICIA SHEFFORD	Patricia Shefford	16/3/02

I am satisfied with the way the assessment(s) was conducted and with its outcome

	Name (BLOCK CAPITALS)	Signature	Date
Candidate	ANYA LEE	Anya Lee	16/3/02
Candidate enrolment no	Lee 5432		

Name of approved assessment centre	Portleigh College of Technology	Centre no 112234

Portfolio checklist

Before submitting your portfolio you may wish to use the following checklist to ensure that you have included the necessary information.

1 Your candidate details, résumé and the City & Guilds Notification of Enrolment sheet should be included in the general document section of your portfolio. ☑

2 Your initial assessment agreement/contract with the appeals process identified should be included in the general document section of your portfolio. ☑

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4 All assessment records should be located in the appropriate section of your portfolio ☑

5 You should have included all of the relevant items of evidence, unless they are confidential documents. ☑

6 Items of evidence should have been referenced and referred to appropriately to ensure easy access for your Assessor/IV/EV. ☑

7 You may wish to include an index at the beginning of your portfolio to assist in the location of your evidence and records. ☑

8 The 'Summary of Unit Achievement Record' should be filled in ready for your Assessor's and Internal Verifier's signatures. ☑

This should be placed in a prominent position in the first section of your portfolio.

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Forms for photocopying

NVQ Level 3

Scheme Title and Number: Pharmacy Services 7355

Candidate details

Name of candidate: Assessment start date: City & Guilds Enrolment No: Date of Enrolment:	Contact address for candidate

Centre details

Name of centre:	Centre number:
Centre address:	Telephone number:

Centre contact/Quality Assurance Co-ordinator (QAC) name and contact details

Résumé

Name

Address

Telephone

Date of Birth

Education

Qualifications

Interests

Employment History and/or Voluntary Work

Current Work Role/Responsibilities

Courses attended in the last 5 years

Participants' signatures

NVQ team	Print name	Signature used		Date
		Initials	Full signature	
Candidate				
Assessor(s)				
Peripatetic Assessor(s)				
Internal Verifier				
Workplace Manager				
Colleagues available to provide witness testimony				
Expert Witness Testimony				

Witness Status List

Candidate name .....

Please ensure that all witnesses who have signed the candidate's evidence or written a report are included on this witness status list. Please ensure that all necessary details are included and then signed by the witness as being correct.

Name of contact address of witness	Status of witness	Relationship to the candidate	Elements witnessed	Witness signature	Date

Witness status categories in relation to the candidate

1 = Occupational expert and is familiar with the standards
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3 = Non expert familiar with the standards
4 = Non expert not familiar with the standards

Relationship to candidate

eg line manager, supervisor, assessor, colleague

Summary of unit achievements

Award .....

Candidate's name ..... Candidate City & Guilds Enrolment No .....

Centre name and no .....

Unit no	Unit title	Date	Candidate signature	Assessor signature	Units sampled IV signature	Units sampled EV signature

Full Award achieved on: .....

Signature of internal verifier .....

Date: .....

Candidate Assessment Record (This record can be used for single and multiple unit planning)

Candidate name .....

Assessor name .....

Unit No/s. and Title/s: .....

Date	Assessment planning, review, feedback and judgement record	Candidate and assessor signatures	Evidence ref Nos.

Candidate Assessment Record (continued)

Date	Assessment planning, review, feedback and judgement record	Candidate and assessor signatures	Evidence ref Nos.

Candidate signature: ..... Date: .....

Assessor signature: ..... Date: .....

Candidate Performance Evidence Record

(This record can be used for single and multiple unit planning)

Evidence Ref. No. .....

Unit No/s. .....

Element .....

Use this form to record details of activities (tick as appropriate):-

i) **Observed** by your assessor ☐

ii) **Seen** by a witness ☐

iii) **Self reflective** accounts ☐

NB: Your assessor may wish to ask you some questions relating to this activity. Ensure that they are recorded in the appropriate box on sheet 2. The person who observed/witnessed your activity must sign and date the bottom of the sheet 2.

Candidate name .....

Links to element/ pc/range/ knowledge	Performance evidence Date of activity	Links to other units

Candidate Performance Evidence Record (Sheet 2)

Links to element/ pc/range/ knowledge	Performance evidence	Links to other units

Observer signature ..... Date .....

Links to element/ pc/range/ knowledge	Assessor's questioning record	
	Questions	Answers

The evidence recorded above has been judged as valid, reliable and authentic. It will be considered as part of the overall evidence required for this unit

Assessor signature ..... Date .....

Candidate signature ..... Date .....

Candidate Performance Evidence Record for Holistic Assessment of Units (Sheet 1)

Use this form to record details of activities (tick as appropriate):-

i) **Observed** by your assessor/independent assessor ☐

ii) **Seen** by a witness ☐

iii) **Self reflective** accounts ☐

Evidence Ref. No. .....

Unit No/s. .....

NB: Your assessor may wish to ask you some questions relating to this activity. Ensure that they are recorded in the appropriate box on sheet 2. The person who observed you must sign and date the bottom of sheet.

Candidate name Anya Lee

Links to:			Performance evidence	Links to:	
Unit No	Element No	PC No	Date of activity: 8/3/02	Range	KE

Candidate Performance Evidence Record for Holistic Assessment of Units (Sheet 2)

Links to:			Performance evidence	Links to:	
Unit No	Element No	PC No	Date of activity	Range	KE

Observer/Witness signature ..... Date .....

Links to: unit/ element/pc/ range/knowledge	Assessor's questioning record	
	Questions	Answers

The evidence recorded above has been judged as valid, reliable and authentic. It will be considered as part of the overall evidence required for this unit

Assessor signature ..... Date .....

Candidate signature ..... Date .....

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3 All witnesses/participants should have filled in the correct details on the 'Witness Status' and Participants' signature List, then signed and dated the appropriate column(s). ☐

4 All assessment records should be located in the appropriate section of your portfolio ☐

5 You should have included all of the relevant items of evidence, unless they are confidential documents. ☐

6 Items of evidence should have been referenced and referred to appropriately to ensure easy access for your Assessor/IV/EV. ☐

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This should be placed in a prominent position in the first section of your portfolio.

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Terms used in the Evidence Requirements

Assessment plans and evidence requirements

Assessment plans identify the opportunities which exist naturally or which will be created in order to collect the evidence which will demonstrate competence. The plans will show how the evidence requirements which are included within each of the units of competence in the national occupational standards can be met efficiently. The plans are primarily the responsibility of the assessor but the process should allow the joint planning of assessment between assessor and candidate. The plans should be **SMART** and contain **S**imple, **M**easurable, **A**ttainable and **R**ealistic **T**argets for the achievement of a unit or group of units.

Evidence requirements specify the way in which the evidence for a unit must be provided. They identify any particular sources of evidence or assessment methods that are required **and** show where flexibility and imagination can be used. Evidence requirements are established by the National Training Organisation and **all** the awarding bodies and assessment centres **must use them**.

Assessors are authorised by the assessment centre to carry out assessment because they have relevant occupational expertise and familiarity with the occupational standards. Assessors must be working towards, or in possession of, Unit A1 (units D32 and/or D33) which are the standards for assessment.

Internal verifiers are appointed by assessment centres to ensure that assessment carried out within the centre is valid and reliable. They advise and support assessors. Internal verifiers must have relevant occupational expertise so that they can make sound judgements about the decisions of assessors and they must be working towards or hold unit V1 (D34) which is the standard for internal verification. It is recommended that internal verifiers also hold Unit A1 (units D32 and D33), the standards for assessment.

External verifiers are appointed by an awarding body to monitor the work of approved assessment centres. They make sure that decisions on competence are consistent across centres and must hold or be working towards unit V2 (unit D35), the standard for external verification. External verifiers may also hold Unit A1 (units D32 and D33) from the standards for assessment and will have relevant occupational expertise so that they can make valid judgements on decisions for NVQs for which they are responsible.

Collecting and collating evidence

Direct observation – an assessor observes performance in normal work conditions which give a picture about how activities are carried out by the candidate. Observations should usually also provide evidence of knowledge and understanding – does the candidate know what to do and how to do it?

Work Products – A 'product' can be anything which is a result of the candidate's work such as records of medicines dispensed/stock control.

Questioning can be either oral or written.

- **Oral questioning may take at least two forms:** For example **the assessor may ask a candidate questions before, during and after observations of performance** and this can provide a valuable opportunity to check out the candidate's knowledge and understanding by reference to a specific activity. Such questioning is a powerful means of checking and exploring the knowledge and understanding which lie behind performance – for example by finding out why the candidate acted in a certain way, or what s/he would have done if circumstances had been different.

- **Questioning may also take place in specially set aside sessions** in which assessor and candidate explore broader areas of knowledge and understanding or areas which have not been demonstrated in performance and associated questioning.
- **In written questioning** the candidate usually responds in writing to questions which are given in writing. Written questioning includes multiple-choice tests as well as longer answer exercises and can be an efficient way of gathering or providing evidence of knowledge and understanding.
- Questions whether oral or written should **not** require candidates to apply their knowledge and understanding in ways which are either more complex, or more simplistic, than is needed to achieve the standards.

Witness/third party testimony, in the form of statements from people other than the assessor, can provide information to be used as evidence that the candidate can meet the standards. This may be very strong evidence from someone knowledgeable about the required standards or who has particular expertise or it may be weaker evidence which can be used to confirm an aspect of performance or knowledge.

Simulations including role plays and skill rehearsals and tests also involve the observation of the candidate's performance, and/or the examination of products of that performance by the assessor. However, in this case the performance is not in natural conditions but in conditions which are to some degree simulations of the real thing. Simulations can be used where candidates may not be able to provide valid evidence within an acceptable timeframe because a particular situation may only arise occasionally, or where there is a need to maintain confidentiality or guard against intrusiveness in assessment. The **evidence requirements** section of each unit specifies whether simulation is acceptable. Simulations should be used sparingly in most instances and should not usually provide a large part of a candidate's evidence for a full qualification. Where simulations are used they should replicate the characteristics and constraints of real working conditions as closely as possible.

Role plays are a form of simulation in which candidates are asked to imagine themselves in a particular situation and to demonstrate how they would deal with it in a real situation.

Skills rehearsal involves the demonstration of skills in circumstances which, whilst they are not actually the situation referred to in the standards to be assessed, require the candidate to exercise similar skills.

Closely related to the idea of simulation is that of **'evidence of skills transferable from other performance'**. Such evidence comes from activities which contain some, but not all, the components of the required competence.

Case studies usually involve a study of a particular client, situation or method of work in depth and over a period of time.

Self reporting – in which the candidate produces a logbook, diary or other record of current or past work activity – can be used in assessment. These reports will tend to be written, but may also be verbal (eg audiotapes). Such reports and reflective accounts (such as a reflective practice journal) can provide a useful basis for assessor and candidate to explore the candidate's understanding of the principles underlying certain work practices and their ability to reflect on their actions.

Evidence from the past is any evidence (direct observation, work products, extended questioning) which dates from before agreement of the assessment plan. Care must be taken that the evidence is really relevant to the standards and that the candidate is still competent in the areas covered by the evidence. Terms which are closely associated with evidence from the past are **assessment of prior achievement** and **accreditation of prior learning**. Both refer to the method or process through which evidence from the past is used.

Key Skills

Much of the work you undertake on a day to day basis requires you to demonstrate competence in 'key skills', for which national standards have also been developed. The national standards for Key Skills cover six main areas:

- Communication
- Application of number
- Information Technology
- Working with others
- Problem solving
- Improving own learning and performance.

The table on page 253 shows where there are potential links between the NVQs at levels 2 and 3 in the Pharmacy sector and the National standards for Key Skills. This means that, during assessment for those aspects of the NVQ in Pharmacy Services shown below, evidence towards the relevant Key Skills units would naturally arise, or that Key Skills could make an effective contribution to your performance. The numbers given in the boxes represent the level of Key Skill to which the link may be made.

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Section 3

National Occupational Standards for Pharmacy Services – Structure of Qualification

Mandatory units

You must complete all FOUR units

Unit 1	**Dispense medicines and products**
Element 1.1	Receive prescription
Element 1.2	Validate prescription
Element 1.3	Assemble and label required medicines or products
Element 1.4	Prepare extemporaneous medicine for patient use
Element 1.5	Issue prescribed medicines or products
Unit 2	**Control stock of pharmaceutical materials and equipment**
Element 2.1	Order stock
Element 2.2	Receive and store stock
Element 2.3	Maintain stock
Element 2.4	Issue stock
Unit 3	**Providing pharmaceutical information and advice**
Element 3.1	Receive a pharmaceutical query
Element 3.2	Prepare a response
Element 3.3	Respond to a pharmaceutical query
Unit 4	**Ensure your own actions reduce the risks to health and safety** *(Employment NTO Unit A)*
Element 4.1	Identify the hazards and evaluate the risks in your workplace
Element 4.2	Reduce the risks to health and safety in your workplace

Optional units

You must complete FOUR from the following in addition to the four mandatory units above in order to achieve the full NVQ.

Unit 5	**Manage your work and development** (Council for Administration Unit 303)
Element 5.1	Plan your work to meet requirements
Element 5.2	Organise your work to meet requirements
Element 5.3	Develop your own work
Unit 6	**Provide an effective pharmacy services for customers**
Element 6.1	Respond to the needs and feelings expressed by customers
Element 6.2	Meet the ongoing needs and expectations of your customers
Element 6.3	Identify and respond to customer service problems and complaints
Unit 7	**Support the use of Pharmacy information technology**
Element 7.1	Start up your computer equipment
Element 7.2	Enter and save data
Element 7.3	Retrieve and supply information
Element 7.4	Close down your computer equipment

Unit 8	**Manufacture and assemble sterile and non-sterile batch medicinal products**
Element 8.1	Prepare environment, equipment and ingredients for assembly or manufacturing process
Element 8.2	Prepare, process, assemble and pack manufactured product
Element 8.3	Complete the assembly or manufacturing process
Unit 9	**Prepare pharmaceutical products aseptically**
Element 9.1	Prepare the environment, assemble the equipment and ingredients for the aseptic process.
Element 9.2	Prepare and pack aseptic products.
Element 9.3	Complete the aseptic process.
Unit 10	**Assist in the sale of OTC medicines and provide information to customers on symptoms and products**
Element 10.1	Assist in the sale of OTC medicines
Element 10.2	Provide information and advice on symptoms and OTC medicines
Unit 11	**Assist in the provision of community specialist activities**
Element 11.1	Assist in the provision of services outside the pharmacy.
Element 11.2	Assist in the supply of appliances.
Element 11.3	Endorse and process prescriptions to ensure the appropriate payment.
Unit 12	**Facilitate learning through demonstration and instruction** *(Employment NTO Training and Development Unit C42)*
Element 12.1	Demonstrate skills and methods to learners
Element 12.2	Instruct learners

Glossary of terms used

These definitions are provided to explain how **key words and concepts** are used in all the units

Unit 1 Dispense medicines and products

Dispensing	this includes all of the activities which occur from the time the prescription is received in the pharmacy or by a pharmacist until the medication or other prescribed items have been collected or transferred to the patient.
Controlled Drugs	these are referred to as CDs and are a group of drugs to which additional regulations apply eg storage and supply, under the Misuse of Drugs Regulations 1985
BNF	British National Formulary. This book is available in all pharmacies and gives details of how particular prescriptions should be written, eg prescriptions for CDs. It also contains information about available drugs, this includes the form of the drug, the different strengths, why and when the drug is used and the class of drug.
Client	refers to the patient, the patient's representative or the customer.
Standard Operating Procedures	these are referred to as SOPs and include written protocols and procedures. They state the way your organisation requires tasks to be carried out to ensure a quality pharmacy service is provided; this may include, for example how clients should be addressed, what questions to ask the client, when a client should be referred to the pharmacist, how certain items should be labelled, who to check certain things with, how to order stock and other relevant issues.
Extemporaneous dispensing	is the making of medicines for a particular client to an appropriate formula from its component raw materials.
Patient Medication Records	these are usually referred to as PMRs. It is a record of the medication that a pharmacy has supplied to a particular patient.
Valid	a prescription is considered valid when it is legal and legible. It must be accurate and complete, signed and dated by a registered health care practitioner eg Dr, dentist or nurse prescriber. This includes any special requirements eg a Controlled Drug; these must meet the requirements as stated in the BNF. It is also important in checking the validity to decide whether a prescription could have been forged.

Unit 2 Control stock of pharmaceutical material and equipment

Standard Operating Procedures	these are referred to as SOPs and include written protocols and procedures. They state the way your organisation requires tasks to be carried out to ensure a quality pharmacy service is provided. This will include for example, how you should order stock, when stock should be ordered and how stock should be stored.
Controlled drugs	these are referred to as CDs and are a group of drugs to which additional regulations apply eg storage and supply under the Misuse of Drugs Regulations 1985
Stock rotation	this is when stock is stored and used in order of the expiry date, so ensuring there is as little waste as possible.

Storage conditions	this covers the environmental and physical conditions of any areas where stock is stored.
Health and Safety	this includes, correct moving and handling procedures, safe handling of stock, safe storage of stock and COSHH regulations.

Unit 3 Providing Pharmaceutical information and advice

Standard Operating Procedures	these are referred to as SOPs and include written protocols and procedures. They state the way your organisation requires tasks to be carried out to ensure a quality pharmacy service is provided.
BNF	British National Formulary, this book is available in all pharmacies. It gives details of how particular prescriptions should be written eg prescriptions for CDs. It also contains information about available drugs, this includes the form of the drug, the different strengths, why and when the drug is used and the class of the drug.
Enquirer	refers to a variety of people they may be part of your organisation, another health professional eg Dr, nurse, dentist, a member of the public or someone requesting information on behalf of another person. The way you respond to each one of these will be very different.

Unit 4 Ensure your own actions reduce the risks to health and safety

Hazard	this is something with potential to cause harm
Risk	this is the likelihood of the hazard's potential being realised
Workplace	this describes the single or multiple areas in which you carry out your work
Working practices	these are activities, procedures, use of materials or equipment and working techniques used in carrying out your job. In this unit it also covers any omissions in good working practice which pose a threat to health and safety.
Work place policies	this covers the documentation prepared by the employer on the procedures to be followed regarding health and safety matters. It could be the employer's safety policy statement, or general health and safety statements and written safety procedures covering aspects of the workplace that should be drawn to the employees' (and 'other persons') attention (in Pharmacy **SOPs**)
Other persons	this phrase refers to everyone covered by the Health and Safety at Work act including: visitors, members of the public, colleagues, contractors, clients, customers, patients, students, pupils.
Personal presentation	this includes, personal hygiene, use of personal protection equipment, clothing and accessories suitable to the particular workplace.
Responsible person	this is the person or persons at work to whom you should report any health and safety issues or hazards. This could be a supervisor, line manager or employer.

Unit 5 Manage your work and development

Standard Operating Procedures	these are referred to as SOPs and include written protocols and procedures. They state the way your organisation requires tasks to be carried out to ensure a quality pharmacy service is provided; this would include, for example how clients should be addressed, what questions to ask the client, when a client should be referred to the pharmacist, how certain items should be labelled, who to check certain things with, how to order stock and other relevant issues.
Making efficient use of your time	is when you are not distracted by things that are not to do with work or not an immediate priority for you.
Dealing positively with feedback	is when you are not upset if you are given negative feedback. It means listening to what is said, acknowledging it and expressing your feelings, where appropriate. You will need to decide what you need to do about the feedback being given.
Line manager	includes team leader or supervisor.

Unit 6 Provide an effective pharmacy service for customers

Customers	in this unit this word is used to cover people for whom you, your team or organisation provides a service. Customers could be people inside your organisation eg someone from another department who is not part of your team, or they could be someone from outside your organisation. This will include patients, patient's representatives and other healthcare staff.
Standard Operating Procedures	these are referred to as SOPs and include written protocols and procedures. They state the way your organisation requires tasks to be carried out to ensure a quality pharmacy service is provided. They may include: for example, how customer complaints must be dealt with or how complaints must be recorded.

Unit 7 Support the use of information technology

Standard Operating Procedures	these are referred to as SOPs and include written protocols and procedures. They state the way your organisation likes things to be done to ensure a quality pharmacy service is provided.
File structures	is the way files are arranged to meet your organisations requirements. They will be arranged in a logical sequence to allow you and other people to find files efficiently.
Software	a computer programme or media containing computer programmes, these are the instructions for the computer.
Hardware	this includes VDUs, printers, keyboards and disc drives

Unit 8 Manufacture and assemble sterile and non-sterile batch medicinal products

Standard Operating Procedures	these are referred to as SOPs and include written protocols and procedures. They state the way your organisation requires tasks to be carried out to ensure a quality pharmacy service is provided. It is essential that you work strictly observing the SOPs. In a licensed unit all work will take place in accordance with SOPs it is essential that you follow the SOP for each product..
Medicines Control Agency	this includes the Farwell Report, Rules and Guidance for Pharmaceutical Manufacturers (Orange Guide), EC guidance (EGGMP)

(MCA) guidelines	Isolator guidelines
COSHH	Control of Substances Hazardous to Health
Environmental Parameters	These are the quality requirements that the work area must meet. They include air pressure, filter pressure and environmental monitoring results.

Unit 9 Prepare pharmaceutical products aseptically

Standard Operating Procedures	These are referred to as SOPs and include written protocols and procedures. They state the way in which your organisation requires tasks to be carried out to ensure a quality pharmacy service is provided.
Cytotoxic Drug	a cell killing drug used in the treatment of cancer, which also damages normal cells.
Aseptic processing	The transfer of previously sterilised ingredients into a final sterile container using aseptic technique. This is usually carried out to achieve a sterile product when preparing products that are heat sensitive.
Aseptic Technique	A technique of transferring products without allowing any contamination to occur eg coming into contact with the operator's hands or the environment. This is carried out under clean room conditions.
Parenteral Nutrition	A technique for providing an infusion of a mixture of nutrients in appropriate combinations for the patient, providing the sole source of nutrition.
Enteral nutrition	Is provided by tube feeding, delivered to the patient's gastrointestinal system, but not through the mouth.
Isolator	A totally enclosed clean environment for aseptic processing. Air supply is through HEPA filters. Access for manipulations is via glove ports/half suits
Laminar Air Flow Cabinets:	An open workstation with the air moving in one direction supplied through HEPA filters.
HEPA Filters:	High Efficiency Particulate Air Filters, which are used to clean air passing through them.

Unit 10 Assist in the sale of OTC medicines and provide information to customers on symptoms and products

Standard Operating Procedures	these are referred to as SOPs and include written guidelines. They state the way your organisation requires tasks to be carried out to ensure that a quality pharmacy service is provided. They will include, for example, the questions you must ask a client so that you can correctly identify their needs and the actions you must take.
Referral to the Pharmacist	This occurs when the request for a product or advice is outside your limits of authority and requires the input from your pharmacist. Referral situations could include the sale of medicines to the elderly, pregnant women, children or unusual situations. These referrals are usually identified in the pharmacy protocol and are unique to each pharmacy.

Unit 11 Assist in the provision of community specialist activities

Client	refers to the patient, the patient's representative or the customer
Standard Operating Procedures	these are referred to as SOPs and include written protocols and procedures. They state the way your organisation requires tasks to be carried out to ensure a quality pharmacy service is provided: this would include for example they way in which you should address clients, who should deliver prescriptions and any special forms that need to be completed.

Unit 12 Facilitate learning through demonstration and instruction

Group of Learners	this is made up of four to ten people
Demonstration	this includes the analyses of the skills to be demonstrated, the selection of appropriate equipment, the selection of a suitable location and an overall plan
Instruction	the collection of information on the needs of the learners, agreed learning outcomes, supplementary information.

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Mandatory units

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Unit 1 Dispense medicines and products

Elements of competence

Element 1.1 Receive prescription
Element 1.2 Validate prescription
Element 1.3 Assemble and label required medicine or product
Element 1.4 Prepare extemporaneous medicine for patient use
Element 1.5 Issue prescribed medicines or products

Summary

About this unit

This unit is the core of your work whether you are based in hospital or community pharmacy. It details the requirements for activities to be carried out, from you receiving the prescription from the client, through to you issuing the prescribed items.

Your practice will be consistent with your work role and carried out under the supervision, direction or guidance of an appropriate person accountable in the relevant area of practice, in this unit a **registered pharmacist**.

You will at all times work within **Standard Operating Procedures (SOPs)** that relate to the way in which a pharmacy service is provided in your work place. You will also work within the ethical and legal requirements for the provision of a pharmacy service.

Element 1 requires you to demonstrate how you would receive a prescription and to show how you would ensure client confidentiality is maintained. It identifies the client information required to allow the legal dispensing of a prescription and the validation of proof of exemption from charges.

Element 2 covers what you do to ensure that the prescription is correctly written and that it contains all the necessary information. If the information is not correct you need to show how you would obtain the relevant information and whom you would inform.

Element 3 covers the actual preparation of prescribed items and you will need to show that you can work accurately and neatly.

Element 4 covers extemporaneous dispensing. You will need to accurately calculate the quantities of the ingredients needed, make, pack and label the product, correctly taking account of relevant legal requirements. Health and Safety and Control of Substances Hazardous to Health (COSHH) regulations are especially important.

Element 5 covers the issuing of the prescription to the client and the giving of information and advice to ensure that the patient receives the correct treatment. You will always be aware of the boundaries of your role and refer when necessary to the pharmacist.

NVQs and SVQs

When you are using these standards as part of an S/NVQ qualification you must demonstrate to your assessor that you consistently meet all the national standards of work and that your evidence is a result of real work completed by yourself. This gives a more detailed explanation of the evidence required and must be used in conjunction with these standards.

(continued)

Unit 1 Dispense medicines and products

NVQs and SVQs (continued)

This unit covers an important area of your work and must be assessed by observation in the workplace. **Simulations will only be acceptable when indicated in the 'Notes' and 'Evidence Requirements' Sections.**

Key words and concepts

These definitions are provided to explain how key words and concepts are used in this unit

Dispensing	this includes all of the activities which occur from the time the prescription is received in the pharmacy or by a pharmacist until the medication or other prescribed items have been collected or transferred to the patient.
Controlled Drugs	these are referred to as CDs and are a group of drugs to which additional regulations apply eg storage and supply, under the Misuse of Drugs Regulations 1985
BNF	British National Formulary. This book is available in all pharmacies and gives details of how particular prescriptions should be written, eg prescriptions for CDs. It also contains information about available drugs, this includes the form of the drug, the different strengths, why and when the drug is used and the class of drug.
Client	refers to the patient, the patient's representative or the customer.
Standard Operating Procedures	these are referred to as SOPs and include written protocols and procedures. They state the way your organisation requires tasks to be carried out to ensure a quality pharmacy service is provided; this may include, for example how clients should be addressed, what questions to ask the client, when a client should be referred to the pharmacist, how certain items should be labelled, who to check certain things with, how to order stock and other relevant issues.
Extemporaneous dispensing	is the making of medicines for a particular client to an appropriate formula from its component raw materials.
Patient Medication Records	these are usually referred to as PMRs. It is a record of the medication that a pharmacy has supplied to a particular patient.
Valid	a prescription is considered valid when it is legal and legible. It must be accurate and complete, signed and dated by a registered health care practitioner eg Dr, dentist or nurse prescriber. This includes any special requirements eg a Controlled Drug; these must meet the requirements as stated in the BNF. It is also important in checking the validity to decide whether a prescription could have been forged.

Unit 1 Dispense medicines and products

Element 1.1
Receive prescription

Performance criteria

To meet the National Standard of work

You must be able to

1 ensure that client confidentiality is maintained at all times

2 check the client details on the prescription and confirm that they are clear and correct

3 give the **appropriate information** to the client

4 carry out all **transactions** promptly and correctly

5 ensure that the declaration on the prescription is completed by the client, when applicable in accordance with government requirements

6 forward the prescription for validation and preparation

Range

Scope of standard (see evidence requirements for further details)

You must show that you give the **appropriate information** to the client in respect of

a) prescription fees
b) exemptions
c) waiting and collection times
d) alternative delivery services
e) availability of medicine/product

You must show that you are able to carry out **transactions** in respect of

f) use of cash, credit cards, cheques
g) issue of official receipts and reclaim forms
h) issue of prescription receipts ie numbered tickets
i) exemption and pre payment certificates
j) costing of private prescriptions including VAT

Notes

This element asks you to provide evidence to show that you can **consistently** (over a period of time including quiet/busy period) work to the National Standards of Work when you receive prescriptions working under the direction, control or supervision of a registered pharmacist. Your activities must be the result of real work activities completed by yourself and observed in the workplace. **Simulations will be acceptable to cover any of the types of appropriate information or any types of transactions where these are not normally covered as part of daily work.**

Resource requirements

You must have access to BNF, Drug Tariff and SOPs local Formulary

Unit 1 Dispense medicines and products

Element 1.1
Receive prescription

Evidence requirements and sources of evidence

Evidence Requirements {refer to **Scope of Standard** (*Range*)}

Evidence must be provided across all the National Standards of Work and the scope of the Standards.

You are required to provide evidence for ALL types of the following **appropriate information** that will cover:

a) **Prescription fees:** you must show that you understand when and why different fees payable. Evidence for this will come from direct observation or questioning by your assessor or using the pharmacy/experienced technician as a witness, a copy of the prescription with an explanation of the fees charged.
b) **Exemptions:** the copies of the back of prescriptions.
c) **Waiting and collection times:** evidence to support this will come from you explaining to clients how long they will need to wait.
d) **Alternative delivery services:** delivery services which involves someone apart from the client, this could be to the client's home or to a hospital ward by a porter. You must give an explanation of how your system operates. If your pharmacy does not operate such a service you could briefly describe how such a system operates.
e) **Availability:** you must always check that the items on the prescription are allowed to be prescribed in line with local policies and that you have sufficient to meet the needs of the prescription.

You are required to provide evidence for ALL types of the following transactions:

f) **Use of cash, credit cards and cheques:** how would these be handled, what checks would you make?
g) **Issue of official receipts and reclaim forms:** inclusion of example of P11 and FP57 forms in your portfolio will provide evidence or supplementary questioning by your assessor.
h) **Issue of prescription receipts:** this is a docket that you give to the client when they hand in the prescription. You will need to describe your system and include a copy of the docket. If you do not operate such a system then describe how you think it would work with the advantages and disadvantages.
i) **Exemption and prepayment certificates:** inclusion of examples of these forms with an explanation of their use and purpose.
j) **Costing of private prescriptions including VAT:** you must provide evidence that you are able to correctly price private prescriptions and understand the difference in costing those that are written by a General Practitioner and a Veterinary Practitioner.

Remember that client **confidentiality** is very important and this should be reflected in the documents included in your portfolio.

Unit 1 Dispense medicines and products

Element 1.1 *Receive prescription*	
Sources of evidence	
Type of evidence	**Possible examples**
Observation	This is an assessment by your assessor who may be a pharmacist or an experienced technician. This could provide most of your evidence and will be recorded on an observation checklist/report by your assessor.
Logbook/Diary/Candidate Statement of Activities	You could keep a written record of tasks carried out by you, remember to also record any outcomes. Your record should demonstrate how you received a prescription from a client and how financial transactions were dealt with. You could include examples of any documentation used. The entries in your log must be validated by your supervisor/witness.
Witness Testimony	A letter, a signed report or validation of your log, detailing activities witnessed, from someone who has worked with you and can support the evidence you are providing.
Questioning	These may be written or oral and could provide evidence to demonstrate your understanding of areas of the scope that do you not normally cover. These could include financial transactions, VAT calculations.
Simulation	These may only be used to cover any section of the Scope of this element that you would not normally cover as part of your daily work.

Unit 1 Dispense medicines and products

Element 1.2
Validate prescription

Performance criteria

To meet the National Standard of work

You must be able to

1 check that prescription is correctly written in respect of meeting BNF, hospital, local formulary requirements

2 confirm that the prescriptions are **appropriate for the client**

3 refer the prescriptions to the **appropriate authority** if you are unsure about any aspect, you must make the appropriate annotation on the prescription

4 make all referrals in a courteous manner

5 confirm that prescriptions are valid and are not a forgery.

Range

Scope of standard (see evidence requirements for further details)

When confirming the prescription is **appropriate for the client** you must show that you have considered

a) the method of administration
b) dosage, time and frequency of administration
c) medicine interaction
d) contra-indications

You will need to show that you know when to refer to the **appropriate authority,** this includes the following

e) client
f) client's representative
g) pharmacist
h) prescriber
i) other health care professional

Notes

This is the second stage in the dispensing process requires you to check that the prescription has been correctly written and contains all the necessary information ensuring that the items are appropriate for the client. You must demonstrate you understand your limits of authority and recognise when to refer clients to your pharmacist. Your activities must be the result of real work activities completed by yourself and observed in the work place.

Resource requirements

You must have access to BNF, Drug Tariff, Medicines, Ethics and Practice (RPSGB), Ethics and Practice (NI) and SOPs

Unit 1 Dispense medicines and products

Element 1.2
Validate prescription

Evidence requirements and sources of evidence

Evidence Requirements {refer to **Scope of Standard** (*Range*)}

You are required to provide evidence to show that you are able to correctly validate prescriptions *consistently* meeting all the National Standards of Work.

Evidence must be provided across all the National Standards of Work and the Scope of the Standards.

You are required to provide evidence that you are able to confirm that the prescriptions cover ALL types of **appropriateness for the client** by covering:

a) **Method of administration:** you will need to consider the age of the client, are they able to swallow if tablets have been prescribed, is a cream more appropriate than an ointment etc
b) **Dosage, time and frequency of administration:** you may need to check with reference sources, the Patient Medication Record or local protocols.
c) **Medicine interactions:** are there any obvious interactions between the items or previously dispensed items or purchased items?
d) **Contra indications:** are you aware of any reasons why the client should not take the prescribed medicine, eg does the patient have any other medical conditions or are they taking any other medication.

You must demonstrate that you understand the limits of your role and that you are able to refer to 3 types of **appropriate authorities**. Your evidence must include examples of you referring at least once to all of the following.

e) **Client**
f) **Client's representative**, eg a parent, a carer, a relative, a ward representative
g) **Pharmacist**
h) **Prescriber** eg GP, dentist, nurse prescriber, hospital doctor or consultant
i) **Other health care professional** eg district nurse, midwife, ward staff, dentist, etc

Sources of evidence

Type of evidence	**Possible examples**
Observation	This is an assessment by your assessor who may be a pharmacist or an experienced technician. This could provide most of your evidence and will be recorded on an observation checklist/report by your assessor.
Logbook/Diary/Candidate record of activities	You could keep a written record of tasks carried out by you, remember to also record any outcomes. Your record should demonstrate how you validated a prescription from a client, what you actually checked and any actions taken. You could include examples of any documentation used. The entries in your log must be validated by your supervisor/witness.
	(continued)

Unit 1 Dispense medicines and products

Element 1.2 *Validate prescription*	
Sources of evidence (continued)	
Witness Testimony	A letter, a report or validation of your log, from someone who has worked with you and can support the evidence you are providing. This person must be in a position to make valid statement about your performance.
Questions	These may be written or oral and could provide evidence to demonstrate your understanding of areas of the scope that do you not normally cover.
Documentation	Photocopies of prescriptions – (patient names deleted for confidentiality) annoted to show any action you took

Unit 1 Dispense medicines and products

Element 1.3
Assemble and label required medicines or products

Performance criteria

To meet the National Standard of work

You must be able to

1 ensure that the medicine or product matches the prescription

2 ensure that the **medicine or product** will remain in date for the course of treatment (as stated on the prescription) or take the appropriate action

3 prepare the **medicine or product** using the correct equipment and process

4 label the **medicine or product** correctly, checking it against the prescription

5 ensure that the medicine or product is packed appropriately

6 endorse the prescription appropriately

7 complete all relevant records legibly and accurately

8 follow the health, hygiene and safety procedures

9 forward the prescription for checking

Range

Scope of standard (see evidence requirements for further details)

You must show that you can competently dispense **medicines or products**, these include the following

a) solid forms (tablets, capsules, pessaries, suppositories)
b) liquid forms (oral, topical, injectable)
c) preparations to be taken internally
d) preparations to be used externally
e) original packs
f) controlled drugs
g) cytotoxic drugs

Notes

You must demonstrate that you are able to accurately and methodically dispense prescriptions,(over a period of time including quiet/busy period) work to the National Standards of Work. Your activities must be the result of real work activities completed by yourself and observed in the workplace.

Resource requirements

You must have access to BNF, Drug Tariff, Medicines, Ethics and Practice (RPSGB) Ethics and Practice (NI) and SOPs

Unit 1 Dispense medicines and products

Element 1.3
Assemble and label required medicines or products

Evidence requirements and sources of evidence

Evidence Requirements {refer to **Scope of Standard** (*Range*)}

Evidence must be provided across all the National Standards for Work and the Scope of the Standards.

You must provide evidence to show that you are able to dispense **all** of the following medicines or products, with the exception of prescriptions for oral cytotoxic drugs where you do not dispense prescriptions for these drugs as part of your normal work.

a) **Solid forms:** tablets, capsules, pessaries, suppositories
b) **Liquid form:** oral, topical, injectable
c) **Preparations to be taken internally:** syrup, emulsion, suspension,
d) **Preparations to be used externally:** creams, ointments, nasal drops
e) **Original packs:** inhalers, eye drops, blister packs, calendar packs
f) **Controlled drugs:** attention to the legal requirements, compliance with record keeping required for CDs
g) **Cytotoxic drugs:** attention to COSHH regulations and dose and duration of course.

Sources of evidence

Type of evidence	**Possible examples**
Observation	This is an assessment by your assessor who may be a pharmacist or an experienced technician. This could provide most of your evidence and will be recorded on an observation checklist/report by your assessor.
Logbook/diary	You should keep a written record of tasks carried out by you, remember to also record any outcomes. Your record must demonstrate how you dispensed a prescription and completed the necessary records. You must include examples of any documentation used. The entries in your log must be validated by your supervisor/witness.
Witness Testimony	A letter, a report or validation of you log, from someone who has worked with you and can support the evidence you are providing. This person must be in a position to make a valid statement about your performance
Documentation	Photocopies of prescriptions showing any endorsements copies of labels. Delete patient details for confidentiality
Questioning	These could be written or oral and will be necessary to ensure that you fully understand the requirements when dispensing different types of medicines eg CDs
Simulation	This may ONLY be used to cover prescriptions for cytotoxic drugs when these are not met in your workplace. Simulations are **not** allowed for any other parts of this element.

Unit 1 Dispense medicines and products

Element 1.4
Prepare extemporaneous medicines for patient use

Performance criteria

To meet the National Standard of work

You must be able to:

1 select the correct formula in respect of the prescription/ward order

2 ensure the preparation area and equipment are clean and ready for use

3 select and use the correct equipment for the process and the **product**

4 produce the required labels that meet all the legal and local requirements

5 ensure that the ingredients you select and quantity you calculate and measure meets the formula requirements

6 ensure that your work is checked by the appropriate person

7 prepare the **product** according to the correct formula, using the appropriate processes and equipment

8 complete all relevant documentation clearly and accurately

9 endorse the prescription/ward order appropriately

10 ensure that you pack and label the **product** correctly

11 ensure the work area and equipment is cleaned and maintained ready for use

12 follow the relevant Health and Safety and COSHH procedures at all times

Range

Scope of standard (see evidence requirements for further details)

You must show that you can prepare the following **products**

a) topical preparations
b) oral liquid preparations
c) suppositories
d) powders
e) capsules
f) dilutions
g) cardiac arrest boxes

Notes

You must demonstrate that you are able to

accurately and methodically prepare medicines, consistently (over a period of time including quiet/busy period) work to the National Standards of Work. Your activities must be the result of real work activities completed by yourself and observed in the workplace.
Simulations will be acceptable to cover types of products that cannot be prepared in the workplace.

Resource requirements

You must have access to dispensing equipment, facilities for labelling, BNF, Drug Tariff, Medicines Ethics and Practice (RPSBG), Ethics and Practice (NI), Martindale, and SOPs.

Unit 1 Dispense medicines and products

Element 1.4
Prepare extemporaneous medicines for patient use

Evidence requirements and sources of evidence

Evidence Requirements {refer to **Scope of Standard** (*Range*)}

Evidence must be provided across all the National Standards of Work and the Scope of the Standards.

Evidence may come from work that you have completed as part of your knowledge course.

You must provide evidence to show that you are able to prepare 3 different types of products and include examples of calculations:

a) **Topical preparations:** creams, ointments, external liquids, eye drops, ear drops
b) **Oral liquid preparations:** re-constitutions, suspensions, solutions,
c) **Suppositories**
d) **Powders**
e) **Capsules**
f) **Dilutions**
g) **Cardiac arrest boxes** (not applicable to community pharmacy)

Sources of evidence

Type of evidence	**Possible examples**
Observation	This is an assessment by your assessor who may be a pharmacist or an experienced technician. This could provide most of your evidence and will be recorded on an observation checklist/report by your assessor.
Logbook/diary	You should keep a written record of tasks carried out by you, remember to also record any outcomes. Your record must include details of equipment used, formulae, calculations and methods, copies of labels and dispensing records. The entries in your log must be validated by your supervisor/witness.
Witness Testimony	A letter, a report or validation of your log, from someone who has worked with you and can support the evidence you are providing. This person must be in a position to make a valid statement about your performance.
Documentation	Photocopies of prescriptions showing any endorsements and copies of labels. Copies of worksheets and batch sheets. Delete patient details for confidentiality.
Questioning	These could be written or oral and will provide additional evidence where you are unable to prepare all of the types of medicines.
Simulation	These may be used to provide evidence to demonstrate that you are able to prepare at least **three** different types of medicines. This may come from activities carried out as part of your knowledge course.

Unit 1 Dispense medicines and products

Element 1.5
Issue prescribed medicine or product

Performance criteria

To meet the National Standard of work

You must be able to

1 ensure that patient confidentiality is maintained at all times

2 confirm the patient's identity and that it correctly matches with the prescription

3 identify if the patient has previously used the medication or product

4 establish whether the patient is taking any other medication either prescribed or OTC

5 provide to the client advice and **information** relating to the use of the prescribed **medicine or product** clearly and accurately and in the most appropriate **format**

6 confirm the client's understanding of any advice or information you give

7 correctly identify the patient's needs and assess when the client should be referred to a pharmacist

8 demonstrate you understand the limits of your job role

9 refer the client to the pharmacist in a polite and courteous manner, passing all the relevant information to the pharmacist

10 issue the **medicine or product** correctly, checking it matches the prescription, all details are correct and all the necessary **consumables** are provided

Range

Scope of standard (see evidence requirements for further details)

You must show that you can provide evidence for all types of information in all of the following areas:
a) dosage and usage
b) contra-indications
c) storage
d) side effects
e) food/drink interactions
f) use and maintenance of appliances
g) repeat supply
h) expiry date
i) other medications
j) outstanding balance

and using all of the following **formats**:
k) written
l) oral
m) demonstration
in a way that is appropriate for the client and medicine or product

You must show that you can issue 5 of the following types of **medicine/product:**
n) tablets and capsules
o) external liquids
p) internal liquids
q) inhalers and devices
r) eye/ear preparations
s) nasal preparations
t) suppositories and enemas
u) pessaries and vaginal creams
v) dressings
w) topical preparations
x) patches
y) sublingual sprays/tablets
z) caverject and other penile products

You must show that you can provide evidence for all types of the following consumables:
1a) patient information leaflets
2a) spoons
3a) syringes
3a) record cards (eg steroid cards)

(continued)

Unit 1 Dispense medicines and products

Element 1.5
Issue prescribed medicine or product

Performance criteria

To meet the National Standard of work

Range (continued)

Scope of standard (contd)

Notes

This element requires you to show how you would issue dispensed items to a client. You will need to demonstrate that you can consistently (over a period of time including busy/quiet periods) provide information that will help the client in their use and understanding of the medicine. You must show that you are able to identify and deal with clients who require referral to the pharmacist. Your activities must be the result of real work activities completed by yourself and observed in the workplace.
Simulations will be acceptable for this element.

Resource requirements

You must have access to BNF, Drug Tariff, Medicines, Ethics and Practice (RPSGB), Ethics and Practice (NI), Martindale, BPC, patient information leaflets, Martindale and SOPs

Unit 1 Dispense medicines and products

Element 1.5
Issue prescribed medicine or product

Evidence requirements and sources of evidence

Evidence Requirements {refer to **Scope of Standard** (Range)}

You are required to provide evidence for all types of information in all the following areas:

a) **Dosage and usage:** timing of doses
b) **Contra-indications:** eg drugs not to be taken in pregnancy, elderly, children
c) **Storage of medicines:** you should be able to explain why certain medicines should be stored in a certain way, for example antibiotic suspension or eye drops.
d) **Side effects:** explain to the customer about potential side effects of the prescribed items, eg antibiotics and NSAIDs
e) **Food/drink interactions**
f) **Use and maintenance of appliances:** eg inhalers, syringes, compression hosiery, spacers
g) **Repeat supply:** on private prescriptions, addicts prescriptions
h) **Expiry date:** on extemporaneous preparation or reconstitution
i) **Other medications:** could involve a customer's inquiry about taking other medication with prescribed items
j) **Outstanding balances:** when the full quantity prescribed on the prescription cannot be dispensed, could include a copy of the owings documentation

When issuing dispensed items you must show that you are able to provide information and advice in all of the following formats:

k) **Written:** this could be a patient information leaflets or a leaflet on how to use the medicine.
l) **Oral:** conversation with the patient/client by way of explanation
m) **Demonstration:** this could be showing the client how to use an oral syringe, a diabetic syringe, an inhaler

You must be observed issuing **five different types** of medicines/products from the following.

n) Tablets and capsules
o) External liquids
p) Internal liquids
q) Inhalers and devices, e.g rota caps, spacers
r) Eye/ear preparations
s) Nasal preparations
t) Suppositories and enemas
u) Pessaries and vaginal creams
v) Dressings
w) Topical preparations
x) patches
y) sublingual sprays/tablets
z) caverject and other penile products

You must show that you can provide evidence for all types of the following consumables:

1a **patient information leaflets:** about the drugs or how to use medicines eg using eye drops
2a **spoons**
3a **syringes:** diabetic syringes, paediatric dose syringes
4a **record cards:** steroid cards, warfarin cards

Unit 1 Dispense medicines and products

Element 1.5
Issue prescribed medicines or products

Sources of evidence

Type of evidence	**Possible examples**
Observation	This is an assessment by your assessor who may be a pharmacist or an experienced technician. This could provide most of your evidence and will be recorded on an observation checklist/report by your assessor.
Logbook/diary	You should keep a written record of tasks carried out by you, remember to also record any outcomes. Your record must demonstrate how you issued dispensed items. Include details of the information you gave the client, any written information you supplied, any demonstrations of the use of equipment. The entries in your log must be validated by your supervisor/witness.
Witness Testimony	A letter, a report or validation of your log, from someone who has worked with you and can support the evidence you are providing. This person must be in a position to make a valid statement about your performance.
Documentation	Photocopies of prescriptions, patient information leaflets and record cards. Delete patient details for confidentiality.
Questioning	These could be written or oral and will be necessary to ensure that you fully understand how you would respond to and deal with different clients.
Simulation	Simulations are not acceptable for this element

Links with other units:

Evidence for this unit may also be valid for the following units.

Unit 1 Elements 1.2, 1.3 & 1.5
Unit 3 Elements 3.1, 3.2, 3.3, 3.4
Unit 4 Elements 4.1 & 4.2
Unit 5 Elements 5.1, 5.2, 5.3
Unit 6 Elements 6.1, 6.2, 6.3
Unit 7 Elements 7.1, 7.2, 7.3, 7.4
Unit 8 Elements 8.2 & 8.3
Unit 9 Elements 9.2 & 9.3
Unit 11 Elements 11.1, 11.2, 11.3
Unit 12 Elements 12.1 & 12.2

Unit 1 Dispense medicines and products

Knowledge and Understanding requirements

For the whole unit

K1 The limits of your own authority and when to refer to a pharmacist or other healthcare workers.
K2 The importance of maintaining dispensary records including the use of the dispensary computer.
K3 The current ethical and legal requirements that govern the dispensing and issuing of a prescription.
K4 That some clients will have special needs.
K5 The different reference sources that are available and when you need to use them.
K6 The importance of SOPs and reasons for following them.
K7 The basic principles of modern medicines management.
K8 The principles of Patient Group Directions (PGDs) and their implications

Element 1.1: Receive prescriptions

K9 Exactly what client details are required on a prescription and why they are necessary.
K10 The current prescription charges payable: exemptions and how clients can claim refunds, including use of official forms and prepayment certificates.
K11 Clinical trial regulations and procedures.
K12 The procedures for dealing with clients with special needs eg those who are blind, deaf, clients with urgent prescriptions, mothers with young children, non English speaking clients etc.
K13 The current legislation and procedures relating to prescription charges and exemptions.
K14 The different types of prescription forms and when they must be used.
K15 The transactional and administration procedures as required by government regulations and those that apply to your workplace.

Element 1.2: Validate prescriptions

K16 How to use the BNF as a reference source.
K17 The procedures for validating prescriptions and reasons for following them.
K18 The different types of prescription forms and when they must be used.
K19 The range of medicinal products that may be dispensed on each type of form and reasons for limitations.
K20 How to recognize a possible forged prescriptions and actions to take.
K21 The requirements to be satisfied for a complete, unambiguous and valid prescription and actions to take if validity is questionable.
K22 The prescribing conventions and abbreviations.
K23 The common proprietary and generic names.
K24 Dosage forms and their properties and use.
K25 How medicines are administered, their use and the effect they have on basic human physiology.
K26 Different strengths, doses and quantities of medicines and why they are used.
K27 The actions and use of drugs including different drug interactions and contra-indications.
K28 Why and when Patient Medication Records (PMRs) or medical records are used.
K29 The regulations relating to the prescription requirements for controlled drugs.
K30 The current legislation relating to the validity of prescriptions

(continued)

Unit 1 Dispense medicines and products

Knowledge and Understanding requirements (contd)

Element 1.3: Dispense required medicine or product

K31 Procedures for dispensing prescriptions plus principles underlying these.
K32 Basic hygiene and the importance of maintaining a clean working environment and equipment; personal hygiene and use of protective clothing.
K33 Labelling requirements and conventions; measurement and transfer of medicine from bulk; properties of container types and when to use;
K34 Principles and procedures for dispensing sterile products; equipment selected is appropriate for use.
K35 Factors which cause deterioration of stock: microbial contamination; environmental and storage conditions.
K36 Handling and storage of hazardous materials and procedures to minimise risk.
K37 Principles of calculations, weights and measures.
K38 How to use the Drug Tariff and in particular the information that supports prescription endorsement.

Element 1.4: Prepare extemporaneous medicine for patient use

K39 The correct use and maintenance of equipment: ointment tile; glass measures; spatulas; pestle and mortar; weighing balances; fume cupboard.
K40 The procedures for preparing products plus principles underlying these.
K41 Labelling requirements and conventions; properties of container types and when to use.
K42 The importance of maintaining dispensary records including the use of the dispensary computer.
K43 Chemical and physical properties of ingredients relevant to formulation and compounding.
K44 Process for: dilution; suspensions; solutions; incorporation and reconstitution.
K45 Factors which can cause deterioration of stock, sources of contamination and appropriate. corrective action: microbial; cross-chemical; physical; environmental and storage conditions.
K46 Handling and storage of hazardous materials and procedures to minimise risk.
K47 Principles of formulae calculations, weights and measures.

Element 1.5: Issue dispensed medicine or product

K48 The procedures and principles for issuing dispensed medicines and products and the local SOPs that relate to this.
K49 Why it is important to confirm the client's identity; provide information on use of medicines and products, including use of placebo; provide information on storage and maintenance of medicines and products, provide information on possible side effects, to ensure the safe, effective use of treatments.

Element Evidence Location and Summary Sheet

Element number/title:...Element 1.1 Receive prescription..... Candidate name .....

Item of evidence	Ref	Related to performance criteria (✓)																	Range	Knowledge Evidence Link no (✓)
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17		

I have received this evidence with the candidate and I am satisfied that sufficient authentic evidence has been collected to demonstrate competence for this element

Assessor signature ..... Date .....

I have received the feedback on my assessor's judgements during the collection of this evidence

Candidate's signature ..... Date .....

Element Evidence Location and Summary Sheet

Element number/title: Element 1.2 Validate prescription ..... Candidate name .....

Item of evidence	Ref	Related to performance criteria (✓)																	Range	Knowledge Evidence Link no (✓)
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17		

I have received this evidence with the candidate and I am satisfied that sufficient authentic evidence has been collected to demonstrate competence for this element

Assessor signature ..... Date .....

I have received the feedback on my assessor's judgements during the collection of this evidence

Candidate's signature ..... Date .....

Element Evidence Location and Summary Sheet

Element number/title:...Element 1.3 Assemble and label required medicines or products..... Candidate name .....

Item of evidence	Ref	Related to performance criteria (✓)																	Range	Knowledge Evidence Link no (✓)
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17		

I have received this evidence with the candidate and I am satisfied that sufficient authentic evidence has been collected to demonstrate competence for this element

Assessor signature ..... Date .....

I have received the feedback on my assessor's judgements during the collection of this evidence

Candidate's signature ..... Date .....

Element Evidence Location and Summary Sheet

Element number/title:...Element 1.4 Prepare extemporaneous medicine for patient use..... Candidate name .....

Item of evidence	Ref	Related to performance criteria (✓)																Range	Knowledge Evidence Link no (✓)
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	

I have received this evidence with the candidate and I am satisfied that sufficient authentic evidence has been collected to demonstrate competence for this element

Assessor signature ..... Date .....

I have received the feedback on my assessor's judgements during the collection of this evidence

Candidate's signature ..... Date .....

Element Evidence Location and Summary Sheet

Element number/title:...Element 1.5 Issue prescribed medicines or products..... Candidate name .....

Item of evidence	Ref	Related to performance criteria (✓)																	Range	Knowledge Evidence Link no (✓)
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17		

I have received this evidence with the candidate and I am satisfied that sufficient authentic evidence has been collected to demonstrate competence for this element

Assessor signature ..... Date .....

I have received the feedback on my assessor's judgements during the collection of this evidence

Candidate's signature ..... Date .....

Unit summary sheet
Unit 1 Dispense medicines and products

Elements of competence	
No.	Title
Element 1.1	Receive prescription
Element 1.2	Validate prescription
Element 1.3	Assemble and label required medicine or product
Element 1.4	Prepare extemporaneous medicine for patient use
Element 1.5	Issue prescribed medicine or product

The three most frequently used sources of evidence for this unit were *[please tick boxes as appropriate]:*

Direct observation	Work products	Questioning	Third party/ Witness testimony	Simulation	Assignments/ projects/case studies/reflective accounts

Assessor name (in capitals) .....

Assessor signature .....

Date .....

Competence has been demonstrated in all the elements of this unit using the required procedures. The evidence meets the requirements for sufficiency and authenticity.

	Name (BLOCK CAPITALS)	Signature	Date
Assessor			
Internal verifier			

I am satisfied with the way the assessment(s) was conducted and with its outcome

	Name (BLOCK CAPITALS)	Signature	Date
Candidate			
Candidate enrolment no			

Name of approved assessment centre		Centre no

Unit 2 Control stock of pharmaceutical materials and equipment

Elements of competence

Element 2.1 Order stock
Element 2.2 Receive and store stock
Element 2.3 Maintain stock
Element 2.4 Issue stock

Summary

About this unit

This unit covers the stock control requirements for pharmaceutical materials and equipment. This includes ordering, receiving, storing maintaining and issuing stock. It applies to both community and hospital pharmacies and refers to the provision of stock within the pharmacy and to any other areas such as wards, residential homes etc.

Your practice will be consistent with your occupational role and carried out under the supervision, direction or guidance of an appropriate person accountable in the relevant area of practice.

You will at all times work within **Standard Operating Procedures (SOPs)** that relate to the way in which pharmaceutical stock is managed in your workplace.

Element 1 requires you to demonstrate that you can order the correct stock from the correct supplier using electronic and manual ordering systems.

Element 2 covers the receipt and storage of stock and asks you to show that you understand the different storage conditions and when they are used. You will need to have an understanding of the principles of stock rotation and relevant Health and Safety issues.

Element 3 covers the maintaining of the right levels of stock and ensuring that all stock and storage areas are kept in good condition. You will need to show that you can accurately carry out stock checks and solve any identified problems.

Element 4 requires you to show how you would issue stock using the correct packaging and modes of transportation.

NVQs and SVQs

When you are using these standards as part of an S/NVQ qualification you must demonstrate to your assessor that you consistently meet all the national standards of work and that your evidence is a result of real work completed by yourself. An **Assessment and Evidence Requirements** document has been developed. This gives a more detailed explanation of the evidence required and must be used in conjunction with these standards.

Simulations will only be acceptable when indicated in the 'Notes' and 'Evidence Requirements' sections.

The underpinning knowledge is an important component of this qualification and you must demonstrate that you have a good understanding of all the knowledge, as identified in the 'detail knowledge domain'. This will usually come from you successfully completing a course of study. However your assessor may ask you additional questions during the observation process.

Unit 2 Control stock of pharmaceutical materials and equipment

Key words and concepts

These definitions are provided to explain how key words and concepts are used in this unit

Standard Operating Procedures	these are referred to as SOPs and include written protocols and procedures. They state the way your organisation requires tasks to be carried out to ensure a quality pharmacy service is provided. This will include for example, how you should order stock, when stock should be ordered and how stock should be stored.
Controlled drugs	these are referred to as CDs and are a group of drugs to which additional regulations apply eg storage and supply under the Misuse of Drugs Regulations 1985
Stock rotation	this is when stock is stored and used in order of the expiry date, so ensuring there is as little waste as possible.
Storage conditions	this covers the environmental and physical conditions of any areas where stock is stored.
Health and Safety	this includes, correct moving and handling procedures, safe handling of stock, safe storage of stock and COSHH regulations.

Unit 2 Control stock of pharmaceutical materials and equipment

Element 2.1
Order stock

Performance criteria

To meet the National Standard of work

You must always:

1 ensure that stock requirements are identified correctly

2 ensure that the stock order accurately details the stock requirements

3 ensure that stock is ordered from the correct supplier/location

4 monitor the progress of outstanding orders

5 ensure that particular attention is paid to any special requirements

6 complete all documentation correctly

Range

Scope of standard (see evidence requirements for further details)

You must show that you are able to order a wide range of routine stock, as well as all the following types of stock with special ordering requirements:

a) special orders eg unlicensed, non-formulary items
b) controlled drugs
c) emergency orders

Notes

This element asks you to provide evidence to show that you can consistently (over a period of time including quiet and busy periods) order correct pharmaceutical stock from the correct supplier and dealing with any outstanding orders. Your activities must be a result of real work activities completed by you and observed in the workplace. **Simulations will be acceptable when you do not routinely order all types of stock.**

Resource requirements

You must have access to BNF, Drug Tariff, computer system and SOPs.

Unit 2 Control stock of pharmaceutical materials and equipment

Element 2.1
Order stock

Evidence requirements and sources of evidence

Evidence Requirements {refer to **Scope of Standard** (*Range*)}

Evidence must be provided across all the National Standards of Work and the Scope of the Standards.

You are required to provide evidence that you are able to order a wide range of stock, as well as all of the following types of stock with special ordering requirements:

a) **Special orders:** eg items that you do not normally stock you may need to order them from a supplier not normally used. Examples could be unlicensed, non formulary items, surgical dressings or appliances or ingredients to make an extemporaneous preparation.
b) **Controlled drugs:** paying particular attention to legal requirements
c) **Emergency orders:** when you are unable to order an item from your normal supplier.

Sources of evidence

Type of evidence	**Possible examples**
Direct observation and questioning	This is a planned assessment by your assessor or an observation by a pharmacist or senior technician
Logbook/Diary	You should keep a written record of tasks carried out by you, remember to also record any outcomes. Your record must demonstrate how you have identified the stock requirement and the methods used to order stock. You must include examples of any documentation used. The entries in your log must be validated by your supervisor/witness
Witness Testimony	A letter, a report or validation of your log from someone who has worked with you and can support the evidence you are providing. This person must be in a position to make a valid statement about your performance
Documentation	Computer print-outs, request for stock such as ward orders, departmental orders, external orders
Questioning	These could be written or oral and will demonstrate your understanding of how you order the different types of stock
Simulations	These may only be used when you do not regularly order the different types of stock

Unit 2 Control stock of pharmaceutical materials and equipment

Element 2.2
Receive and store stock

Performance criteria

To meet the National Standard of work

You must always:

1 ensure you sign for the correct number of parcels/items

2 check and confirm deliveries against the original order

3 identify accurately any **discrepancies and delivery problems** and take prompt action to remedy them

4 check expiry dates and take any action necessary

5 identify correctly **storage areas** and conditions, ensuring stock is stored promptly and safely

6 ensure that you store stock in a manner that allows stock rotation

7 ensure that the appropriate people are informed promptly of stock availability

8 ensure all Health and Safety procedures are followed at all times

9 complete all documentation accurately and process it promptly

Range

Scope of standard (see evidence requirements for further details)

You must show that you are able to deal with all the following types of **discrepancies and delivery problems**:

a) Incorrect item
b) Incorrect drug formulation
c) Incorrect drug strength
d) Incorrect quantity
e) Out of date/short dated stock
f) Damaged stock

You must show that you can identify all the following types of **storage areas**:

g) Secure
h) Low temperature
i) Isolated
j) Ambient

Notes

The second element requires evidence of receiving deliveries of a range of products, checking the order and dealing with any associated discrepancies or delivery problems. You must also show that the stock is stored under the correct conditions and adherence to health and safety requirements.
Simulations will be acceptable when you do not routinely use all types of storage areas.

Resource requirements

You must have access to BNF, Drug Tariff and SOPs.

Unit 2 Control stock of pharmaceutical materials and equipment

Element 2.2
Receive and store stock

Evidence requirements and sources of evidence

Evidence must be provided across all the National Standards of Work and the Scope of the Standards.

Evidence Requirements {refer to **Scope of Standard** (*Range*)}

You are required to provide evidence that you are able to deal with all the following discrepancies and delivery problems (ranges a-f) and identify all the following types of storage areas (ranges g-j):

a) **Incorrect item:** many drugs have similar names it is important that you check that the delivered items are the same as those ordered.
b) **Incorrect drug formulation:** drugs come in different format eg cream, ointment, tablets, capsules.
c) **Incorrect drug strength:** the same drug will often be available in different strengths.
d) **Incorrect quantity:** some drugs come in outers or multiples in one pack.
e) **Out of date/short date stock:** its is important that you always check expiry dates
f) Damaged stock
g) **Secure:** in a CD cupboard.
h) **Low Temperature:** temperature sensitive storage between 2-8 degrees (ie in a refrigerator).
i) **Isolated:** poisons, oxygen cylinders, inflammables, name patient drugs, unlicensed cytotoxics, anaesthetics
j) **Ambient:** normal room temperature.

Unit 2 Control stock of pharmaceutical materials and equipment

Element 2.2
Receive and store stock

Sources of evidence

Type of evidence	**Possible examples**
Observation	This is an assessment by your assessor who may be a pharmacist or an experienced technician. This could provide most of your evidence and will be recorded on an observation checklist/ report by your assessor.
Logbook/Diary	You should keep a written record of tasks carried out by you, remember to also record any outcomes. Your record must demonstrate how you have checked and confirmed the deliveries dealing with any discrepancies or problems. You must include examples of any documentation used. You must also show that the stock is stored under the correct conditions according to SOPs The entries in your log must be validated by your supervisor/witness
Witness Testimony	A letter, a report or validation of your log from someone who has worked with you and can support the evidence you are providing. This person must be in a position to make a valid statement about your performance
Documentation	Photocopies of invoices, computer print-outs. deliver notes, annotated with any problems, wholesaler paperwork, CD records
Questioning	These could be written or oral and will demonstrate your understanding of the different types of storage conditions and health and safety requirements
Simulations	These may only be used when you do not regularly deal with the storage of different types of stock

Unit 2 Control stock of pharmaceutical materials and equipment

Element 2.3
Maintain stock

Performance criteria

To meet the National Standard of work

You must always:

1 ensure that stock checks are carried out regularly and correctly

2 identify correctly any discrepancies in the stock levels paying particular attention to local requirements

3 take the **appropriate action** when discrepancies have been identified

4 take **appropriate action** in respect of out dated or redundant stock

5 ensure that waste matter is stored or disposed of safely

6 clearly and accurately record details of stock checks

7 ensure that **storage areas** are maintained fit for use following all Health and Safety procedures.

8 correctly deal with any company recalls or drug alerts

Range

Scope of standard (see evidence requirements for further details)

You must show that you can take the **appropriate action** in respect to:-
a) Replacement of stock
b) Disposal of stock

You must show that you can maintain the following **storage areas**:
c) Secure
d) Low temperature
e) Isolated
f) Ambient

Notes

You must demonstrate that you are able to carry out stock maintenance such as checking stock levels, dealing with discrepancies, rotating stock and replacing and disposing of stock for a range of stock with different storage requirements. This could be within the pharmacy or at ward level. Your evidence must include dealing with any company recalls or drug alerts.
Simulations will be acceptable when you do not maintain certain types of stock in certain storage areas.

Resource requirements

You must have access to BNF, computer system and SOPs.

Unit 2 Control stock of pharmaceutical materials and equipment

Element 2.3
Maintain stock

Evidence requirements and sources of evidence

Evidence Requirements {refer to **Scope of Standard** (*Range*)}

Evidence must be provided across all the National Standards of Work and the Scope of the Standards.

You are required to provide evidence for both types of appropriate action (range a-b) and all types of storage areas (range c-f), some of which have special requirements such as:

a) **Replacement stock:**
b) **Disposal of stock:** remember to take account of Health and Safety issues or legal requirements for the disposal of CDs
c) **Secure:** in a CD cupboard.
d) **Low Temperature:** temperature sensitive storage between 2-8 degrees (ie in a refrigerator).
e) **Isolated:** poisons, oxygen cylinders.
f) **Ambient:** normal room temperature.

Storage areas should be in good working order and free from rubbish, Health and Safety procedures must be followed at all times.

Unit 2 Control stock of pharmaceutical materials and equipment

Element 2.3
Maintain stock

Sources of evidence

Type of evidence	**Possible examples**
Observation	This is an assessment by your assessor who may be a pharmacist or an experienced technician. This could provide most of your evidence and will be recorded on an observation checklist/ report by your assessor.
Logbook/Diary	You should keep a written record of tasks carried out by you, remember to also record any outcomes. Your record must demonstrate how you accurately carry out stock checks and identified any discrepancies and taken the appropriate action. You must include examples of any documentation used. The entries in your log must be validated by your supervisor/witness
Witness Testimony	A letter, a report or validation of your log from someone who has worked with you and can support the evidence you are providing. This person must be in a position to make a valid statement about your performance
Documentation	Photocopies of computer print-outs, copies of letters, stock management and monitoring paperwork, refrigerator temperature chart Delete patient details for confidentiality
Questioning	These could be written or oral and will demonstrate your understanding of why stock must be stored correctly
Simulations	These may only be used when you do not regularly stock and store different types of medicines. Also can be used to cover company recalls or drug alerts

Unit 2 Control stock of pharmaceutical materials and equipment

Element 2.4
Issue stock

Performance criteria

To meet the National Standard of work

You must always:

1 ensure that items issued, match the request

2 ensure that stock is issued in line with stock rotation

3 ensure all stock issued is in date and fit for purpose

4 take remedial action when any item is out of stock

5 ensure that stock is **packed** correctly

6 ensure that stock is labelled correctly for carriage

7 complete all **documentation** correctly and neatly

8 issue stock to the correct **destination** using the correct delivery method

9 follow Health and Safety procedures

Range

Scope of standard (see evidence requirements for further details)

You must show that you are able to issue goods to at least three different destinations, one of which must be the return of stock to a supplier.

Notes

This element requires you to demonstrate that you can consistently work to the National Standards when you are issuing pharmaceutical stock against requests to various destinations. This should also include the return of stock to a supplier. Your activities must be the result of real work activities completed by yourself and observed in the workplace.

Resource requirements

You must have access to a computer system, the BNF, Drug Tariff and SOPs.

Unit 2 Control stock of pharmaceutical materials and equipment

Element 2.4
Issue stock

Evidence requirements and sources of evidence

Evidence must be provided across all the National Standards of Work and the Scope of the Standards.

Evidence Requirements {refer to **Scope of Standard** (*Range*)}

You must show that you can issue stock to at least three different destinations, one of which must be the return of stock to a supplier.

Issue of stock – this can be against a prescription or written order from a doctor or dentist, internal stock transfer where the dispensary is separate to the main storage area, ward or clinic orders or orders from nursing homes or residential homes.

Sources of evidence

Type of evidence	**Possible examples**
Observation	This is an assessment by your assessor who may be a pharmacist or an experienced technician. This could provide most of your evidence and will be recorded on an observation checklist/report by your assessor.
Logbook/Diary	You should keep a written record of tasks carried out by you, remember to also record any outcomes. Your record must demonstrate how you issued stock. Include details of any packing or labelling requirements you used. The entries in your log must be validated by your supervisor/witness
Witness Testimony	A letter, a report or validation of your log from someone who has worked with you and can support the evidence you are providing. This person must be in a position to make a valid statement about your performance
Documentation	Suitably annotated despatch notes or records, CD issue records, ward top-up records
Questioning	These could be written or oral and will demonstrate your understanding of how different types of stock should be issued, identifying any particular packaging or labels.
Simulation	Simulations are not acceptable for this element

Links with other units:

Evidence for this unit may also be valid for the following units.

Unit 1 Elements 3 & 4	Unit 6 Elements 1-3	Unit 9 Elements 1-3
Unit 3 Elements 1-3	Unit 7 Elements 2 & 3	Unit 11 Elements 1 & 2
Unit 4 Elements 1 & 2	Unit 8 Elements 1-3	Unit 12 Elements 1 & 2
Unit 5 Elements 1 & 2		

Unit 2 Control stock of pharmaceutical materials and equipment

Knowledge and understanding

You must show that you know and understand:

For the whole unit

K1 The limits of your own authority and when to refer to a pharmacist or senior technician.
K2 The current legislation that applies to the storing, issuing and ordering of pharmaceutical stock.
K3 The importance of maintaining correct, accurate documentation, including back up systems to IT failure.
K4 The different formulation and strength of drugs and why it is important to stock the correct formulation and strength.
K5 The difference between branded and generic drugs.
K6 The Health and Safety requirements in respect to the storage, issuing and disposal of pharmaceutical stock including COSHH.
K7 The importance of SOPs, why they are necessary and the reasons for following them.
K8 The importance of good stock management, this includes the rotation of stock and the quantity of stock, taking account of seasonal variations.

Element 2.1: Order stock

K9 The parameters set for the computer ordering system.
K10 Sources and suppliers of stock.

Element 2.2: Receive and store stock

K11 The importance of only receiving stock identified on the original order.
K12 The purpose and importance of expiry dates and batch numbers.
K13 The storage requirements of different types of products and why they are important.
K14 How you would identify and handle damaged, contaminated or deteriorated stock.
K15 How you would deal with damaged or incomplete deliveries.

Element 2.3: Maintain stock

K16 The principles of keeping storage areas in good condition.
K17 The procedures for dealing with drug alerts and company recalls.
K18 How you would dispose of unwanted stock including short and outdated stock.

Element 2.4: Issue stock

K19 Procedures for responding to urgent requests.
k20 Input and retrieval of stock data.
K21 Action to be taken if stock is unavailable.
K22 Which products need special packaging and transportation and why it is important to adhere to these special requirements.

Element Evidence Location and Summary Sheet

Element number/title: Element 2.1 Order stock ..... Candidate name .....

Item of evidence	Ref	Related to performance criteria (✓)																	Range	Knowledge Evidence Link no (✓)
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17		

I have received this evidence with the candidate and I am satisfied that sufficient authentic evidence has been collected to demonstrate competence for this element

Assessor signature ..... Date .....

I have received the feedback on my assessor's judgements during the collection of this evidence

Candidate's signature ..... Date .....

Element Evidence Location and Summary Sheet

Element number/title:...Element 2.2 Receive and store stock..... Candidate name .....

Item of evidence	Ref	Related to performance criteria (✓)																	Range	Knowledge Evidence Link no (✓)
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17		

I have received this evidence with the candidate and I am satisfied that sufficient authentic evidence has been collected to demonstrate competence for this element

Assessor signature ..... Date .....

I have received the feedback on my assessor's judgements during the collection of this evidence

Candidate's signature ..... Date .....

Element Evidence Location and Summary Sheet

Element number/title: Element 2.3 Maintain stock ..... Candidate name .....

Item of evidence	Ref	Related to performance criteria (✓)																	Range	Knowledge Evidence Link no (✓)
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17		

I have received this evidence with the candidate and I am satisfied that sufficient authentic evidence has been collected to demonstrate competence for this element

Assessor signature ..... Date .....

I have received the feedback on my assessor's judgements during the collection of this evidence

Candidate's signature ..... Date .....

Element Evidence Location and Summary Sheet

Element number/title:...Element 2.4 Issue stock..... Candidate name .....

Item of evidence	Ref	Related to performance criteria (✓)																	Range	Knowledge Evidence Link no (✓)
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17		

I have received this evidence with the candidate and I am satisfied that sufficient authentic evidence has been collected to demonstrate competence for this element

Assessor signature ..... Date .....

I have received the feedback on my assessor's judgements during the collection of this evidence

Candidate's signature ..... Date .....

Unit summary sheet
Unit 2 Control stock of pharmaceutical materials and equipment

Elements of competence	
No.	Title
Element 2.1	Order stock
Element 2.2	Receive and store stock
Element 2.3	Maintain stock
Element 2.4	Issue stock

The three most frequently used sources of evidence for this unit were *[please tick boxes as appropriate]:*

Direct observation	Work products	Questioning	Third party/ Witness testimony	Simulation	Assignments/ projects/case studies/reflective accounts

Assessor name (in capitals) .....

Assessor signature .....

Date .....

Competence has been demonstrated in all the elements of this unit using the required procedures. The evidence meets the requirements for sufficiency and authenticity.

	Name (BLOCK CAPITALS)	Signature	Date
Assessor			
Internal verifier			

I am satisfied with the way the assessment(s) was conducted and with its outcome

	Name (BLOCK CAPITALS)	Signature	Date
Candidate			
Candidate enrolment no			

Name of approved assessment centre		Centre no

Unit 3 Providing pharmaceutical information and advice

Elements of competence

Element 3.1 Receive a pharmaceutical query
Element 3.2 Prepare a response
Element 3.3 Respond to a pharmaceutical query

Summary

About this unit

This unit covers the provision of pharmaceutical information and advice, including the sensitivity of providing such information and the need to pay attention to detail. It highlights the importance of keeping clear and accurate documentation.

You will at all times work within **Standard Operating Procedures (SOPs)** that relate to the way in which a pharmacy service is provided in your work place.

Element 1 covers the receipt of requests for information and or advice, you will need to show that you are able to obtain all the relevant information from the enquirer and establish why the information is needed.

Element 2 covers the collection of information and the preparation of your response

Element 3 completes the process and requires you to demonstrate that you are able to provide pharmaceutical information and/or advice in various formats.

NVQs and SVQs

When using these standards as part of an S/NVQ qualification you must demonstrate to your assessor that you consistently meet all the national standards of work and that your evidence is a result of real work completed by yourself. An **Assessment and Evidence Requirements** document has been produced by the sector. This gives a more detailed explanation of the evidence required and must be used in conjunction with these standards.

Simulation is only acceptable when indicated in the 'Notes' and 'Evidence Requirements' sections.

Key words and concepts

These definitions are provided to explain how key words and concepts are used in this unit

Standard Operating Procedures	these are referred to as SOPs and include written protocols and procedures. They state the way your organisation requires tasks to be carried out to ensure a quality pharmacy service is provided.
BNF	British National Formulary, this book is available in all pharmacies. It gives details of how particular prescriptions should be written eg prescriptions for CDs. It also contains information about available drugs, this includes the form of the drug, the different strengths, why and when the drug is used and the class of the drug.
Enquirer	refers to a variety of people they may be part of your organisation, another health professional eg Dr, nurse, dentist, a member of the public or someone requesting information on behalf of another person. The way you respond to each one of these will be very different.

Unit 3 Providing pharmaceutical information and advice

Element 3.1
Receive a pharmaceutical query

Performance criteria

To meet the National Standard of work

You must always:

1 Establish the identity of the **enquirer**

2 Identify what and why the information is needed

3 Ensure that you obtain all the relevant details from the enquirer

4 Record the receipt of the request accurately and clearly

5 Establish what, if any, information the **enquirer** already has

6 Ensure that the **enquirer** is treated in a courteous manner and in a way that is sensitive to their needs

7 Agree a timescale for the response and agree a format

Range

Scope of standard (see evidence requirements for further details)

You must show that you are able to receive requests for information from at least 3 types of **enquirers** that will include:

a) a member of your pharmacy team
b) other health service professionals
c) a member of the public
d) a request for information from someone who is a third party

Notes

This element asks you to provide evidence to show that you can consistently (over a period of time including quiet and busy periods) work to the national standards of work when you receive pharmaceutical queries and/or advice. This includes obtaining all the relevant information from the enquirer and establishing why the information is needed. **Simulations must only be used to cover the different types of enquirer when they are not normally met in your workplace.**

Resource requirements

You must have access to BNF, Drug Tariff, computer system and SOPs.

Unit 3 Providing pharmaceutical information and advice

Element 3.1
Receive a pharmaceutical query

Evidence requirements and sources of evidence

Evidence Requirements {refer to **Scope of Standard** (*Range*)}

Evidence must be provided across all the National Standards of Work and the Scope of the Standards.

You are required to provide evidence that you are able to receive requests for information from at least three of the following enquirers:

a) **A member of your pharmacy team:** could include requests for information on ordering of special medicines, availability of stocks, advice on prescription charges or a drug tariff query.
b) **Other health service professionals:** from a nurse or member of medical staff. The request could be on the compatibility of drugs, infusion times, drug interactions, manufacturers of a certain product.
c) **A member of the public:** request for information about which drugs can be used in pregnancy, information on travel healthcare, availability of a certain product.
d) **A request for information from someone who is a third party:** from carer or patient for more information about drugs.

Remember that client confidentiality is very important, when you include documents in your evidence you must ensure that you do not breach this.

Sources of evidence

Type of evidence	**Possible examples**
Observation	This is an assessment by your assessor who may be a pharmacist or an experienced technician. This could provide most of your evidence and will be recorded on an observation checklist/report by your assessor.
Logbook/Diary	You should keep a written record of tasks carried out by you, remember to also record any outcomes. Your record must demonstrate how you have identified the enquirer and obtained the information needed to understand the reason and nature of the enquiry. You must include examples of any documentation used. The entries in your log must be validated by your supervisor/witness
Witness Testimony	A letter, a report or validation of your log from someone who has worked with you and can support the evidence you are providing. This person must be in a position to make a valid statement about your performance
Documentation	You should include copies of the initial request for information or notes you made when taking the request
Questioning	These could be written or oral and will demonstrate that you understand how you would deal with different enquirers
Simulations	These may only be used when you do not normally met the different types of enquirer in the workplace

Unit 3 Providing pharmaceutical information and advice

Element 3.2
Prepare a response

Performance criteria

To meet the National Standard of work

You must always:

1 identify correctly the relevant **source** of information

2 seek approval to access the information when necessary

3 take account of legal, confidentiality and ethical issues

4 evaluate the information that has been accessed

5 prepare **response** in a structured manner and in a **format** that meets the needs of the enquirer

6 ensure that your response is checked by the appropriate person

7 ensure you maintain the security of the information

Range

Scope of standard (see evidence requirements for further details)

Various **sources** of information are available and include the following

a) BNF
b) other pharmaceutical publications eg Martindale, Cytotoxic Handbook, Medicines for Children,Data Sheet, Pharmacy Handbook
c) local formulary
d) electronic sources
e) consumer information eg patient information leaflet, health promotion leaflet

You must show that you are able to provide a **response** in various **formats** these will include:

f) written
g) oral (face to face, telephone)
h) electronic (email, fax)

Notes

This element covers the collection of information from various sources and the preparation of a response in different formats. You must demonstrate that you can work consistently (over a period of time including quiet and busy periods) to the national standards of work.
Simulations will be acceptable when you do not normally deal with a variety of technical queries providing you demonstrate that you can search different sources and prepare a response.

Resource requirements

You must have access to BNF, Drug Tariff, computer system and SOPs.

Unit 3 Providing pharmaceutical information and advice

Element 3.2
Prepare a response

Evidence requirements and sources of evidence

Evidence must be provided across all the National Standards of Work and the Scope of the Standards.

Evidence Requirements {refer to **Scope of Standard** (*Range*)}

You are required to show that you can use at least three of the following sources when preparing your answers to requests for pharmaceutical information or advice. Your evidence must indicate which sources you used and why the particular source was appropriate.

a) **BNF**
b) **Other pharmaceutical publications** eg Martindale, Cytotoxic Handbook, Medicines for Children, Data sheet, Pharmacy Handbook, summaries of product characteristics
c) **Local formulary**
d) **Electronic sources** eg internet
e) **Consumer information** eg patient information leaflet, health promotion leaflet

You must prepare responses using all the following formats

a) **Written:** typed, word processed or hand written
b) **Oral:** face to face or telephone
c) **Electronic:** e-mail or fax

Sources of evidence

Type of evidence	**Possible examples**
Direct observation and questioning	This is an assessment by your assessor who may be a pharmacist or an experienced technician. This could provide most of your evidence and will be recorded on an observation checklist/report by your assessor
Logbook/Diary	You should keep a written record of tasks carried out by you, remember to also record any outcomes. You must include examples of any documentation used showing where and how you accessed information. The entries in your log must be validated by your supervisor/witness
Witness Testimony	A letter, a report or validation of your log from someone who has worked with you and can support the evidence you are providing. This person must be in a position to make a valid statement about your performance
Documentation	Copies of the your response will form part of your evidence along with records of you trying to access information from various sources Delete patient details for confidentiality
Questioning	These could be written or oral and will demonstrate that you understand how to identify the relevant sources of information and obtain permission to use them
Simulations	These may only be used when you do not normally deal with a variety of technical queries

Unit 3 Providing pharmaceutical information and advice

Element 3.3
Respond to a pharmaceutical query

Performance criteria

To meet the National Standard of work

You must always:

1 respond to the **enquirer** within the agreed timescale or give them an update on the progress made

2 ensure that the information and/or advice offered is accurate, relevant and complies with statutory requirements

3 provide your response in a clear and concise manner, in a **format** that is appropriate

4 ensure your response has met the requirements of the enquirer

5 treat the enquirer courteously and in a manner that is sensitive to their needs

6 correctly complete all relevant documentation and store appropriately

Range

Scope of standard (see evidence requirements for further details)

You will need to show that you are able to deal with different **enquirers**. These will include;

a) a member of your pharmacy team
b) other health service professionals
c) a member of the public
d) a representative (third party)

you must show that you can provide a response using different **formats**. These will include:

e) written
f) oral (face to face, telephone)
g) electronic (email, fax)

Notes

This element covers the completion of the process by responding to the request for pharmaceutical information or advice, consistently (over a period of time including quiet and busy periods) when you receive pharmaceutical queries and or advice. Your activities must be a result of real work activities completed by you and observed in the workplace while working under the direction, control or supervision of a registered pharmacist.
Simulations will be acceptable when you do not deal with technical queries, provided you are able to demonstrate that you can prepare a response to queries.

Resource requirements

You must have access to BNF, Drug Tariff, computer system and SOPs.

Unit 3 Providing pharmaceutical information and advice

Element 3.3
Respond to a pharmaceutical query

Evidence requirements and sources of evidence

Evidence must be provided across all the National Standards of Work and the Scope of the Standards.

Evidence Requirements {refer to **Scope of Standard** (*Range*)}

You are required to provide evidence that you are able to respond to requests for information from at least three of the following enquirers (range a-d) and in all formats (range e-g)

a) **A member of your pharmacy team:** could include requests for information on ordering of special medicines, availability of stocks, advice on prescription charges or a drug tariff query.
b) **Other health service professionals:** from a nurse or member of medical staff. The request could be on the compatibility of drugs, infusion times, drug interactions, manufacturers of a certain product.
c) **A member of the public:** request for information about which drugs can be used in pregnancy, information on travel healthcare, availability of a certain product.
d) **A request for information from someone who is a third party:** from carer or patient for more information about drugs.
e) **Written**
f) **Oral** eg face to face, telephone
g) **Electronic** eg email, fax

(continued)

Unit 3 Providing pharmaceutical information and advice

Element 3.3
Respond to a pharmaceutical query

Sources of evidence

Type of evidence	**Possible examples**
Direct observation and questioning	This is a planned assessment by your assessor or an observation by a pharmacist or senior technician
Logbook/Diary	You should keep a written record of tasks carried out by you, remember to also record any outcomes. You must demonstrate how you responded to the enquiry and that you took account of the needs of the enquirer and agreed timescales. You must include examples of any documentation. The entries in your log must be validated by your supervisor/witness
Witness Testimony	A letter, a report or validation of your log from someone who has worked with you and can support the evidence you are providing. This person must be in a position to make a valid statement about your performance
Documentation	Copies of the your response will form part of your evidence along with records of you trying to access information from various sources Delete patient details for confidentiality
Questioning	These could be written or oral and will demonstrate your understanding of how you should respond to an enquiry and ensure that the information you provide is accurate.
Simulations	Simulations will be acceptable when you do not deal with technical queries, provided you are able to demonstrate that you can prepare a response to queries.

Links with other units

Evidence for this unit may also be valid for the following units:

Unit 1 Elements 1, 2 & 5
Unit 2 Elements 1-4
Unit 3 Elements 1-4
Unit 4 Element 2
Unit 5 Element 3
Unit 6 Elements 1-3
Unit 7 Elements 2 & 3
Unit 10 Elements 1-2
Unit 11 Elements 1-3
Unit 12 Elements 1 & 2

Unit 3 Providing pharmaceutical information and advice

Knowledge and Understanding

You must show that you know and understand:

For the whole unit

K1 The limits of your own role in obtaining ,interpreting and supplying information or advice
K2 When to refer to an appropriate person
K3 The importance of confidentiality
K4 The importance of SOPs and the reasons for following them

Element 3.1: Receive pharmaceutical query

K5 How to respond to different requests for information
K6 The correct way to ask questions and why it is important to obtain all the relevant information from the enquirer. This will include the use of open and closed questions.
K7 The importance of agreeing timescales and why they should be kept

Element 3.2: Prepare response

K7 How to identify information sources and how to access them
K8 What action you should take if you cannot deal with the enquiry
K9 How to prepare a concise accurate response
K10 When and by whom your response should be checked

Element 3.3: Respond to pharmaceutical query

K11 The importance of showing empathy with the enquirer and how to do so
K12 How to deal with enquirers politely and calmly, especially when they are excited or angry
K13 Why it is important to keep accurate documentation

Element Evidence Location and Summary Sheet

Element number/title:...Element 3.1 Receive a pharmaceutical query..... Candidate name .....

Item of evidence	Ref	Related to performance criteria (✓)																	Range	Knowledge Evidence Link no (✓)
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17		

I have received this evidence with the candidate and I am satisfied that sufficient authentic evidence has been collected to demonstrate competence for this element

Assessor signature ..... Date .....

I have received the feedback on my assessor's judgements during the collection of this evidence

Candidate's signature ..... Date .....

Element Evidence Location and Summary Sheet

Element number/title:...Element 3.2 Prepare a response..... Candidate name .....

Item of evidence	Ref	Related to performance criteria (✓)																	Range	Knowledge Evidence Link no (✓)
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17		

I have received this evidence with the candidate and I am satisfied that sufficient authentic evidence has been collected to demonstrate competence for this element

Assessor signature ..... Date .....

I have received the feedback on my assessor's judgements during the collection of this evidence

Candidate's signature ..... Date .....

Element Evidence Location and Summary Sheet

Element number/title:...Element 3.3 Respond to a pharmaceutical query..... Candidate name .....

Item of evidence	Ref	Related to performance criteria (✓)																	Range	Knowledge Evidence Link no (✓)
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17		

I have received this evidence with the candidate and I am satisfied that sufficient authentic evidence has been collected to demonstrate competence for this element

Assessor signature ..... Date .....

I have received the feedback on my assessor's judgements during the collection of this evidence

Candidate's signature ..... Date .....

Unit summary sheet
Unit 3 Providing pharmaceutical information and advice

Elements of competence	
No.	Title
Element 3.1	Receive a pharmaceutical query
Element 3.2	Prepare a response
Element 3.3	Respond to a pharmaceutical query

The three most frequently used sources of evidence for this unit were *[please tick boxes as appropriate]:*

Direct observation	Work products	Questioning	Third party/ Witness testimony	Simulation	Assignments/ projects/case studies/reflective accounts

Assessor name (in capitals) .....

Assessor signature .....

Date .....

Competence has been demonstrated in all the elements of this unit using the required procedures. The evidence meets the requirements for sufficiency and authenticity.

	Name (BLOCK CAPITALS)	Signature	Date
Assessor			
Internal verifier			

I am satisfied with the way the assessment(s) was conducted and with its outcome

	Name (BLOCK CAPITALS)	Signature	Date
Candidate			
Candidate enrolment no			

Name of approved assessment centre		Centre no

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Unit 4 Ensure your own actions reduce the risks to health and safety

Elements of competence

Element 4.1 Identify the hazards and evaluate the risks in your work place
Element 4.2 Reduce the risks to health and safety in your workplace

Summary

About this unit

This unit has been developed by the **Employment NTO** (unit A) as a stand alone unit. It is aimed at everyone at work, whether paid, unpaid, full or part-time. The scope of the Health and Safety at Work Act 1974 covers 'all persons' whether employers, employee, self-employed, contractors, etc. Amongst other things the Act seeks to secure the health, safety and welfare of people whilst they work and protect other people against risks to health and safety arising from the activity of people at work. This unit does not require you to undertake a full risk assessment, it is about you having an appreciation of significant risks in the workplace and knowing how to identify them and deal with them.

Element 1 requires you to show that you understand the health and safety requirements and policies in the workplace, and that you check your own working practices and work area for any risk of you or others being harmed. You should be able to identify the risk arising from any hazards you have identified and know which you can deal with safely yourself, and those which you must report to the 'responsible person' for attention.

Element 2 requires you to show you have taken steps to reduce those health and safety risks with which you might come into contact during the course of your work. It covers carrying out tasks safely and in accordance with instructions and workplace requirements.

NVQs and SVQs

When you are using these standards as part of an S/NVQ qualification you must demonstrate to your assessor that you consistently meet all the national standards of work and that your evidence is the result of real work completed by yourself. An **Assessment and Evidence Requirements** document has been developed. This gives a more detailed explanation of the evidence required and must be used in conjunction with these standards.

Unit 4 Ensure your own actions reduce the risks to health and safety

Key words and concepts

These definitions are provided to explain how key words and concepts are used in this unit

Hazard	this is something with potential to cause harm
Risk	this is the likelihood of the hazard's potential being realised
Workplace	this describes the single or multiple areas in which you carry out your work
Working practices	these are activities, procedures, use of materials or equipment and working techniques used in carrying out your job. In this unit it also covers any omissions in good working practice which pose a threat to health and safety.
Work place policies	this covers the documentation prepared by the employer on the procedures to be followed regarding health and safety matters. It could be the employer's safety policy statement, or general health and safety statements and written safety procedures covering aspects of the workplace that should be drawn to the employees' (and 'other persons') attention (in Pharmacy **SOPs**)
Other persons	this phrase refers to everyone covered by the Health and Safety at Work act including: visitors, members of the public, colleagues, contractors, clients, customers, patients, students, pupils.
Personal presentation	this includes, personal hygiene, use of personal protection equipment, clothing and accessories suitable to the particular workplace.
Responsible person	this is the person or persons at work to whom you should report any health and safety issues or hazards. This could be a supervisor, line manager or employer.

Unit 4 Ensure your own actions reduce the risks to health and safety

Element 4.1
Identify the hazards and evaluate the risks in your workplace

Performance criteria

To meet the National Standard of work

You must always:

1 ensure that you correctly name and locate the persons responsible for health and safety in the workplace

2 ensure that you identify which workplace policies are relevant to your working practices.

3 ensure that you identify those working practices in any part of your job role which could harm yourself or other persons

4 ensure that you identify those aspects of the workplace which could harm yourself or other persons

5 ensure that you evaluate which of the potentially harmful working practices and the potentially harmful aspects of the workplace are those with the highest risk to you or others

6 ensure that you report those hazards which present a high risk to the persons responsible for health and safety in the workplace

7 ensure that you deal with hazards and low **risks** in accordance with workplace policies and legal requirements

Range

Scope of standard (see evidence requirements for further details)

Risks cover issues resulting from:
a) the use and maintenance of machinery or equipment
b) the use of materials or substance
c) working practices which do not conform to laid down policies
d) unsafe behaviour
e) accidental breakages and spillages
f) environmental factors

Notes

This element asks you to provide evidence to show that you can consistently (over a period of time including quiet/busy period) work to the National Standards of Work when carrying out your duties in the workplace, observing health and safety requirements. Your activities must be the result of real work activities completed by yourself and observed in the workplace.
Simulations will be acceptable to ensure that risks, that do not occur naturally in your workplace, are covered.

Resource requirements

You must have access to SOPs, health and safety documentation, COSHH files and risk assessment documentation.

Unit 4 Ensure your own actions reduce the risks to health and safety

Element 4.1
Identify the hazards and evaluate the risks in your workplace

Evidence requirements and sources of evidence

Evidence must be provided across all the National Standards of Work and the Scope of the Standards.

Evidence must be provided to demonstrate competence in identifying hazards with reference to working activities or aspects of the workplace and acting upon your decision as to whether the hazard presents high or low risk.

Evidence Requirements {refer to **Scope of Standard** (*Range*)}

You are required to provide evidence that you are able to deal with a minimum of two of the following types of risks:

a) **The use and maintenance of machinery or equipment:** could include using a computer, fridge, balances or other manufacturing equipment, fax, tablet counter, infusion pump
b) **The use of materials or substance:** this evidence could come form the units 3.1 element 4, 3.8 and 3.9
c) **Working practices which do not conform to laid down policies:** dealing with a bomb alert or explosion, clearing away after dispensing
d) **Unsafe behaviour:** a member of staff wearing unsuitable clothing for work, acting in a manner likely to cause an accident
e) **Accidental breakages and spillages:** how would you deal with this type of situation
f) **Environmental factors:** monitoring the temperature of the dispensary fridge, disposal of medicines, storage of drugs

Sources of evidence

Type of evidence	**Possible examples**
Observation	This is an assessment by your assessor who may be a pharmacist or an experienced technician. This could provide most of your evidence and will be recorded on an observation checklist/ report by your assessor.
Logbook/Diary	You should keep a written record of tasks carried out by you, remember to also record any outcomes. Your record must demonstrate how you observe health and safety requirements in your pharmacy. You should be able to identify any risks and deal with them appropriately involving the appropriate personnel. You must include examples of any documentation used. The entries in your log must be validated by your supervisor/witness
Witness Testimony	A letter, a report or validation of your log from someone who has worked with you and can support the evidence you are providing
	(continued)

Unit 4 Ensure your own actions reduce the risks to health and safety

Element 4.1 *Identify the hazards and evaluate the risks in your workplace*	
Sources of evidence (continued)	
Questioning	This can be used to support observation evidence to ensure that you can perform competently across the scope.
Simulation	This may only be used to cover any risks not normally met in your workplace

Unit 4 Ensure your own actions reduce the risks to health and safety

Element 4.2
Reduce the risks to health and safety in your workplace

Performance criteria

To meet the National Standard of work

You must always:

1 ensure that you carry out your working practices in accordance with legal requirements

2 ensure that you follow the most recent **workplace policies** for your job role

3 ensure that you rectify those health and safety risks within your capability and the scope of your job responsibilities

4 ensure that you pass on any suggestions for reducing risks to health and safety within your job role to the responsible person

5 ensure that your personal conduct in the workplace does not endanger the health and safety of yourself or other persons

6 ensure that you follow the **workplace policies** and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products

7 ensure that you report any differences between **workplace policies** and suppliers' or manufacturers' instructions as appropriate

8 ensure that your personal presentation at work
   a) ensures the health and safety of yourself and others
   b) meets any legal, duties
   c) is in accordance with workplace policies

Range

Scope of standard (see evidence requirements for further details)

Workplace policies will cover:
a) the use of safe working methods and equipment
b) the safe use of hazardous substances
c) smoking, eating, drinking and drugs
d) what to do in the event of an emergency
e) personal presentation

Notes

This element requires you to show you have taken the appropriate steps to reduce health and safety risks that may occur in your dispensary/pharmacy and in line the SOPs. You must demonstrate you understand your limits of authority and recognise when to refer to another person. Evidence must be provided to demonstrate competence in reducing the risk to health and safety.

Resource requirements

You must have access to the SOPs.

Unit 4 Ensure your own actions reduce the risks to health and safety

Element 4.2
Reduce the risks to health and safety in your workplace

Evidence requirements and sources of evidence

Evidence must be provided across all the National Standards of Work and the Scope of the Standards.

Evidence must be produced to demonstrate competence in reducing the risk to health and safety.

Evidence Requirements refer to Scope of Standard (*Range*)

You are required to provide evidence of a minimum of four types of work place policies.

a) **The use of safe working methods**
b) **The safe use of hazardous substances:** eg cylotoxic materials
c) **Smoking, eating, drinking and drugs**
d) **What to do in the event of an emergency:** how the department should be evacuated in the case of a fire, what you should do if there is an accident eg spillage.
e) **Personal presentation:** it is important you present a good clean image

Sources of evidence

Type of evidence	**Possible examples**
Observation	This is an assessment by your assessor who may be a pharmacist or an experienced technician. This could provide most of your evidence and will be recorded on an observation checklist/report by your assessor.
Logbook/Diary	You should keep a written record of tasks carried out by you, remember to also record any outcomes. You must include examples of any documentation used. The entries in your log must be validated by your supervisor/witness
Witness Testimony	A letter, a report or validation of your log from someone who has worked with you and can support the evidence you are providing. This person must be in a position to make a valid statement about your performance
Questioning	To support your observation evidence and check your understanding of potential risks and that you are able to take steps to reduce the risks
Simulation	May be used when no opportunities arise in the workplace. These must be realistic scenario and be carried out under realistic conditions
Documents	Copies of entries made by the candidate in accident/incident log or other documentation
	(continued)

Unit 4 Ensure your own actions reduce the risks to health and safety

Element 4.2
Reduce the risks to health and safety in your workplace

Sources of evidence (continued)

Type of evidence	**Possible examples**
Certificates	Copies of health and safety, first aid and fire training certificates
Photographs	Can provide supplementary evidence but must be linked to the logbook/diary and validated by a supervisor

Unit 4 Ensure your own actions reduce the risks to health and safety

Links with other units:

Evidence for this unit may also be valid for the following units.

Unit 1 Elements 3 & 4
Unit 2 Elements 1-4
Unit 5 Elements 1 & 2
Unit 7 Elements 1-4
Unit 8 Element 1-3
Unit 9 Elements 1-3
Unit 12 Elements 1 & 3

Knowledge and understanding

You must show that you know and understand:

For the whole unit

K1 To ensure your own actions reduce risks to Health and Safety you should know and understand the following aspects of health and safety legislation:
   a) your legal duties for health and safety in the workplace as required by the Health and safety at Work Act 1974
   b) your duties for health and safety as defined by any specific legislation covering your job role

K2 To ensure your own actions reduce risks to Health and Safety you should know and understand the following relating to risks to health and safety
   a) what hazards may exist in your workplace
   b) the particular health and safety risks which may be present in your own job role and the precautions you must take
   c) the importance of remaining alert to the presence of hazards in the whole workplace
   d) the importance of dealing with or promptly reporting risks
   e) the requirements and guidance on the precautions

Element 4.1: Identify hazards

K3 The agreed workplace policies relating to controlling risks to health and safety
K4 The responsibilities for health and safety in your job description
K5 The responsible persons to whom to report health and safety matters

Element 4.2: Reduce risks

K6 The specific workplace policies covering your job role
K7 Suppliers' and manufacturers' instructions for the safe use of equipment, materials and products
K8 Safe working practices for your own job role
K9 The importance of personal presentation in maintaining health and safety in the workplace
K10 The importance of personal conduct in maintaining the health and safety of yourself and others
K11 Your scope and responsibility for rectifying risks
K12 Workplace procedures for handling risks which you are unable to deal with

Unit 4 Ensure your own actions reduce the risks to health and safety

Key points regarding Health and safety legislation and regulations

'Health and Safety at Work Act 1974'
The Health and Safety at work Act 1974 is the main piece of legislation under which nearly all other regulations are made. It is for this reason that only this piece of legislation is specifically referred to in this Unit.

Employers have a legal duty under the Act to ensure, so far as is reasonably practicable, the health, safety and welfare at work of the people for whom they are responsible and the people who may be affected by the work they do.

Under this Act it is also important to be aware that all people at work, not just employers, have a duty to take reasonable care to avoid harming themselves or others through work they do.

Risks should be reduced 'so far as is reasonably practicable'. This term means the duty- holder (in most instances the employer) can balance the cost against the degree of risk although obviously any Health and Safety Inspectors would expect that relevant good practice is followed.

According to the Act:

Employers must safeguard so far as is reasonably practicable, the health and safety and welfare at work of all people who work for them and 'other persons'. This applies in particular to the provision and maintenance of safe plant and systems of work, and covers all machinery, equipment and substances used.

People at work also have a duty under the Act to take reasonable care to avoid harm to themselves or to others by their working practices, and to co-operate with employers and others in meeting statutory requirements. The Act also requires employees not to interfere with or misuse anything provided to protect their health, safety or welfare in compliance with the Act.

Other Legislation

There is an array of health and safety regulations and codes of practice which affect people at work. There are regulations for those who, for example, work with electricity, or work on construction projects, as well as regulations covering noise at work, manual handling, working with VDUs, or dealing with substances hazardous to health, etc. The specific requirements for all or any of these can be obtained from HSE local offices.

As many of the regulations are only relevant to certain workplaces or working practices no specific reference has been made in the Knowledge Requirements to any of these regulations. The phrase' your responsibilities for health and safety as required by any specific legislation covering your job role' is intended to relate to those specific pieces of legislation important to your workplace and/or working practices which you should be able to find out about.

Element Evidence Location and Summary Sheet

Element number/title:...Element 4.1 Identify the hazards and evaluate the risks in your work place. Candidate name .....

Item of evidence	Ref	Related to performance criteria (✓)																Range	Knowledge Evidence Link no (✓)
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	

I have received this evidence with the candidate and I am satisfied that sufficient authentic evidence has been collected to demonstrate competence for this element

Assessor signature ..... Date .....

I have received the feedback on my assessor's judgements during the collection of this evidence

Candidate's signature ..... Date .....

Element Evidence Location and Summary Sheet

Element number/title:...Element 4.2 Reduce the risks to health and safety in your workplace..... Candidate name .....

Item of evidence	Ref	Related to performance criteria (✓)																	Range	Knowledge Evidence Link no (✓)
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17		

I have received this evidence with the candidate and I am satisfied that sufficient authentic evidence has been collected to demonstrate competence for this element

Assessor signature ..... Date .....

I have received the feedback on my assessor's judgements during the collection of this evidence

Candidate's signature ..... Date .....

Unit summary sheet
Unit 4 Ensure your own actions reduce the risks to health and safety

Elements of competence	
No.	Title
Element 4.1	Identify the hazards and evaluate the risks in your work place
Element 4.2	Reduce the risks to health and safety in your workplace

The three most frequently used sources of evidence for this unit were
[please tick boxes as appropriate]:

Direct observation	Work products	Questioning	Third party/ Witness testimony	Simulation	Assignments/ projects/case studies/reflective accounts

Assessor name (in capitals) .....

Assessor signature .....

Date .....

Competence has been demonstrated in all the elements of this unit using the required procedures. The evidence meets the requirements for sufficiency and authenticity.

	Name (BLOCK CAPITALS)	Signature	Date
Assessor			
Internal verifier			

I am satisfied with the way the assessment(s) was conducted and with its outcome

	Name (BLOCK CAPITALS)	Signature	Date
Candidate			
Candidate enrolment no			

Name of approved assessment centre		Centre no

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Unit 5 Manage your work and development

Elements of competence

Element 5.1 Plan your work to meet requirements
Element 5.2 Organise your work to meet requirements
Element 5.3 Develop your own work

Summary

About this unit

This unit has been developed by the **Council for Administration** (303), it covers the planning and carrying out of your work and the identification of areas that you need to improve. It will form a good base for your continuing professional development (CPD)

Your practice will be consistent with your occupational role and carried out under the direction or guidance of an appropriate person.

You will at all times work within **Standard Operating Procedures** (SOPs) that relate to the way in which particular tasks are to be carried out.

Element 1 requires you to show that you are able to plan your work, taking account of the needs of the organisation and available resources.

Element 2 asks you to demonstrate how you carry out your work and adjust it to ensure you work within the SOPs and meet deadlines.

Element 3 covers the evaluation of your work by you and other people, identifying any areas that need improvement or expansion.

NVQs and SVQs

When you are using these standards as part of an S/NVQ qualification you must demonstrate to your assessor that you consistently meet all the national standards of work and that your evidence is a result of real work completed by yourself. An **Assessment and Evidence Requirements** document has been developed by the pharmacy sector, this gives a more detailed explanation of the evidence required and must be used in conjunction with these standards.

Simulation is not acceptable for this unit.

(continued)

Unit 5 Manage your work and development

Key words and concepts

These definitions are provided to explain how key words and concepts are used in this unit

Standard Operating Procedures	these are referred to as SOPs and include written protocols and procedures. They state the way your organisation requires tasks to be carried out to ensure a quality pharmacy service is provided; this would include, for example how clients should be addressed, what questions to ask the client, when a client should be referred to the pharmacist, how certain items should be labelled, who to check certain things with, how to order stock and other relevant issues.
Making efficient use of your time	is when you are not distracted by things that are not to do with work or not an immediate priority for you.
Dealing positively with feedback	is when you are not upset if you are given negative feedback. It means listening to what is said, acknowledging it and expressing your feelings, where appropriate. You will need to decide what you need to do about the feedback being given.
Line manager	includes team leader or supervisor.

Unit 5 Manage your work and development

Element 5.1
Plan your work to meet requirements

Performance criteria

To meet the National Standard of work

You must always:

1 clearly establish, agree and record the **requirements** for the work that you have to do

2 make sure this work is in line with your organisation's procedures and policies and within the limits of your job role

3 prioritise different pieces of work according to their importance and urgency

4 set realistic objectives, working methods and schedules for all the work you have to complete

5 clearly inform other **relevant people** who will be involved in your plans

6 have all the necessary **resources** available and ready for use when you need them

7 change your priorities flexibly when the importance and urgency of different pieces of work change

Range

Scope of standard (see evidence requirements for further details)

You must show that when you are establishing **requirements** you take account all of the following;
a) standards
b) quantity
c) when the work should be completed

Relevant people who would be involved with your work will include;
a) line manager
b) the person requesting the work
c) other members of your team/department
d) people from other teams/departments
e) suppliers external to your organisation

Resources need to carry out your work will include the following;
a) equipment
b) materials
c) information
d) people

Notes

This element covers planning you work taking into consideration the needs of your workplace and the available resources.

Resource requirements

No specific requirements are required for this element.

Unit 5 Manage your work and development

Element 5.1
Plan your work to meet requirements

Evidence requirements and sources of evidence

Evidence must be provided across all the National Standards of Work and the Scope of the Standards.

Evidence Requirements {refer to **Scope of Standard** (*Range*)}

You are required to provide evidence to show that you are able to establish all of the following types of requirements.

a) **standard** of work required – working to SOPs, producing assignments for your knowledge programme,
b) **quantity** – how many items are required, how many units of your S/NVQ you must complete by a set date showing short and long term targets with action points and a review of progress
c) **when the work should be completed by**

You must show that you have referred to at least two of the following:

d) **line manager** – includes team leader, supervisor, employing pharmacist
e) **the person requesting the work**
f) **other members of your team/department** – pharmacist, technician, shop supervisor
g) **people from other teams/departments** – hospital wards/departments, doctors' surgery, district nurse, residential/nursing homes
h) **suppliers external to your organisation** – drug/stock suppliers

You must show that you are able to use all of the resources:

i) **equipment** – photocopiers, printers, labellers, equipment used to make medicines
j) **materials** – stationery eg ward top-up sheets or stock sheets, ingredients,
k) **information** – patient information leaflets, prescription, batch sheet, any piece of information you need to do the work
i) **people** – other members of staff

Sources of evidence

Type of evidence	**Possible examples**
Observation	This is an assessment by your assessor who may be a pharmacist or an experienced technician. This could provide most of your evidence and will be recorded on an observation checklist/report by your assessor.
Logbook/Diary	You should keep a written record of tasks carried out by you, remember to also record any outcomes. You must demonstrate how plan your work and link with other people in your pharmacy. You must include examples of any documentation. The entries in your log must be validated by your supervisor/witness
	(continued)

Unit 5 Manage your work and development

Element 5.1
Plan your work to meet requirements

Sources of evidence (continued)

Type of evidence	**Possible examples**
Witness Testimony	A letter, a report or validation of your log from someone who has worked with you and can support the evidence you are providing. This person must be in a position to make a valid statement about your performance
Documentation	Copies of any information you used or work plans. Copies of personal development plans, copy of your review/feedback from your S/NVQ assessor.
Questioning	These could be written or oral and will demonstrate you understand how you should plan your work and what you need to consider in doing this.

Unit 5 Manage your work and development

Element 5.2
Organise your work to meet requirements

Performance criteria

To meet the National Standard of work

You must always:

1 work in a way that makes the most efficient use of your time

2 keep your immediate working area as clean , tidy and efficiently organised as possible

3 keep waste to a minimum

4 treat confidential information correctly

5 follow organisational procedures when carrying out your work

6 change your work plans to meet new priorities, with the agreement of **people** who will be affected

7 make sure your work meets the agreed requirements

8 give other **people** reasonable notice if you will not be able to meet their deadlines and negotiate new agreements that are satisfactory to them

Range

Scope of standard (see evidence requirements for further details)

You must show that you are able to liaise with other **people** they will include:

a) line manager
b) the person requesting the work
c) other members of your team/department
d) specialists internal to your organisation
e) specialists external to your organisation

Notes

This element covers you carrying out your work while taking account of the needs of other members of your team and the needs of your organisation.

Resource requirements

No specific requirements are required for this element.

Unit 5 Manage your work and development

Element 5.2
Organise your work to meet requirements

Evidence requirements and sources of evidence

Evidence must be provided across all the National Standards of Work and the Scope of the Standards.

Evidence Requirements {refer to **Scope of Standard** (*Range*)}

You must provide evidence to show that you have referred to at least three of the following:
a) **line manager** – includes team leader, supervisor, employing pharmacist
b) **the person requesting the work**
c) **other members of your team/department** – pharmacist, technician, shop supervisor
d) **specialist internal to your organisation** – staff responsible for a particular section of work
e) **specialists outside your organisation** – people who do not directly supervise your work but who may have specific requirements.

When you are working it will help you gain evidence against the National Standards of Work if you:
1 Do not get distracted by things that are not to do with work
2 That you ensure all areas that you work in are kept neat and tidy, this could be your dispensing desk, the preparation area, the stock room or the area around the photocopier.
3 Keeping waste to a minimum could be by not printing a document until you have checked it thoroughly on the screen, not dispensing a prescription until you have clarified any problems.

Sources of evidence

Type of evidence	**Possible examples**
Observation	This is an assessment by your assessor who may be a pharmacist or an experienced technician. This could provide most of your evidence and will be recorded on an observation checklist/report by your assessor
Logbook/Diary	You should keep a written record of tasks carried out by you, remember to also record any outcomes. You must demonstrate how you carry out your work and link with other people in your pharmacy. You must include examples of any documentation. The entries in your log must be validated by your supervisor/witness
Witness Testimony	A letter, a report or validation of your log from someone who has worked with you and can support the evidence you are providing. This person must be in a position to make a valid statement about your performance
	(continued)

Unit 5 Manage your work and development

Element 5.2
Organise your work to meet requirements

Sources of evidence (continued)

Type of evidence	**Possible examples**
Documentation	Copies of any information you used or work plans. Delete patient details for confidentiality
Questioning	These could be written or oral and will demonstrate you understand how you should plan your work and what you need to consider in doing this.

Unit 5 Manage your work and development

Element 5.3
Develop your own work

Performance criteria

To meet the National Standard of work

You must always:

1 regularly review your objectives and assess your work, identify your strengths and weaknesses

2 ask **other people** for **feedback** on your work and deal with this **feedback** positively

3 identify, with **relevant people,** aspects of your work that are up to standard and areas where you could improve

4 agree, with **relevant people,** new areas for career development

5 agree with **relevant people** the competencies you need to improve your work and develop in new areas

6 agree a learning plan with specific, measurable and achievable objectives that will help you develop these competencies

7 take part in activities that support this learning plan

8 review how well you are developing these competencies with **relevant people** and amend your plan accordingly

Range

Scope of standard (see evidence requirements for further details)

You must show that you ask for feedback from **other people**, these will include:
a) line manager
b) other members of your team

You will need to seek different types of **feedback**
a) what are you doing well
b) what could you improve
c) what new responsibilities you could take on

When reviewing your development you will need to work with the following **relevant people**
a) line manager
b) specialists in your organisation

Notes

This element covers you carrying out and regularly reviewing your work. You are expected to seek feedback from others and deal with it in a positive way even it is negative.

Resource requirements

No specific requirements are required for this element.

Unit 5 Manage your work and development

Element 5.3
Develop your own work

Evidence requirements and sources of evidence

Evidence must be provided across all the National Standards of Work and the Scope of the Standards.

Evidence Requirements {refer to **Scope of Standard** (*Range*)}

It is important the you ask for feedback from both of the following types of people
a) **line manager** – this includes team leader, supervisor or employing pharmacist
b) **other members of your team** – technician, shop supervisor, mentor or tutor

You must accept and act on all types of feedback
c) **what you are doing well**
d) **what you could improve** – remember not to get too upset when receiving negative feed back, use it as positive learning point.
e) **what new responsibilities you could take on** – this could be to assist with a new service or further develop an existing service

You must work on your development with one of the following:
f) **line manager** – includes team leader, supervisor and employing pharmacist
g) **specialist in your organisation** – a person responsible for a particular area of work

Sources of evidence

Type of evidence	**Possible examples**
Observation	This is an assessment by your assessor who may be a pharmacist or an experienced technician. This could provide most of your evidence and will be recorded on an observation checklist/ report by your assessor.
Logbook/Diary	You should keep a written record of tasks carried out by you, remember to also record any outcomes. You must demonstrate how develop yourself and how you react to feedback from others. You must include examples of any documentation. The entries in your log must be validated by your supervisor/witness
Witness Testimony	A letter, a report or validation of your log from someone who has worked with you and can support the evidence you are providing. This person must be in a position to make a valid statement about your performance
Documentation	Copies of any information used as part of your CPD or personal development plan or evidence of you carrying out a task after having watched it being demonstrated. Delete patient details for confidentiality

Unit 5 Manage your work and development

Element 5.3
Develop your own work

Links with other units:

Evidence for this unit may also be valid for the following units.

Unit 1 Elements 1-5
Unit 3 Elements 1-3
Unit 4 Elements 1 & 2
Unit 6 Elements 1-3
Unit 7 Elements 1-4
Unit 8 Elements 1-3
Unit 9 Elements 1-3
Unit 10 Elements 1 & 2
Unit 11 Elements 1-3
Unit 12 Elements 1 & 2

Unit 5 Manage your work and development

Knowledge and understanding

You must show that you know and understand:

Manage your work and development

K1 Why it is important, both to yourself and to your organisation, to be able to plan, priorities, organise and develop your own work

Element 5.1: Plan your work to meet requirements

K2 Why is it important to establish clearly the requirements for a piece of work and what might happen if you do not
K3 Your organisation's procedures that control what you can and cannot do, and how to interpret these
K4 How to prioritise pieces of work according to their urgency and importance
K5 How to plan objectives, working methods and schedules for new work which you have been asked to do and integrate these with your responsibilities
K6 Other people who may be involved in your plans, what you need to tell them and how
K7 The importance of making sure you will have the necessary resources available and how to do this
K8 Why it is important to be flexible in changing your priorities when the importance or urgency of pieces of work change

Element 5.2: Carry out your work to meet requirements

K9 How to make the most efficient use of your time, and things that may prevent that
K10 What you need to do your work, and why you should be organised
K11 Why it is important to keep your working area clean and tidy
K12 Areas of your work where there could be waste and why it is important to keep this waste to a minimum
K13 Why it is important to ask for help when you need it and who you can ask
K14 Your organisation's relevant procedures
K15 How to change work plans when necessary
K16 The importance of confidentiality
K17 The types of information in your organisation that need to be treated confidentially and how to do so
K18 Why it is important to provide work you have been asked to do on time and in a way that meets requirements
K19 Why it is important to give people reasonable notice if you cannot meet their requirements

Element 5.3: Develop your own work

K20 The importance of thinking about your own work and identifying strengths and weaknesses
K21 What your strengths and weaknesses are
K22 The importance of gaining feedback from other people
K23 Why it is important to deal with this feedback constructively
K24 New areas for your own development in the future
K25 The competencies you need to develop in your work
K26 What is a learning plan and how to develop specific, measurable and achievable objectives for your learning
K27 The types of learning activities that could help your work and how to access these
K28 The styles of learning that suit you best for example, classroom, learning while actually doing the job, open and distance learning
K29 Why it is important to review your achievements and learning plan regularly

Element Evidence Location and Summary Sheet

Element number/title:...Element 5.1 Plan your work to meet requirements..... Candidate name .....

Item of evidence	Ref	Related to performance criteria (✓)																	Range	Knowledge Evidence Link no (✓)
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17		

I have received this evidence with the candidate and I am satisfied that sufficient authentic evidence has been collected to demonstrate competence for this element

Assessor signature ..... Date .....

I have received the feedback on my assessor's judgements during the collection of this evidence

Candidate's signature ..... Date .....

Element Evidence Location and Summary Sheet

Element number/title: Element 5.2 Organise your work to meet requirements Candidate name .....

Item of evidence	Ref	Related to performance criteria (✓)																	Range	Knowledge Evidence Link no (✓)
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17		

I have received this evidence with the candidate and I am satisfied that sufficient authentic evidence has been collected to demonstrate competence for this element

Assessor signature ..... Date .....

I have received the feedback on my assessor's judgements during the collection of this evidence

Candidate's signature ..... Date .....

Element Evidence Location and Summary Sheet

Element number/title:...Element 5.3 Develop your own work..... Candidate name .....

Item of evidence	Ref	Related to performance criteria (✓)																	Range	Knowledge Evidence Link no (✓)
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17		

I have received this evidence with the candidate and I am satisfied that sufficient authentic evidence has been collected to demonstrate competence for this element

Assessor signature ..... Date .....

I have received the feedback on my assessor's judgements during the collection of this evidence

Candidate's signature ..... Date .....

Unit summary sheet
Unit 5 Manage your work and development

Elements of competence	
No.	Title
Element 5.1	Plan your work to meet requirements
Element 5.2	Organise your work to meet requirements
Element 5.3	Develop your own work

The three most frequently used sources of evidence for this unit were
[please tick boxes as appropriate]:

Direct observation	Work products	Questioning	Third party/ Witness testimony	Simulation	Assignments/ projects/case studies/reflective accounts

Assessor name (in capitals) .....

Assessor signature .....

Date .....

Competence has been demonstrated in all the elements of this unit using the required procedures. The evidence meets the requirements for sufficiency and authenticity.

	Name (BLOCK CAPITALS)	Signature	Date
Assessor			
Internal verifier			

I am satisfied with the way the assessment(s) was conducted and with its outcome

	Name (BLOCK CAPITALS)	Signature	Date
Candidate			
Candidate enrolment no			

Name of approved assessment centre		Centre no

Optional units

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Unit 6 Provide an effective pharmacy service for customers

Elements of competence

Element 6.1 Respond to the needs and the feelings expressed by customers
Element 6.2 Meet the ongoing needs and expectations of your customers
Element 6.3 Identify and respond to customer service problems and complaints

Summary

About this unit

This unit it is about maintaining and improving services to 'customers', it covers different types of customers and how you communicate with them to meet their needs and the needs of your pharmacy.

You will at all times work within **Standard Operating Procedures (SOPs)** that relate to the way in which a pharmacy service is provided in your place of work.

Element 1 requires you to show that you can correctly identify the needs and feelings of the customer. This must be done in a manner that is most appropriate for the customer. You must show that you can communicate with them using different methods of communication.

Element 2 asks you to show that you have understood the customers requirements and are able to provide the required support to maintain the service.

Element 3 covers the identification and solving of problems and dealing with complaints.

NVQs and SVQs

When you are using these standards as part of an S/NVQ qualification you must demonstrate to your assessor that you consistently meet all the national standards of work and that your evidence is a result of real work completed by yourself. An **Assessment and Evidence Requirements** document is available, this gives a more detailed explanation of the evidence requirements.

This is an important area of your work and must be assessed by observation in the workplace. **Simulations will only be acceptable when indicated in the 'Notes' and 'Evidence Requirements' sections.**

Key words and concepts

These definitions are provided to explain how key words and concepts are used in this unit

Customers	in this unit this word is used to cover people for whom you, your team or organisation provides a service. Customers could be people inside your organisation eg someone from another department who is not part of your team, or they could be someone from outside your organisation. This will include patients, patient's representatives and other healthcare staff.
Standard Operating Procedures	these are referred to as SOPs and include written protocols and procedures. They state the way your organisation requires tasks to be carried out to ensure a quality pharmacy service is provided. They may include: for example, how customer complaints must be dealt with or how complaints must be recorded.

Unit 6 Provide an effective pharmacy service for customers

Element 6.1
Respond to the needs and feelings expressed by customers

Performance criteria

To meet the National Standard of work

You must always:

1 deal with your customers promptly

2 communicate with your customers in a way that provides confidence and reassurance in dealing with your pharmacy

3 identify the needs of your customer accurately, through sensitive questioning

4 gauge the **feelings** of customers through observation of their behaviour and tone of voice

5 **communicate** with customers clearly, politely and confidently, choosing a level and pace of communication that is suited to their needs

6 ensure you check with the customer your perceptions of their needs

7 deal with the needs of the customer in the most **appropriate** way

8 refer the customer to the appropriate authority if you are unsure or your SOPs dictate it

Range

Scope of standard (see evidence requirements for further details)

You must show that you are aware of the **feelings** of your customers these will include:
a) positive
b) negative
c) angry
d) upset

You must demonstrate that you can **communicate** in different ways , this will include:
e) face-to-face
f) by telephone
g) others eg written, fax, email

Your response to customers will vary but must always be **appropriate** for the situation. This could mean how
h) you deal with the customer
i) you refer the customer to a colleague

Notes

Using different types of communications your evidence must show you identifying the needs and feelings which a customer may experience and react in an appropriate manner.

Resource requirements

There are no specific requirements for this element.

Unit 6 Provide an effective pharmacy service for customers

Element 6.1
Respond to the needs and feelings expressed by customers

Evidence requirements and sources of evidence

Evidence must be provided across all the National Standards of Work and the Scope of the Standards.

Evidence Requirements {refer to **Scope of Standard** (*Range*)}

You are required to provide evidence that shows you are aware of three of the following types of feelings expressed by customers:

a) **Positive:** the customer is unsatisfied with a service provided by your pharmacy but would like to explore ways to improve it.
b) **Negative:** the customer is unsure about a product or service due to bad publicity or a customer who is not pleased with a suggestion made to treat a certain condition.
c) **Angry:** the customer who is shouting.
d) **Upset:** the customer who has received any type of bad news.

You must provide evidence of using all the following types of communication:

e) **face to face:** using language appropriate for the customer, present a positive image & stay calm
f) **by telephone**
g) **others:** written, fax, e-mail

When dealing with a customer yourself ensure that you are working within the remit of your job.

When you refer a customer to another member of staff be sure to pass on all the relevant information and ensure that you inform the customer of your actions.

Sources of evidence

Type of evidence	**Possible examples**
Observation	This is an assessment by your assessor who may be a pharmacist or an experienced technician. This could provide most of your evidence and will be recorded on an observation checklist/report by your assessor
Logbook/Diary	You should keep a written record of tasks carried out by you, remember to also record any outcomes. You must demonstrate how you responded to the needs or feelings of the customers using different types of communications. You must include examples of any documentation. The entries in your log must be validated by your supervisor/witness
Witness Testimony	A letter, a report or validation of your log from someone who has worked with you and can support the evidence you are providing. This person must be in a position to make a valid statement about your performance

(continued)

Unit 6 Provide an effective pharmacy service for customers

Element 6.1
Respond to the needs and feelings expressed by customers

Sources of evidence (continued)

Type of evidence	**Possible examples**
Questioning	These could be written or oral and will demonstrate you are aware of the different feelings of the customers and can communicate with them in the appropriate manner
Documentation	These could be copies of any communications you may have with the customer
Simulations	These may be used to cover situations that would not normally be part of your role

Unit 6 Provide an effective pharmacy service for customers

Element 6.2
Meet the ongoing needs and expectations of your customers

Performance criteria

To meet the National Standard of work

You must always:

1 operate within the limits of your authority in attempting to meet your customers and your pharmacy's needs

2 identify any conflict between the needs of your customers and your pharmacy

3 take all reasonable **action to minimise** any potential conflict

4 clearly explain the customer's requirements to other people who will be involved in delivering the services or products

5 provide other staff with additional support and liaison, if there are problems meeting the customers' requirements

6 check, as required, with the **customer** to make sure they are satisfied with the service they have received

7 maintain records relating to your **customers** according to your organisation's procedures

Range

Scope of standard (see evidence requirements for further details)

You must show that you are able to **minimise** any potential conflict
a) suggest an alternative product/service
b) suggest the service is provided at a different time
c) refer the customer to a colleague

Notes

Your evidence must show that you have understood the requirements of the customer and taken the relevant actions to minimise potential conflict. All your actions must be within your limits of authority.

Resource requirements

There are no specific requirements for this element.

Unit 6 Provide an effective pharmacy service for customers

Element 6.2
Meet the ongoing needs and expectations of your customers

Evidence requirements and sources of evidence

Evidence must be provided across all the National Standards of Work and the Scope of the Standards.

Evidence Requirements {refer to **Scope of Standard** (*Range*)}

You are required to provide evidence of all of the following types of actions to minimise conflict:

a) **Suggest an alternative product/service:** this could be suggesting another brand of medicinal product or different manufacturer, an alternative for an item that is unavailable
b) **Suggest the service is provided at a different time:** this could be asking a customer to call back when the pharmacist is present on the premises or delivery of a medicinal product, organisational issues eg change in time of a ward top-up
c) **Refer the customer to a colleague:** this could occur when the customer must be referred to a pharmacist due to the complexity of the query.

Sources of evidence

Type of evidence	**Possible examples**
Direct observation and questioning	This is a planned assessment by your assessor or an observation by a pharmacist or senior technician
Logbook/Diary	You should keep a written record of tasks carried out by you, remember to also record any outcomes. You must demonstrate the actions taken to minimise any potential conflict between the customers and your pharmacy. The entries in your log must be validated by your supervisor/witness
Witness Testimony	A letter, a report or validation of your log from someone who has worked with you and can support the evidence you are providing. This person must be in a position to make a valid statement about your performance
Questioning	These could be written or oral and will demonstrate you are aware of the different ways to deal with conflicts and recognise your limits of authority
Simulations	These will be acceptable for situations that you do not cover as part of your normal work

Unit 6 Provide an effective pharmacy service for customers

Element 6.3
Identify and respond to customer service problems and complaints

Performance criteria

To meet the National Standard of work

You must always:

1 collect as much relevant information as possible about the **customer** and their **problem**, and confirm this with them

2 interact with the **customer** in a way that shows that you understand their feelings

3 take account of any suggestions the **customer** might make

4 identify possible solutions, using your organisation's procedures and showing a determination to solve the **problem**

5 clearly suggest and explain these solutions to the **customer** and agree a way forward

6 if you cannot reach agreement, refer the **problem** to a relevant colleague and explain to the **customer** what is happening

7 follow through any solutions agreed with the **customer** and find out if they are satisfied

8 follow organisational procedures for recording and reporting the **problem** and the agreed solution

Range

Scope of standard (see evidence requirements for further details)

You must show that you are able to deal with different types of **problems**, these will include:

a) the need for information and advice
b) changing requirements
c) complaint about services
d) complaints about products

Notes

It requires you to show how you identified and dealt with a range of customer problems or complaints working within your organisational SOPs

Resource requirements

There are no specific requirements for this element.

Unit 6 Provide an effective pharmacy service for customers

Element 6.3
Identify and respond to customer service problems and complaints

Evidence requirements and sources of evidence

Evidence must be provided across all the National Standards of Work and the Scope of the Standards.

Evidence Requirements {refer to **Scope of Standard** (*Range*)}

You are required to show evidence of how you would deal with three of the following problems:

a) **The need for information and advice:** could be information about prescription charges (eg multiple charges for a medicinal product), lack of availability of a product or service.
b) **Changing requirements:** change in pharmacy regulations, change in service provision, discontinuation of a product.
c) **Complaint about services:** for example some aspect of the dispensing service, collection and delivery service to a customer or ward.
d) **Complaint about products:** could be a complaint about the quality of a medicine, dressing or appliance, which has been purchased or supplied against a prescription or order.

Sources of evidence

Type of evidence	**Possible examples**
Observation	This is an assessment by your assessor who may be a pharmacist or an experienced technician. This could provide most of your evidence and will be recorded on an observation checklist/ report by your assessor
Logbook/Diary	You should keep a written record of tasks carried out by you, remember to also record any outcomes. You must demonstrate how you identified and responded to different types of problems. The entries in your log must be validated by your supervisor/witness
Witness Testimony	A letter, a report or validation of your log from someone who has worked with you and can support the evidence you are providing. This person must be in a position to make a valid statement about your performance
Questioning	These could be written or oral and will demonstrate your ability to identify and solve problems
Simulations	These will be acceptable to cover situation that you do not cover as part of your normal work

Unit 6 Provide an effective pharmacy service for customers

Element 6.3
Identify and respond to customer service problems and complaints

Links with other units:

Evidence for this unit may also be valid for the following units.

Unit 1 Elements 1-5
Unit 2 Elements 1 & 4
Unit 3 Elements 1-3
Unit 5 Elements 1-3
Unit 7 Elements 2 & 3
Unit 8 Element 3
Unit 9 Element 3
Unit 10 Elements 1 & 2
Unit 11 Elements 1 & 2
Unit 12 Elements 1 & 2

Unit 6 Provide an effective pharmacy service for customers

Knowledge and understanding

You must show that you know and understand:

For the whole unit

K1 Who are the customers to whom your team or pharmacy provides services
K2 What are your pharmacy's procedures for dealing with customers
K3 Why effective customer services (both to internal and external customers) are important
K4 Why it is important both to maintain and improve customer services
K5 The importance of SOPs and why they must be followed
K6 The guidelines laid down by your pharmacy which limit what you can do within your job

Element 6.1: Respond to the needs and feelings expressed by the customer

K7 Information that your organisation may already hold on customers, and how to access it and why it is important
K8 Why it is important to take the initiative in building relationships with customers and how to do so
K9 How to present a positive image of yourself and your organisation and why this is important
K10 Why you should be able to judge customers feelings accurately
K11 How to identify and respond appropriately to customer feelings (positive and negative), especially how to respond to an angry customer
K12 The importance of clear, polite, confident communications with customers and how to communicate in this way
K13 Other types of information about the customer that would be helpful in building your relationship and how to seek this information sensitively
K14 The importance of recording customer information and how to do so in line with your organisation's procedures
K15 How your behaviour will effect the behaviour of your customer

Element 6.2: Meet the ongoing needs and expectations of your customers

K16 The importance of establishing your customer's requirements clearly and accurately
K17 The type of information you will need to plan the service effectively
K18 The importance of agreeing requirements with the customer and recording these
K19 The types of additional support and liaison your colleagues may need in meeting customers requirements and how to provide this
K20 The importance of checking customer satisfaction

Element 6.3: Identify and respond to customer service problems and complaints

K21 Organisational procedures for dealing with problems and complaints
K22 Why it is important to collect as much information about the customer and their problem and confirm this information with them
K23 The relevant information that should be collected
K24 The importance of showing empathy with the customer and how to do so
K25 Why it is important to explain more than one possible solution and reach agreement with the customer

(continued)

Unit 6 Provide an effective pharmacy service for customers

Knowledge and understanding

K26 Who is the relevant person is to whom you must refer problems when you cannot reach agreement with the customer
K27 Why it is important that the customer knows what is happening
K28 Why it is important to follow through agreed solutions and to check that the customer is satisfied
K29 How to deal with customers politely and calmly, especially when they are angry or excited
K30 The importance of showing determination when trying to solve a problem and the impact this has on the customer
K31 Your organisation's procedures for recording and reporting problems and complaint

Element Evidence Location and Summary Sheet

Element number/title: Element 6.1 Respond to the needs and the feelings expressed by customers

Candidate name .....

Item of evidence	Ref	Related to performance criteria (✓)																	Range	Knowledge Evidence Link no (✓)
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17		

I have received this evidence with the candidate and I am satisfied that sufficient authentic evidence has been collected to demonstrate competence for this element

Assessor signature ..... Date .....

I have received the feedback on my assessor's judgements during the collection of this evidence

Candidate's signature ..... Date .....

Element Evidence Location and Summary Sheet

Element number/title:...Element 6.2 Meet the ongoing needs and expectations of your customers... Candidate name .....

Item of evidence	Ref	Related to performance criteria (✓)																	Range	Knowledge Evidence Link no (✓)
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17		

I have received this evidence with the candidate and I am satisfied that sufficient authentic evidence has been collected to demonstrate competence for this element

Assessor signature ..... Date .....

I have received the feedback on my assessor's judgements during the collection of this evidence

Candidate's signature ..... Date .....

Element Evidence Location and Summary Sheet

Element number/title: Element 6.3 Identify and respond to customer service problems and complaints Candidate name .....

Item of evidence	Ref	Related to performance criteria (✓)																	Range	Knowledge Evidence Link no (✓)
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17		

I have received this evidence with the candidate and I am satisfied that sufficient authentic evidence has been collected to demonstrate competence for this element

Assessor signature ..... Date .....

I have received the feedback on my assessor's judgements during the collection of this evidence

Candidate's signature ..... Date .....

Unit summary sheet
Unit 6 Provide an effective pharmacy service for customers

Elements of competence	
No.	Title
Element 6.1	Respond to the needs and the feelings expressed by customers
Element 6.2	Meet the ongoing needs and expectations of your customers
Element 6.3	Identify and respond to customer service problems and complaints

The three most frequently used sources of evidence for this unit were
[please tick boxes as appropriate]:

Direct observation	Work products	Questioning	Third party/ Witness testimony	Simulation	Assignments/ projects/case studies/reflective accounts

Assessor name (in capitals) .....

Assessor signature .....

Date .....

Competence has been demonstrated in all the elements of this unit using the required procedures. The evidence meets the requirements for sufficiency and authenticity.

	Name (BLOCK CAPITALS)	Signature	Date
Assessor			
Internal verifier			

I am satisfied with the way the assessment(s) was conducted and with its outcome

	Name (BLOCK CAPITALS)	Signature	Date
Candidate			
Candidate enrolment no			

Name of approved assessment centre		Centre no

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Unit 7 Support the use of pharmacy information technology

Elements of competence

Element 7.1 Start up your computer equipment
Element 7.2 Enter and save data
Element 7.3 Retrieve and supply information
Element 7.4 Close down your computer equipment

Summary

About this unit

This unit covers basic computer operations such as starting and closing computers. The evidence should include adding new information to the computer files, amending information, deleting information from records, discontinued drugs and amending stock levels.

You will at all times work within **Standard Operating Procedures (SOPs)** that relate to the way in which a pharmacy service is provided in your workplace.

Element 1 requires you to show that you are able to switch on the computer and start the system choosing the appropriate software for the tasks you are about to carry out

Element 2 covers the entry and organisation of data in a logical structure so that it is easy to find information.

Element 3 asks you to show that you are able to retrieve and supply information in various formats, identifying exactly why the information is required.

Element 4 covers the closing down of systems and hardware ensuring all data has been saved in the appropriate way.

NVQs and SVQs

When you are using these standards as part of an S/NVQ qualification you must demonstrate your assessor that you consistently meet all the national standards of work and that your evidence is a result of real work completed by yourself. An **Assessment and Evidence Requirements** document has been developed by the sector. This gives a more detailed explanation of the evidence required and must be used in conjunction with these standards.

Simulations will only be acceptable when indicated in the 'Notes' and 'Evidence Requirements' sections.

(continued)

Unit 7 Support the use of pharmacy information technology

Key words and concepts

These definitions are provided to explain how key words and concepts are used in this unit

Standard Operating Procedures	these are referred to as SOPs and include written protocols and procedures. They state the way your organisation likes things to be done to ensure a quality pharmacy service is provided.
File structures	is the way files are arranged to meet your organisations requirements. They will be arranged in a logical sequence to allow you and other people to find files efficiently.
Software	a computer programme or media containing computer programmes, these are the instructions for the computer.
Hardware	this includes VDUs, printers, keyboards and disc drives

Unit 7 Support the use of pharmacy information technology

Element 7.1
Start up your computer equipment

Performance criteria

To meet the National Standard of work

You must always:

1 Ensure that the **equipment** allocated to you is suitable for the work to be carried out

2 start up **equipment** following the appropriate instructions

3 log on to the system as required, with the correct identification and password

4 choose the appropriate available **software** that will help you to carry out each piece of work efficiently

5 ensure that you can access any stored files that you need to use

6 deal effectively with any problems that you are allowed to and report other problems to the relevant person

Range

Scope of standard (see evidence requirements for further details)

You will need to show that you are able to work with all of the following pieces of **equipment**

a) installed processor eg PC
b) installed input device eg keyboard, mouse, bar-code reader, digital camera, scanner
c) installed output device eg printer, labeller

You will need to show that you are able to use three different types of **software**, these include the following:

d) word processing programme to produce letters, reports or posters
e) presentation programme to produce slides
f) patient data
g) e-mail
h) Pharmacy computer system
   i) Labelling
   ii) Ordering
   iii) Stock control

Notes

You must demonstrate you can switch on the computer (stand alone PC or log into a network) and associated equipment. You should check the computer is responding to the input and output devices available.

Resource requirements

You must have access to a computer.

Unit 7 Support the use of pharmacy information technology

Element 7.1
Start up your computer equipment

Evidence requirements and sources of evidence

Evidence must be provided across all the National Standards of Work and the Scope of the Standards.

Evidence Requirements {refer to **Scope of Standard** (*Range*)}

You will need to show that you can use all of the following pieces of computer-related equipment
a) **installed processor** – PC
b) **installed input device** – keyboard, mouse, bar-code reader, digital camera, scanner
c) **installed output device** – printer, labeller

You will need to show that you are able to use three different types of software
a) **word processing programmes** – to produce letters, reports posters, responses to queries
b) **presentation programme** – to produce slides
c) **patient data** – patient medication records
d) **e-mail**
e) **pharmacy computer system** – labelling, ordering, stock control, on line references sources eg Pharmline, Medline

Sources of evidence

Type of evidence	**Possible examples**
Observation	This is an assessment by your assessor who may be a pharmacist or an experienced technician. This could provide most of your evidence and will be recorded on an observation checklist/report by your assessor
Logbook/Diary	You should keep a written record of tasks carried out by you, remember to also record any outcomes. You must demonstrate how you switched on the computer and associated equipment and accessed the correct software. Your evidence must include how you dealt with any problems with the computer equipment or software. The entries in your log must be validated by your supervisor/witness
Witness Testimony	A letter, a report or validation of your log from someone who has worked with you and can support the evidence you are providing. This person must be in a position to make a valid statement about your performance
Questioning	These could be written or oral and will demonstrate you understand how to work the different types of equipment and deal with any associated problems
Simulations	These may only be used when you do not normally deal with a variety of the file structure operations

Unit 7 Support the use of pharmacy information technology

Element 7.2
Enter and save data

Performance criteria

To meet the National Standard of work

You must always:

1 ensure you only access data you are authorised to use

2 ensure that data entered is accurate and complete

3 enter data correctly in the required **sequence**

4 minimise the occurrence of errors by effective use of available automated checking facilities eg spell check, where available

5 save data as appropriate

6 deal with out of date data correctly

7 treat any confidential information correctly

8 deal effectively with any problems that you are allowed to and report other problems to the appropriate person

9 keep accurate and up-to-date records of where files have been stored.

Range

Scope of standard (see evidence requirements for further details)

You must show that you can carry out four different types of **file structure operations** that include the following:

a) copy
b) create
c) delete
d) locate
e) move
f) name
g) rename
h) select

Notes

This element requires you to consistently demonstrate your ability to enter data into the appropriate file. Your evidence must also include carrying out various operations to correctly maintain the data ensuring it is saved in the relevant file and dealing with any problems associated with entering the data.

Resource requirements

You must have access to a computer.

Unit 7 Support the use of pharmacy information technology

Element 7.2
Enter and save data

Evidence requirements and sources of evidence

Evidence Requirements {refer to **Scope of Standard** (*Range*)}

Evidence must be provided across all the National Standards of Work and the Scope of the Standards.

You are required to provide evidence that you are able to carry out four different types of file structure operations:

a) **Copy:** could be providing a copy of a patient's medication records, copy a logo/text from a file to another file or section of a document
b) **Create:** enter new patient details onto a PMR, produce a label
c) **Delete:** change patient information, remove records, delete information from a file or a ward stock list
d) **Locate:** search for a patient using criteria such as surname or identification number or search for a specific drug file
e) **Move:** put a file into a specific folder
f) **Name:** give a file a specific name
g) **Rename:** give a file a new name
h) **Select:** choose a certain drug from a list

Remember that patient confidentiality is very important and should be reflected in the documentation.

Sources of evidence

Type of evidence	**Possible examples**
Observation	This is an assessment by your assessor who may be a pharmacist or an experienced technician. This could provide most og your evidence and will be recorded on an observation checklist/report by your assessor
Logbook/Diary	You should keep a written record of tasks carried out by you, remember to also record any outcomes. You must demonstrate how you entered data into the correct file and kept the records up to date and accurate. You must include examples of any documentation. The entries in your log must be validated by your supervisor/witness
Witness Testimony	A letter, a report or validation of your log from someone who has worked with you and can support the evidence you are providing. This person must be in a position to make a valid statement about your performance

(continued)

Unit 7 Support the use of pharmacy information technology

Element 7.2
Enter and save data

Sources of evidence (continued)

Type of evidence	**Possible examples**
Documentation	Your evidence could include copies of the computer screens or printouts as part of your evidence Delete patient details for confidentiality
Questioning	These could be written or oral and will demonstrate you understand how to perform the various operations to maintain the accuracy of the files
Simulations	These may only be used when you do not normally deal with a variety of the file structure operations

Unit 7 Support the use of pharmacy information technology

Element 7.3
Retrieve and supply information

Performance criteria

To meet the National Standard of work

You must always:

1 ensure that you understand exactly what **information** is required

2 approval to access an information source is sought when necessary

3 information is obtained or generated in the appropriate **format** and within the required deadlines

4 ensure that you promptly resolve any problems in accessing information with the relevant person(s)

5 treat any confidential information correctly and only disclose to authorised persons

6 deal effectively with any problems that you are allowed to deal with and report other problems to the appropriate person

Range

Scope of standard (see evidence requirements for further details)

Information supplied for:
a) internal purposes
b) purposes external to your organisation

Information **formats** include:
c) labels
d) stock reports
e) text
f) graphs/tables
g) e-mail

Notes

Your evidence should demonstrate you can retrieve and supply information in several different formats for a variety of purposes.

Resource requirements

You will need access to a computer.

Unit 7 Support the use of Pharmacy Information Technology

Element 7.3
Retrieve and supply information

Evidence requirements and sources of evidence

Evidence Requirements {refer to **Scope of Standard** (*Range*)}

Evidence must be provided across all the National Standards of Work and the Scope of the Standards.

You are required to provide evidence that you are able to retrieve and supply information for both of the following:

a) **Internal purposes:** could include providing prescription figures to head office, stock checklists, certain patient's PMR.
b) **Purposes external to your organisation:** for example prescription figures to the PPA, patient information leaflet, order form to a manufacturer, usage figures for ward stock

In three of the following formats:

c) **labels:** could include warning labels, prescription bag labels
d) **stock reports:** end of year stock take, ward top-up
e) **text:** patient information leaflet, stock checklist, assignment linked to your knowledge course
f) **graphs/tables:** these could include chart or graph mapping the temperature of the dispensary fridge, chart/form of the prescription figures
g) **email:**

Remember that patient confidentiality is very important and should be reflected in the documentation.

Sources of evidence

Type of evidence	**Possible examples**
Observation	This is an assessment by your assessor who may be a pharmacist or an experienced technician. This could provide most of your evidence and will be recorded on an observation checklist/report by your assessor
Logbook/Diary	You should keep a written record of tasks carried out by you, remember to also record any outcomes. You must demonstrate identifying the type of information required and supplying it in the correct format. You must include examples of any documentation. The entries in your log must be validated by your supervisor/witness
Witness Testimony	A letter, a report or validation of your log from someone who has worked with you and can support the evidence you are providing. This person must be in a position to make a valid statement about your performance

(continued)

Unit 7 Support the use of Pharmacy Information Technology

Element 7.3
Retrieve and supply information

Sources of evidence

Type of evidence	**Possible examples**
Documentation	Your evidence could include copies of the computer screens or printouts as part of your evidence Delete patient details for confidentiality
Questioning	These could be written or oral and will demonstrate you understand the different types of formatting, authorisation to access information and confidentiality
Simulations	These may only be used when you do not normally deal with a variety of different formats

Unit 7 Support the use of Pharmacy Information Technology

Element 7.4
Close down your computer equipment

Performance criteria

To meet the National Standard of work

You must always:

1 save any **working data** in the correct location, following your organisation's procedures

2 close down the software you are using following the correct procedures

3 follow the correct procedures for logging off the system, as required

4 correctly close down the equipment that you are allowed to close down

5 deal effectively with any problems that you are allowed to deal with

6 report problems you are not allowed to deal with to the relevant person

Range

Scope of standard (see evidence requirements for further details)

You must show that you understand the importance of saving **working data** eg files that you are working on at the time.

Notes

This final element requires you to provide evidence of saving any data according to your organisation's procedures, logging off the system and finally closing down the system.

Resource requirements

You will need access to a computer.

Unit 7 Support the use of Pharmacy Information Technology

Element 7.4
Close down your computer equipment

Evidence requirements and sources of evidence

Evidence Requirements {refer to **Scope of Standard** (*Range*)}

Evidence must be provided across all the National Standards of Work and the Scope of the Standards.

You must show that you understand the importance of saving any working data so that is available next time it needs to be used.

Sources of evidence

Type of evidence	**Possible examples**
Observation	This is an assessment by your assessor who may be a pharmacist or an experienced technician. This could provide most of your evidence and will be recorded on an observation checklist/ report by your assessor
Logbook/Diary	You should keep a written record of tasks carried out by you, remember to also record any outcomes. You must demonstrate carrying out closing down procedures for your computer system. The entries in your log must be validated by your supervisor/witness
Witness Testimony	A letter, a report or validation of your log from someone who has worked with you and can support the evidence you are providing. This person must be in a position to make a valid statement about your performance
Questioning	These could be written or oral and will demonstrate you understand the procedures involved in saving data and closing down the computer system and dealing with any problems that may occur
Simulations	These may only be used when you do not normally carry out closing down procedures or encounter any problems with the system

Links with other units:

Evidence for this unit may also be valid for the following units.

Unit 1 Elements 1-5
Unit 2 Elements 3 & 4
Unit 3 Element 3
Unit 4 Elements 1 & 2
Unit 5 Elements 1-4
Unit 6 Element 3
Unit 8 Elements 1-3
Unit 9 Elements 1-3
Unit 11 Elements 1-3
Unit 12 Elements 1 & 2

Unit 7 Support the use of Pharmacy Information Technology

Knowledge and understanding

You must show that you know and understand:

For the whole unit:

K1 The importance of following organisational procedures and manufacturer's instructions at all times and what might happen if you do not.
K2 The basic requirements of data protection legislation and health and safety legislation and other relevant legal requirements
K3 The importance of patient and data confidentiality
K4 What problems you are allowed to deal with yourself and how to deal with them
K5 What problems you should report to someone else and who that person is.
K6 Systems security and audit trails
K7 Understand the software functions and use

Element 7.1: Starting up your computer equipment

K8 Available computer equipment and what you need for the tasks you routinely carry out
K9 Correct procedures for powering up your equipment including connected equipment such as printers, and what might happen if you do not follow them
K10 Logging on procedures and why you must follow them if a system requires you to do so
K11 The range of available software and which to use for what type of job.
K12 The range of problems that may occur when you are starting up your equipment.

Element 7.2: Enter and save data

K13 Why it is important to enter data accurately and promptly.
K14 How to save and organise work in a way that makes it easy to find and retrieve in the future.
K16 Why it is important to have enough storage capacity before carrying out file structure operations and how to check this.
K18 Procedures for archiving or deleting files that are not required on your system
K19 Your organisation's procedures for backups and why they are important.
K20 The range of problems that may occur when you are maintaining file structures.
K21 The importance of recording where files have been stored.

Element 7.3: Retrieve and supply information

K22 Which sources of information you are able to use and which you may need approval to access.
K23 How to use different systems or programmes to obtain information.
K24 Why information is required in different formats.
K25 The range of problems that may occur when retrieving and supplying information and how to deal with them.

Element 7.4: Closing down your computer equipment

K26 Procedures for saving working data.
K27 Procedures for unloading and handling storage media correctly.
K28 Procedures for closing down your software and equipment, including connected equipment such. as printers, and why it is important to follow these.
K29 Procedures for logging off and why they should be followed.

Element Evidence Location and Summary Sheet

Element number/title:...Element 7.1 Start up your computer equipment..... Candidate name .....

Item of evidence	Ref	Related to performance criteria (✓)																	Range	Knowledge Evidence Link no (✓)
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17		

I have received this evidence with the candidate and I am satisfied that sufficient authentic evidence has been collected to demonstrate competence for this element

Assessor signature ..... Date .....

I have received the feedback on my assessor's judgements during the collection of this evidence

Candidate's signature ..... Date .....

Element Evidence Location and Summary Sheet

Element number/title:...Element 7.2 Enter and save data..... Candidate name .....

Item of evidence	Ref	Related to performance criteria (✓)																	Range	Knowledge Evidence Link no (✓)
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17		

I have received this evidence with the candidate and I am satisfied that sufficient authentic evidence has been collected to demonstrate competence for this element

Assessor signature ..... Date .....

I have received the feedback on my assessor's judgements during the collection of this evidence

Candidate's signature ..... Date .....

Element Evidence Location and Summary Sheet

Element number/title: Element 7.3 Retrieve and supply information ..... Candidate name .....

Item of evidence	Ref	Related to performance criteria (✓)																	Range	Knowledge Evidence Link no (✓)
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17		

I have received this evidence with the candidate and I am satisfied that sufficient authentic evidence has been collected to demonstrate competence for this element

Assessor signature ..... Date .....

I have received the feedback on my assessor's judgements during the collection of this evidence

Candidate's signature ..... Date .....

Element Evidence Location and Summary Sheet

Element number/title:...Element 7.4 Close down your computer equipment..... Candidate name .....

Item of evidence	Ref	Related to performance criteria (✓)																	Range	Knowledge Evidence Link no (✓)
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17		

I have received this evidence with the candidate and I am satisfied that sufficient authentic evidence has been collected to demonstrate competence for this element

Assessor signature ..... Date .....

I have received the feedback on my assessor's judgements during the collection of this evidence

Candidate's signature ..... Date .....

Unit summary sheet
Unit 7 Support the use of Pharmacy Information Technology

Elements of competence	
No.	Title
Element 7.1	Start up your computer equipment
Element 7.2	Enter and save data
Element 7.3	Retrieve and supply information
Element 7.4	Close down your computer equipment

The three most frequently used sources of evidence for this unit were *[please tick boxes as appropriate]:*

Direct observation	Work products	Questioning	Third party/ Witness testimony	Simulation	Assignments/ projects/case studies/reflective accounts

Assessor name (in capitals) .....

Assessor signature .....

Date .....

Competence has been demonstrated in all the elements of this unit using the required procedures. The evidence meets the requirements for sufficiency and authenticity.

	Name (BLOCK CAPITALS)	Signature	Date
Assessor			
Internal verifier			

I am satisfied with the way the assessment(s) was conducted and with its outcome

	Name (BLOCK CAPITALS)	Signature	Date
Candidate			
Candidate enrolment no			

Name of approved assessment centre		Centre no

Unit 8 Manufacture and assemble sterile and non-sterile batch medicinal products

Elements of competence

Element 8.1 Prepare environment, equipment and ingredients for assembly or manufacturing process
Element 8.2 Prepare, process, assemble and pack manufactured product
Element 8.3 Complete the assembly or manufacturing process

Summary

About this unit

This unit covers the processes and procedures for the production of batched medicinal products. This is when products are made in volume but are not specifically made for a particular patient. It also covers the breaking down of large containers of medicinal products and re packing them to sizes that are convenient to use, this is often referred to as 'pre-packing' and is included in the assembly section of this unit. All procedures must take place under the direction, control or supervision of a registered pharmacist.

This area of pharmacy is governed by strict regulations, you will need to understand these regulations and demonstrate that you are able to work competently within them. You will at all times work within **Standard Operating Procedures (SOPs)** that relate to the way in which a pharmacy service is provided in your workplace.

Element 1 requires you to demonstrate that you can collect together all the equipment and materials you would need, perform any calculations accurately and ensure that the environment you will be working in is safe and to the correct identified standard.

Element 2 covers the preparation and assembly of medicinal products. You will need to show that you can use and understand different processes and different types of equipment. Particular attention will need to be paid to the properties of the raw materials and consideration given to the use of the final product. These factors have a particular bearing on the way you will make certain products, the types of containers and labels used so that you produce a product that is of the required quality and one that is pharmaceutically aesthetic.

Element 3 requires you to complete the process ensuring that all the relevant documentation and records are correct. You will need to make sure that all equipment and areas are clean and are left ready to be used the next time. It is important that you can dispose of any waste material safely in accordance with procedures.

NVQs and SNVQs

When using these standards as part of the S/NVQ qualification you must demonstrate to your assessor that you consistently meet all the national standards of work and that your evidence is a result of real work, completed by yourself. An **Assessment and Evidence Requirements** document has been developed by the sector. This gives a more detailed explanation of the evidence required and must be used in conjunction with these standards.

The underpinning knowledge is an important component of this qualification and you must demonstrate that you have a good understanding of all the knowledge, as identified in the 'detail knowledge domain'. This will usually come from you successfully completing a course of study. However your assessor may ask you additional questions during the observation process.

Simulations will only be acceptable when indicated in the 'Notes' and 'Evidence Requirements' sections.

Unit 8 Manufacture and assemble sterile and non-sterile batch medicinal products

Key words and concepts

These definitions are provided to explain how key words and concepts are used in this unit.

Standard Operating Procedures	these are referred to as SOPs and include written protocols and procedures. They state the way your organisation requires tasks to be carried out to ensure a quality pharmacy service is provided. It is essential that you work strictly observing the SOPs. In a licensed unit all work will take place in accordance with SOPs it is essential that you follow the SOP for each product..
Medicines Control Agency	this includes the Farwell Report, Rules and Guidance for Pharmaceutical Manufacturers (Orange Guide), EC guidance (EGGMP)
(MCA) guidelines	Isolator guidelines
COSHH	Control of Substances Hazardous to Health
Environmental Parameters	these are the quality requirements that the work area must meet. They include air pressure, filter pressure and environmental monitoring results.

Unit 8 Manufacture and assemble sterile and non-sterile batch medicinal products

Element 8.1
Prepare environment, equipment and ingredients for assembly or manufacturing process

Performance criteria

To meet the National Standard of work

You must always:

1 select the correct preparation area for the product being made

2 ensure that all **areas of work** are always clean and free from contamination

3 select the correct **equipment** for the **product** and the process

4 ensure that the equipment is maintained in good working order, is clean and free from contamination

5 follow the correct Health and Safety guidelines

6 check the environmental parameters and ensure they are within the correct working standard

7 check the correct formula has been selected and that all calculations are correct and have been checked

8 check that all the necessary labels are complete, accurate and legible

9 ensure that the correct ingredients have been selected, they are of a suitable quality and are within the expiry date of the expected date of the final product

10 complete all the relevant **documentation** clearly and accurately

Range

Scope of standard (see evidence requirements for further details)

You will need to prepare three different types of **areas of work** they will include the following

a) clean room
b) preparation room/area
c) isolator
d) laminar flow cabinet

You will use four different pieces of **equipment**, from the following

e) balances
f) measures
g) mixers
h) pumps
i) filters
j) extractor hoods
k) microbiological equipment or media
l) tablet counters
m) autoclaves/dry heat sterilizer

You will assemble ingredients and equipment for three different types of **products** which will include the following

n) topical fluids
o) IV preparations
p) solid dose forms (capsules, tablets, powders, suppositories)
q) ointments and creams
r) emergency boxes (cardiac arrest boxes)
s) oral mixtures/solutions

Record keeping is important and you will need to be able to complete three different types of **documentation** from the following:

t) pre-printed work sheets
u) batch records
v) air pressure reading records
w) environmental monitoring

(continued)

Unit 8 Manufacture and assemble sterile and non-sterile batch medicinal products

Element 8.1
Prepare environment, equipment and ingredients for assembly or manufacturing process

Performance criteria (continued)

Notes

Evidence for this element will come from you collecting together the relevant pieces of equipment and preparing the work area for manufacturing. You will need to show evidence of carrying out relevant calculations. Your work will be carried out in suitably licensed or approved premises.
Simulations will be acceptable when you do not routinely cover all areas of the scope.

Resource requirements

You must have access to SOPs/work protocols, Guide to Manufacturing Practice (GMP), safety and emergency procedures, equipment required for the manufacturing processes to be undertaken, monograph files/COSHH data

Unit 8 Manufacture and assemble sterile and non-sterile batch medicinal products

Element 8.1
Prepare environment, equipment and ingredients for assembly or manufacturing process

Evidence requirements and sources of evidence

Evidence Requirements {refer to **Scope of Standard** (*Range*)}

Evidence must be provided across all the National Standards of Work and the Scope of the Standards.

Some evidence may be drawn from the practical aspects of the underpinning knowledge programme that supports this element.

Sources of evidence

Type of evidence	**Possible examples**
Direct observation and questioning	This is a planned assessment by your assessor or an observation by a pharmacist or senior technician
Logbook/Diary	You should keep a written record of tasks carried out by you, giving an account of you preparing to manufacture various pharmaceutical products. The entries in your log must be validated by your supervisor/witness
Witness Testimony	A letter, a report or validation of your log from someone who has worked with you and can support the evidence you are providing. This person must be in a position to make a valid statement about your performance
Documents	Copies of batch sheets/work records showing formulae, calculations and materials used Training records
Questioning	These may be oral or written questions and will demonstrate your understanding of the requirement when preparing for the manufacturing different types of products.
Photographs	Can provide supplementary evidence but must be linked to the logbook/diary and validated by a supervisor
Simulation	This is acceptable to show you can make the products that you would not routinely make. Simulations must be under realistic conditions, follow SOPs and use relevant documentation eg completed worksheets including calculations and labels. Some evidence may be drawn from the practical aspects of your knowledge course

Unit 8 Manufacture and assemble sterile and non-sterile batch medicinal products

Element 8.2
Prepare, process, assemble and pack manufactured product

Performance criteria

To meet the National Standard of work

You must always:

1 ensure that the correct **documentation** is available and ready for use, before you start the preparation

2 measure and weigh the required quantities accurately in accordance with the formula and worksheet calculations

3 prepare **products** in accordance with the formula or any specified **processes**

4 ensure the product is packed correctly

5 ensure that any necessary sterilisation processes are completed and meet all the QA requirements

6 ensure that products are labelled and quarantined appropriately

7 ensure all '**in process**' **checks** are carried out by the appropriate person

8 ensure that any secondary packaging and labelling is completed correctly and accurately

9 ensure that any defective equipment is reported

10 correctly and accurately complete all necessary reconciliation calculations

11 complete all documentation clearly and accurately

12 ensure that at all times you follow the relevant **Health and Safety** procedures, including the reporting of health problems

Range

Scope of standard (see evidence requirements for further details)

You will need to show that you can complete two different types of documentation from the following:
a) pre-printed worksheets
b) batch sheets
c) batch record book

When preparing and manufacturing products different types of **processes** will be used, they will include
d) mixing
e) filtration
f) reconstitution
g) incorporation
h) solution
i) filling
j) assembly
k) pre-packing (from bulk packs)

You will need to provide evidence for four different types of processes from the list above.

You will prepare or manufacture three different types of **products** from the list below
l) topical fluids
m) IV preparations
n) solid dose forms (capsules, tablets, powders, suppositories)
o) ointments and creams
p) emergency boxes (cardiac arrest boxes)
q) oral liquids/solutions

To ensure that the quality of the product is maintained you will need to carry out three different types of '**in process' checks**', from the following
r) visual product check
s) QC sampling
t) reconciliation calculations of labels, containers etc.
u) end of process check
v) environmental monitoring

(continued)

Unit 8 Manufacture and assemble sterile and non-sterile batch medicinal products

Element 8.2
Prepare, process, assemble and pack manufactured product

Performance criteria (continued)

Range

You will need to be aware of the relevant **Health and Safety** procedures, these will include COSHH regulations. They will identify any special precautions you will need to take including any protective clothing you must wear.

Notes

You must demonstrate preparation and packaging of sterile and non-sterile pharmaceutical products. Your evidence must show you are working within SOPs and health and safety procedures from preparing through to QC stage.
Simulations will be acceptable when you do not routinely cover all areas of the scope.

Resource requirements

You must have access to SOPs/work protocols, Guide to Manufacturing Practice (GMP), safety and emergency procedures, equipment required for the manufacturing processes to be undertaken.

Unit 8 Manufacture and assemble sterile and non-sterile batch medicinal products

Element 8.2
Prepare, process, assemble and pack manufactured product

Evidence requirements and sources of evidence

Evidence Requirements {refer to **Scope of Standard** (*Range*)}

Evidence must be provided across all the National Standards of Work and the Scope of the Standards.

Some evidence may be drawn from the practical aspects of the underpinning knowledge programme that supports this element.

Sources of evidence

Type of evidence	**Possible examples**
Observation	This is an assessment by your assessor who may be a pharmacist or an experienced technician. This could provide most of your evidence and will be recorded on an observation checklist/ report by your assessor
Logbook/Diary	You should keep a written record of tasks carried out by you, giving an account of products you have prepared and packed. The entries in your log must be validated by your supervisor/witness
Witness Testimony	A letter, a report or validation of your log from someone who has worked with you and can support the evidence you are providing. This person must be in a position to make a valid statement about your performance
Documents	Copies of batch sheets/work records showing formulae, calculations and materials used Sample labels and reconciliation calculations
Questioning	These may be written or oral and will be used to demonstrate your understanding of the different processes and the requirements for making different products
Photographs	Can provide supplementary evidence but must be linked to the logbook/diary and validated by a supervisor
Simulation	This is acceptable to show you can make the products that you would not routinely make. Simulations must be under realistic conditions, follow SOPs and use relevant documentation, eg completed worksheets including calculations and labels. Some evidence may be drawn from the practical aspects of your knowledge course.

Unit 8 Manufacture and assemble sterile and non-sterile batch medicinal products

Element 8.3
Complete the assembly or manufacturing process

Performance criteria

To meet the National Standard of work

You must always:

1 ensure that all the relevant **documentation** is completed clearly and accurately and is ready for checking

2 ensure that all **equipment** is dismantled, cleaned, decontaminated and stored correctly

3 ensure that the reconciliation of ingredients and materials is carried out correctly

4 ensure that materials and waste are labelled clearly and are stored or disposed of appropriately

5 clean or decontaminate all **work areas** using the appropriate cleaning method

6 complete all documentation clearly and accurately and ensure it is stored correctly

7 prepare QC samples as appropriate and quarantine products

Range

Scope of standard (see evidence requirements for further details)

You will need to show that you are able to clean and store various types of **equipment** These will include

a) balances
b) measures
c) mixers
d) pumps
e) filters
f) extractor hoods
g) tablet counters

work areas must be left clean and ready for use these will include

h) clean room
i) preparation room/area
j) isolator
k) laminar flow cabinet

You will need to show that you can clean or decontaminate and leave clean and tidy three different types of preparation areas from the above list.

Notes

This is the final stage of the manufacturing process and requires evidence of ensuring all equipment and areas clean ready for action. Your evidence must include completing the relevant documentation and records.

Unit 8 Manufacture and assemble sterile and non-sterile batch medicinal products

Element 8.3
Complete the assembly or manufacturing process

Evidence requirements and sources of evidence

Evidence Requirements {refer to **Scope of Standard** (*Range*)}

Evidence must be provided across all the National Standards of Work and the Scope of the Standards.

Some evidence may come from the practical aspects of the underpinning knowledge programme that supports this element

Sources of evidence

Type of evidence	**Possible examples**
Observation	This is an assessment by your assessor who may be a pharmacist or an experienced technician. This could provide most of your evidence and will be recorded on an observation checklist/ report by your assessor.
Logbook/Diary	You should keep a written record of tasks carried out by you, giving an account of how you completed the manufacturing process and ensured all areas were left clean and equipment ready to use the next time or disposed of safely. The entries in your log must be validated by your supervisor/witness
Witness Testimony	A letter, a report or validation of your log from someone who has worked with you and can support the evidence you are providing. This person must be in a position to make a valid statement about your performance
Documents	Copies of batch sheets/work records showing formulae, calculations and materials used
Questioning	These could be written or oral and will demonstrate that you understand the importance of clearing away and leaving areas and equipment ready for use. The questions could relate to the safe disposal of ingredients or equipment.
Photographs	Can provide supplementary evidence but must be linked to the logbook/diary and validated by a supervisor
	(continued)

Unit 8 Manufacture and assemble sterile and non-sterile batch medicinal products

Element 8.3
Complete the assembly or manufacturing process

Sources of evidence (continued)

Type of evidence	**Possible examples**
Simulation	This is acceptable to show you can make the products that you would not routinely make. Simulations must be under realistic conditions, follow SOPs and use relevant documentation, eg completed worksheets including calculations and labels. Some evidence may be drawn from the practical aspects of your knowledge course

Unit 8 Manufacture and assemble sterile and non-sterile batch medicinal products

Links with other units:

Evidence for this unit may also be valid for the following units.

Unit 4 Elements 1 & 2
Unit 5 Elements 1, 2 & 3

Knowledge and understanding

You must show that you know and understand:

For the whole unit

K1 Current Health and Safety legislation including COSHH
K2 Principles of SOPs and why it is important to work within these procedures
K3 Basic hygiene and the importance of maintaining a clean working environment
K4 Personal hygiene and the use of protective clothing
K5 Current legislation relating to the manufacture of pharmaceutical products
- a) EC Directives
- b) Rules and Guidance for Pharmaceutical Manufacturers
- c) packaging of medicinal products, including methods and materials

K6 The factors that affect and cause microbial and cross-chemical contamination
K7 The maintenance of records eg updating, version number
K8 The importance of using and keeping the correct documentation

Element 8.1: Prepare environment and equipment for assembly manufacturing process

K9 Principles and procedures of formulae calculations
K10 The preparation and use of environmental areas
- a) laminar flow cabinets
- b) clean room
- c) isolators
- d) preparation room

K11 The assembly and maintenance of equipment
K12 The principles and properties of different types of containers and when to use the various types
K13 Environmental parameters eg air pressure, temperature, air flow

Element 8.2: Prepare, process or assemble and pack medicinal product

K14 Principles and procedure for preparing and medicinal products
K15 Labelling requirements and convention
K16 Chemical and physical properties of ingredients relevant to formulation and compounding, this will include any interactions between ingredients
K17 Sources of contamination and the appropriate corrective action
K18 Principles of formulae calculations, weights and measures
K19 Principles and procedures for:
- a) mixing
- b) filtration
- c) reconstitution
- d) incorporation
- e) filling
- f) assembly
- g) dissolving

(continued)

Unit 8 Manufacture and assemble sterile and non-sterile batch medicinal products

Knowledge and understanding

K20 The reasons for and how to carry out in-process checks, end product quality checks and quarantine requirements

K21 Nature and use of different products:

a) topical fluids eg eye drops, ear drops, nasal drops
b) IV preparations
c) solid dose forms eg capsules, tablets, suppositories, powders
d) oral liquids
e) ointments and creams
f) emergency boxes

K22 Principles and procedures for sterilisation of products, including, autoclave, dry heat, microbial filtration

Element 8.3: Complete the assembly or manufacturing process

K23 The procedures for the disposal of waste products and cleaning material

K24 Principles and procedures for dismantling and storing equipment

K25 Principles and procedures for decontamination and the records that need to be kept

Element Evidence Location and Summary Sheet

Element number/title: Element 8.1 Prepare environment, equipment and ingredients for assembly or manufacturing process Candidate name .....

Item of evidence	Ref	Related to performance criteria (✓)																	Range	Knowledge Evidence Link no (✓)
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17		

I have received this evidence with the candidate and I am satisfied that sufficient authentic evidence has been collected to demonstrate competence for this element

Assessor signature ..... Date .....

I have received the feedback on my assessor's judgements during the collection of this evidence

Candidate's signature ..... Date .....

Element Evidence Location and Summary Sheet

Element number/title:...Element 8.2 Prepare, process, assemble and pack manufactured product..... Candidate name .....

Item of evidence	Ref	Related to performance criteria (✓)																Range	Knowledge Evidence Link no (✓)
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	

I have received this evidence with the candidate and I am satisfied that sufficient authentic evidence has been collected to demonstrate competence for this element

Assessor signature ..... Date .....

I have received the feedback on my assessor's judgements during the collection of this evidence

Candidate's signature ..... Date .....

Element Evidence Location and Summary Sheet

Element number/title:...Element 8.3 Complete the assembly or manufacturing process..... Candidate name .....

Item of evidence	Ref	Related to performance criteria (✓)																	Range	Knowledge Evidence Link no (✓)
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17		

I have received this evidence with the candidate and I am satisfied that sufficient authentic evidence has been collected to demonstrate competence for this element

Assessor signature ..... Date .....

I have received the feedback on my assessor's judgements during the collection of this evidence

Candidate's signature ..... Date .....

Unit summary sheet
Unit 8 Manufacture and assemble sterile and non-sterile batch medicinal products

Elements of competence	
No.	Title
Element 8.1	Prepare environment, equipment and ingredients for assembly or manufacturing process
Element 8.2	Prepare, process, assemble and pack manufactured product
Element 8.3	Complete the assembly or manufacturing process

The three most frequently used sources of evidence for this unit were
[please tick boxes as appropriate]:

Direct observation	Work products	Questioning	Third party/ Witness testimony	Simulation	Assignments/ projects/case studies/reflective accounts

Assessor name (in capitals) .....

Assessor signature .....

Date .....

Competence has been demonstrated in all the elements of this unit using the required procedures. The evidence meets the requirements for sufficiency and authenticity.

	Name (BLOCK CAPITALS)	Signature	Date
Assessor			
Internal verifier			

I am satisfied with the way the assessment(s) was conducted and with its outcome

	Name (BLOCK CAPITALS)	Signature	Date
Candidate			
Candidate enrolment no			

Name of approved assessment centre		Centre no

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Unit 9 Prepare pharmaceutical products aseptically

Elements of competence

Element 9.1 Prepare the environment, assemble the equipment and ingredients for the aseptic process
Element 9.2 Prepare and pack aseptic products
Element 9.3 Complete the aseptic process

Summary

About this unit

This unit describes the principles and processes you will need to understand to prepare and pack pharmaceutical products under aseptic conditions. These products will include the use of cytotoxic drugs that will need to be handled with care and require you to work accurately with small volumes. It also includes the preparation of parenteral nutrition, this is used for patients who are unable to eat normal food.

Your practice will be consistent with your occupational role and carried out under the supervision of an appropriate person accountable in the relevant area of practice.

You will at all times work within **Standard Operating Procedures** (SOPs) that relate to the way in which a pharmacy service is provided in your workplace.

Element 1 requires you to demonstrate that you can prepare the environment and assemble the correct equipment and ingredients necessary to prepare specific products. You will need to be able to calculate the quantities of different ingredients and be able to identify if an ingredient is fit for use.

Element 2 covers the preparation of items to aseptic standards, you will need to show that you can work to these standards and you understand when you must use protective clothing. You will also need to show that you can use the correct preparation methods taking account of the different chemical and physical properties of the ingredients.

Element 3 completes the process and you will need to show that you can clear away using the correct procedures, leaving the area and equipment ready for use the next time. You will need to ensure that all items are labelled and packed correctly and that you have correctly completed all the relevant documentation.

NVQs and SVQs

When you are using these standards as part of an S/NVQ qualification you must demonstrate to your assessor that you consistently meet all the national standards of work and that your evidence is a result of real work completed by yourself. An **Assessment and Evidence Requirements** document has been developed by the sector, this gives a more detailed explanation of the evidence required and must be used in conjunction with these standards.

The underpinning knowledge is an important component of this qualification and you must demonstrate that you have a good understanding of all the knowledge, as identified in the 'detail knowledge domain'. This will usually come from successfully completing a course of study. However your assessor may ask you additional questions during the observation process.

Simulations will only be acceptable when indicated in the 'Notes' and 'Evidence Requirements' sections.

Unit 9 Prepare pharmaceutical products aseptically

Key words and concepts

These definitions are provided to explain how key words and concepts are used in this unit

Standard Operating Procedures	These are referred to as SOPs and include written protocols and procedures. They state the way in which your organisation requires tasks to be carried out to ensure a quality pharmacy service is provided.
Cytotoxic Drug	a cell killing drug used in the treatment of cancer, which also damages normal cells.
Aseptic processing	The transfer of previously sterilised ingredients into a final sterile container using aseptic technique. This is usually carried out to achieve a sterile product when preparing products that are heat sensitive.
Aseptic Technique	A technique of transferring products without allowing any contamination to occur eg coming into contact with the operator's hands or the environment. This is carried out under clean room conditions.
Parenteral Nutrition	A technique for providing an infusion of a mixture of nutrients in appropriate combinations for the patient, providing the sole source of nutrition.
Enteral nutrition	Is provided by tube feeding, delivered to the patient's gastrointestinal system, but not through the mouth.
Isolator	A totally enclosed clean environment for aseptic processing. Air supply is through HEPA filters. Access for manipulations is via glove ports/half suits
Laminar Air Flow Cabinets:	An open workstation with the air moving in one direction supplied through HEPA filters.
HEPA Filters:	High Efficiency Particulate Air Filters, which are used to clean air passing through them.

Unit 9 Prepare pharmaceutical products aseptically

Element 9.1
Prepare the environment, assemble the equipment and the ingredients for the aseptic process

Performance criteria

To meet the National Standard of work

You must always:

1 Ensure that the **preparation area** is maintained clean and free from contamination

2 select the correct **equipment** and containers for the **product** and the process

3 ensure that all **equipment** and containers are clean and free from contamination

4 check the environmental parameters against the requirements for the process

5 take the appropriate action to ensure the environmental parameters are correct

6 select the correct ingredients/materials for the designated **product**

7 select the correct formula and ensure all calculations are correct

8 ensure that you always refer, to the appropriate person, any problems that are outside your role

9 complete clearly and accurately all the relevant **documentation**

10 that at all times you follow the relevant Health and Safety procedures

Range

Scope of standard (see evidence requirements for further details)

The following areas are included in the **preparation area:**
a) preparation room
b) isolator
c) laminar air flow cabinet
d) clean room (background environment)

You will need to show that you can provide evidence of three different types of preparation area from the list above.

The **equipment** you would be expected to work with will include the following:
e) measuring devices
f) pumps
g) filters
h) syringes
i) transfer devices
j) needles
k) giving sets
l) venting device

You will need to provide evidence of five different types of equipment from the list above.

You will need to prepare for the production of different **products** :-
a) IV additives
b) cytotoxic injections
c) parenteral nutrition
d) PCA syringes
e) aseptic topical preparations eg eye drops

The **documentation** used will include the following in written or electronic format:
a) pre-printed worksheets
b) blank worksheets
c) environmental monitoring

You will need to provide evidence of two different types of documentation from the list above.

Unit 9 Prepare pharmaceutical products aseptically

Element 9.1
Prepare the environment, assemble the equipment and the ingredients for the aseptic process

Performance criteria (continued)	*Range (continued)*
	Notes This element asks you to demonstrate preparing the work area and equipment for the aseptic process. Your evidence should demonstrate your understanding of GMP, ability to work within SOPs and recognise when to refer problems to the appropriate person where necessary.

Unit 9 Prepare pharmaceutical products aseptically

Element 9.1
Prepare the environment, assemble the equipment and the ingredients for the aseptic process

Evidence requirements and sources of evidence

Evidence Requirements {refer to **Scope of Standard** (*Range*)}

Evidence must be provided across all the National Standards of Work and the Scope of the Standards.

Examples of where evidence might be generated – see standards

Sources of evidence

Type of Evidence	**Possible examples**
Observation	This is an assessment by your assessor who may be a pharmacist or an experienced technician. This could provide most of your evidence and will be recorded on an observation checklist/ report by your assessor.
Logbook/diary	You should keep a written record of tasks carried out by you, remember to also record any outcomes. Your record must demonstrate how you prepared different work areas and equipment. You must include examples of any documentation used. The entries in your log must be validated by your supervisor/witness.
Witness Testimony	A letter, a report or validation of your log, from someone who has worked with you and can support the evidence you are providing.
Questioning	These could be written or oral and will be necessary to ensure that you have an understanding of the areas and equipment that you do not routinely use.
Documentation	This will include training records, completed work sheets, environmental records
Simulation	This is acceptable to show you can make the products that you would not routinely make. Simulations must be under realistic conditions follow SOPs and use relevant documentation, eg completed worksheets including calculations and labels. Some evidence may be drawn from the practical aspects of your knowledge course

Unit 9 Prepare pharmaceutical products aseptically

Element 9.2
Prepare and pack aseptic products

Performance criteria

To meet the National Standard of work

You must always:

1 ensure you prepare the **product** using the correct **process**

2 correctly pack and label the **product**

3 identify any secondary packaging and ensure that it is correctly labelled

4 clearly and accurately complete all the required **documentation**

5 ensure all in process checks are carried out

6 follow the relevant Health and Safety procedures

Range

Scope of standard (see evidence requirements for further details)

You will be required to provide evidence of three different types of **products** from the following list:

a) IV additives
b) cytotoxic injections/infusions
c) parenteral nutrition
d) PCA syringes
e) aseptic topical preparations eg eye drops

You will need to provide evidence of four different types of **processes**:

f) mixing
g) filtration
h) re-constitution
i) filling
j) dissolving

The **documentation** that you will use will include in written or electronic format:

k) pre-printed worksheets
l) blank worksheets
m) prescriptions or orders

You will need to provide evidence that you know how to use two different types of documentation.

Notes

Your evidence must show that you can consistently meet the National Standards when preparing different pharmaceutical products aseptically using different processes. Your work must be within SOPs and include evidence from the initial documentation through to the checking stage.

Unit 9 Prepare pharmaceutical products aseptically

Element 9.2
Prepare and pack aseptic products

Evidence requirements and sources of evidence

Evidence Requirements {refer to **Scope of Standard** (*Range*)}

Evidence must be provided across all the National Standards of Work and the Scope of the Standards.

Examples of where evidence might be generated – see standards

Sources of evidence

Type of Evidence	**Possible examples**
Observation	This is an assessment by your assessor who may be a pharmacist or an experienced technician. This could provide most of your evidence and will be recorded on an observation checklist/ report by your assessor
Logbook/Diary	You should keep a written record of tasks carried out by you, giving an account of the process carried out also remember to also record any outcomes. This should include preparing and packing of the aseptic product. The entries in your log must be validated by your supervisor/witness
Witness Testimony	A letter, a report or validation of your log from someone who has worked with you and can support the evidence you are providing. This person must be in a position to make a valid statement about your performance
Documents	Copies of batch sheets/work records showing formulae, calculations and materials used
Photographs	Can provide supplementary evidence but must be linked to the logbook/diary and validated by a supervisor
Simulation	This is acceptable to show you can make the products that you would not routinely make. Simulations must be under realistic conditions follow SOPs and use relevant documentation, eg completed worksheets including calculations and labels. Some evidence may be drawn from the practical aspects of your knowledge course

Unit 9 Prepare pharmaceutical products aseptically

Element 9.3
Complete the aseptic process

Performance criteria

To meet the National Standard of work

You must always:

1 Dismantle, clean and decontaminate reusable **equipment**

2 Ensure that all equipment is stored or disposed of correctly

3 Ensure that all materials and waste are clearly labelled and stored or disposed of in accordance with legal requirements

4 Correctly carry out all the required monitoring processes

5 Ensure that all **areas** are decontaminated and cleaned using correct cleaning methods

6 Clearly and accurately complete all necessary **documentation**

7 Ensure that all completed documentation is stored correctly

Range

Scope of standard (see evidence requirements for further details)

You will need to provide evidence that you can use five different types of **equipment** from the following list:
a) measuring devices
b) pumps
c) filters
d) syringes
e) transfer devices
f) needles/giving sets
g) venting device

You will need to provide evidence of three different types of **areas** of work from the following list:
a) preparation room
b) isolator
c) laminar flow cabinet
d) clean room (back ground environment)

You will need to complete two different types of **documentation** in written or electronic format, these will include:
a) blank worksheets
b) environmental records
c) pre – printed worksheets

You will need to provide evidence of three different types of **areas** of work from the following list:

Notes

The evidence for this element will come from you cleaning the equipment and the area after completing the aseptic process and ready to use again.

Unit 9 Prepare pharmaceutical products aseptically

Element 9.3
Complete the aseptic process

Evidence requirements and sources of evidence

Evidence Requirements {refer to **Scope of Standard** (*Range*)}

Evidence must be provided across the National Standards of Work and the Scope of the Standards.

Examples of where evidence might be generated – see standards

Sources of evidence

Type of Evidence	**Possible examples**
Observation	This is an assessment by your assessor who may be a pharmacist or an experienced technician. This could provide most of your evidence and will be recorded on an observation checklist/ report by your assessor.
Logbook/Diary	You should keep a written record of tasks carried out by you, giving an account of the process carried out also remember to also record any outcomes. This should include dismantling and cleaning the equipment and correctly dealing with any waste materials. The entries in your log must be validated by your supervisor/witness
Witness Testimony	A letter, a report or validation of your log from someone who has worked with you and can support the evidence you are providing. This person must be in a position to make a valid statement about your performance
Documents	Copies of batch sheets/work records showing formulae, calculations and materials used
Photographs	Can provide supplementary evidence but must be linked to the logbook/diary and validated by a supervisor
Simulation	This is acceptable to show you can make the products that you would not routinely make. Simulations must be under realistic conditions, follow SOPs and use relevant documentations, eg completed worksheets. Some evidence may be drawn from the practical aspects of your knowledge course

Unit 9 Prepare pharmaceutical products aseptically

Links with other units:

Evidence for this unit may also be valid for the following units.

Unit 1 Elements 1-5
Unit 2 Elements 1, 3 & 4
Unit 4 Elements 1 & 2
Unit 5 Elements 1-3
Unit 6 Elements 1-3
Unit 7 Elements 1-4
Unit 12 Elements 1 & 2

Knowledge and understanding

You must show that you know and understand:

For the whole unit

K1 Current Health and Safety legislation including COSHH
K2 Principles of SOPs and why it is important to work within these procedures
K3 Basic hygiene and the importance of maintaining a clean working environment
K4 Personal hygiene and the use of protective clothing
K5 Current legislation relating to the aseptic preparation of pharmaceutical products eg Farwell Report
K6 The pharmacy recording and documentation system and why it is important to follow these at all times
K7 Principles and procedures for the preparation of aseptic products
K8 The environmental parameters that govern the working area including microbiological monitoring
K9 The appropriate referral procedures
K10 The possible sources of contamination and the appropriate corrective action.
- microbial
- cross-chemical
- physical

Element 9.1: Prepare the environment and equipment for the aseptic process

K11 Principles and procedures for preparing equipment
K12 Selection and use of containers

Element 9.2: Prepare and pack aseptic products

K13 Principles of formulae calculations, weights and measures
K14 Labelling and packaging requirements and conventions
K15 Chemical and physical properties of ingredients relevant to formulation and compounding of aseptic products

Element 9.3: Complete the aseptic process

K16 Principles and procedures for dismantling, cleaning and storage of equipment
K17 Principles and procedures for cleaning and decontamination of preparation area
K18 Principles and procedures for the safe disposal of waste materials including:-
Cytotoxics, corrosives, poisons

Element Evidence Location and Summary Sheet

Element number/title: Element 9.1 Prepare the environment, assemble the equipment and ingredients for the aseptic process Candidate name .....

Item of evidence	Ref	Related to performance criteria (✓)																	Range	Knowledge Evidence Link no (✓)
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17		

I have received this evidence with the candidate and I am satisfied that sufficient authentic evidence has been collected to demonstrate competence for this element

Assessor signature ..... Date .....

I have received the feedback on my assessor's judgements during the collection of this evidence

Candidate's signature ..... Date .....

Element Evidence Location and Summary Sheet

Element number/title: Element 9.2 Prepare and pack aseptic products ..... Candidate name .....

Item of evidence	Ref	Related to performance criteria (✓)																	Range	Knowledge Evidence Link no (✓)
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17		

I have received this evidence with the candidate and I am satisfied that sufficient authentic evidence has been collected to demonstrate competence for this element

Assessor signature ..... Date .....

I have received the feedback on my assessor's judgements during the collection of this evidence

Candidate's signature ..... Date .....

Element Evidence Location and Summary Sheet

Element number/title:...Element 9.3 Complete the aseptic process..... Candidate name .....

Item of evidence	Ref	Related to performance criteria (✓)																	Range	Knowledge Evidence Link no (✓)
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17		

I have received this evidence with the candidate and I am satisfied that sufficient authentic evidence has been collected to demonstrate competence for this element

Assessor signature ..... Date .....

I have received the feedback on my assessor's judgements during the collection of this evidence

Candidate's signature ..... Date .....

Unit summary sheet
Unit 9 Prepare pharmaceutical products aseptically

Elements of competence	
No.	Title
Element 9.1	Prepare the environment, assemble the equipment and ingredients for the aseptic
	process
Element 9.2	Prepare and pack aseptic products
Element 9.3	Complete the aseptic process

The three most frequently used sources of evidence for this unit were
[please tick boxes as appropriate]:

Direct observation	Work products	Questioning	Third party/ Witness testimony	Simulation	Assignments/ projects/case studies/reflective accounts

Assessor name (in capitals) .....

Assessor signature .....

Date .....

Competence has been demonstrated in all the elements of this unit using the required procedures. The evidence meets the requirements for sufficiency and authenticity.

	Name (BLOCK CAPITALS)	Signature	Date
Assessor			
Internal verifier			

I am satisfied with the way the assessment(s) was conducted and with its outcome

	Name (BLOCK CAPITALS)	Signature	Date
Candidate			
Candidate enrolment no			

Name of approved assessment centre		Centre no

Unit 10 Assist in the sale of OTC medicines and provide information to customers on symptoms and products

Elements of competence

Element 10.1 Assist in the sale of OTC medicines
Element 10.2 Provide information and advice on symptoms and OTC medicines

Summary

About this unit

The Royal Pharmaceutical Society of Great Britain has used the underpinning knowledge of this unit as the basis of its training requirements for medicine counter assistants involved in the sale of medicines and giving advice to customers in community pharmacies.

This unit covers the sale of Over The Counter (OTC) medicines and the provision of information and advice to customers. Your practice will be consistent with your workplace role and carried out under the direct supervision of a **registered pharmacist**.

You will at all times work within your pharmacy's protocol on the sales of medicines or **Standard Operating Procedures** (SOPs) that relate to the way in which your pharmacy service is provided within your workplace and this will also include legal and ethical requirements.

Element 1 asks you to show that you can identify the requirements of a range of customers using a questioning technique such as 2WHAM within your own limits of authority and, if appropriate, recommend a suitable GSL or Pharmacy product to meet their needs.

Element 2 asks you to show you can respond to a customer's request for information and advice about products, symptoms and healthcare.

NVQs and SVQs

When you are using these standards as part of an S/NVQ qualification you must demonstrate to your assessor that you consistently meet all the national standards of work and that your evidence is a result of real work completed by yourself. An **Assessment and Evidence Requirements** document is available, this gives a more detailed explanation of the evidence required.

Simulations will only be acceptable when indicated in the **'Notes' and 'Evidence Requirements' sections.**

(continued)

Unit 10 Assist in the sale of OTC medicines and provide information to customers on symptoms and products

Key words and concepts

These definitions are provided to explain how key words and concepts are used in this unit

Standard Operating Procedures	these are referred to as SOPs and include written guidelines. They state the way your organisation requires tasks to be carried out to ensure that a quality pharmacy service is provided. They will include, for example, the questions you must ask a client so that you can correctly identify their needs and the actions you must take.
Referral to the Pharmacist	This occurs when the request for a product or advice is outside your limits of authority and requires the input from your pharmacist. Referral situations could include the sale of medicines to the elderly, pregnant women, children or unusual situations. These referrals are usually identified in the pharmacy protocol and are unique to each pharmacy.

Unit 10 Assist in the sale of OTC medicines and provide information to customers on symptoms and products

Element 10.1
Assist in the sale of OTC medicines

Performance criteria

To meet the National Standard of work

You must always:

1 be courteous to the **customer** and generate goodwill through the way you talk to him or her.

2 use a questioning technique such as 2WHAM to find out the **customer's** requirements.

3 check that the **customer** understands the key points about the medicine and its use

4 place the products in discreet and appropriate packaging before giving them to the **customer**.

5 take payment in line with your organisational policies.

6 where the protocol and/or your experience requires you to refer the sale to the pharmacist, explain to the **customer** the action being taken and why

8 give relevant and critical **information** to the pharmacist about any referral situations

9 refer **customers** to the pharmacist who request medicines with the same active ingredient or with similar action in line with the pharmacy protocol

10 inform the pharmacist when excessive or regular quantities of medicines liable to abuse or misuse are requested before completing the sale

11 inform the **customer** politely when the sale of a medicine cannot be completed because the pharmacist is not in the pharmacy area and take appropriate action

12 treat all information in confidence.

Range

Scope of standard (see evidence requirements for further details)

You must show you can competently deal with all of the following types of customers:

a) customers with a general idea of their needs
b) customers with no idea of their needs
c) customers with special needs
d) those who present as customer's representatives
e) you must demonstrate that you are able to give oral **information** to the customer and the pharmacist
f) you must be able to demonstrate that you can use written **information** such as PILS and pack information to assist customers

You must show you can work within the sales of medicines protocol and SOPS that relate to all of the following medical products:

g) GSL products
h) P products
i) items listed in the pharmacy protocol

Notes

This element requires you to find out the customer's requirements through sensitive questioning then recommend a product if appropriate according to your pharmacy protocol. You must also demonstrate your ability to recognise and refer customers to the pharmacists if they need further advice which is outside your limits of authority.

Resource requirements

You must have access to SOPs, pharmacy protocols, MIMS, BNF, suppliers' catalogues.

Unit 10 Assist in the sale of OTC medicines and provide information to customers on symptoms and products

Element 10.1
Assist in the sale of OTC medicines

Evidence requirements and sources of evidence

Evidence must be provided across all the National Standards of Work and the Scope of the Standards.

Evidence Requirements {refer to **Scope of Standard** (*Range*)}

You are required to provide evidence that you are able to deal with all of the following different types of customers (range a-f):

a) **Customers with a general idea of their needs:** this could be, for example, a customer with a chesty cough and wants a cough medicine.
b) **Customers with no idea of their needs:** this could be a mother with a child that has a rash.
c) **Customers with special needs:** evidence could be from dealing with a pregnant women or customer with medical conditions such as asthma, diabetes or those with impaired sight or hearing.
d) **Those present as customer's representatives:** a parent, a carer or a relative.
e) **Giving oral information to the customer and the pharmacist**
f) **Giving written information:** Pils, pack information in how to use products eg Suppositories

You must be able to assist in the sale of all the following medicinal products:

e) **GSL Products**
f) **P products**
g) **Items listed in the pharmacy protocol** – include a copy of this document

Sources of evidence

Type of Evidence	**Possible examples**
Observation	This is an assessment by your assessor who may be a pharmacist or an experienced technician. This could provide most of your evidence and will be recorded on an observation checklist/ report by your assessor.
Logbook/Diary	You should keep a written record of tasks carried out by you, remember to also record any outcomes. Your record must show how you identify the customer's needs, asking correct questions and obtaining the correct information. The entries in your log must be validated by your supervisor/witness
Witness Testimony	A letter, a report or validation of your log from someone who has worked with you and can support the evidence you are providing. This person must be in a position to make a valid statement about your performance
Questioning	These could be written or oral and show you understand the different types of clients and are able to work within the limits of your role

(continued)

Unit 10 Assist in the sale of OTC medicines and provide information to customers on symptoms and products

Element 10.1
Assist in the sale of OTC medicines

Sources of evidence (continued)

Type of Evidence	**Possible examples**
Documentation	This will include copies of written information such as healthcare leaflets and patient information leaflets as well as a copy of your pharmacy protocol
Certificates	You must show your Certificate of Achievement for a medicines counter assistant's programme if you have completed this programme.
Photographs/audio/video recordings	These will show you dealing with a customer and is linked to your logbook/diary, however remember to take account of patient confidentiality
Simulations	These are NOT allowed for this unit

Unit 10 Assist in the sale of OTC medicines and provide information to customers on symptoms and products

Element 10.2
Provide information and advice on symptoms and OTC medicines

Performance criteria

To meet the National Standard of work

You must always:

1 acknowledge requests for **information and advice** from customers politely and promptly

2 accurately find out the **customer's** needs for information and advice

3 identify when the customer should be referred to the pharmacist using the information obtained and the pharmacy protocol.

4 inform the **customer** when the request for **information and advice** is passed onto the pharmacist and why this action is being taken.

5 provide relevant, complete and up to date **information and advice** to the **customer** that is consistent with the pharmacy protocol.

6 check politely that the information meets the **customer's** needs

7 confirm what additional information is needed and either provide it or refer to the pharmacist, where the information provided does not meet the customer's requirements

8 treat all information in confidence

Range

Scope of standard (see evidence requirements for further details)

You must show you can competently deal with three different types of **customers** with different needs

a) customers with a general idea of their needs
b) customers with no idea of their needs
c) customers with special needs
d) those who present as customer's representatives
e) you must demonstrate that you are able to give oral **information** to the customer.
f) you must be able to demonstrate that you can use written **information** such as PILs and pack information to assist customers

You must show you can provide **information and advice** to customers on all of the following:

g) information about symptoms
h) information about products
i) healthcare advice

Notes

This element requires you to show you can gather the correct information from the customers and respond by giving advice on products, symptoms and healthcare advice within your limits of authority. Any requests that are outside your authority must be accurately and concisely referred to the pharmacist.

Resource requirements

You must have access to SOPs, pharmacy protocols, MIMS, BNF, suppliers' catalogues.

Unit 10 Assist in the sale of OTC medicines and provide information to customers on symptoms and products

Element 10.2
Provide information and advice on symptoms and OTC medicines

Evidence requirements and sources of evidence

Evidence must be provided across all the National Standards of Work and the Scope of the Standards.

Evidence Requirements {refer to **Scope of Standard** (*Range*)}

You must demonstrate you can deal with three of the following types of customers:

a) **Customer with a general idea of their needs:** a customer with a chesty cough and wants a cough medicine.
b) **Customers with no idea of their needs:** this could be a mother with a child that has a rash.
c) **Customers with special needs:** evidence could be from dealing with a pregnant women or customer with medical conditions such as asthma, diabetes or those with impaired sight or hearing.
d) **Those present as customer's representatives:** a parent, a carer or a relative.

Giving:

e) **Oral information:** could be instructions about using the product or emphasising the dosage or any warnings.
f) **Written information:** include copies of patient information leaflets, pack information or healthcare leaflets.

In all of the following formats:

g) **Information about symptoms:** this could be confirming certain symptoms with a customer.
h) **Information about products:** actions and uses of a certain product, emphasising the recommended dosages or any contra indications.
i) **Healthcare advice:** could include smoking cessation, nutrition advice, dealing with head lice.

(continued)

Unit 10 Assist in the sale of OTC medicines and provide information to customers on symptoms and products

Element 10.2
Provide information and advice on symptoms and OTC medicines

Sources of evidence

Type of Evidence	**Possible examples**
Observation	This is an assessment by your assessor who may be a pharmacist or an experienced technician. This could provide most of your evidence and will be recorded on an observation checklist/ report by your assessor.
Logbook/Diary	You should keep a written record of tasks carried out by you, remember to also record any outcomes. Your record must show how you identify the customer's needs through questioning and obtaining the correct information. It will also include a record of the advice given to the customers. The entries in your log must be validated by your supervisor/witness
Witness Testimony	A letter, a report or validation of your log from someone who has worked with you and can support the evidence you are providing. This person must be in a position to make a valid statement about your performance
Questioning	These could be written or oral and show you understand dealing with the different types of clients and are able to work within the limits of your role
Documentation	This will include copies of written information such as healthcare leaflets and patient information leaflets as well as a copy of your pharmacy protocol
Certificates	A copy of your Certificate of Achievement for a medicines counter assistant's programme. If you have completed this course.
Photographs/audio/video recordings	These will show you dealing with a customer and is linked to your logbook/diary
Simulations	These are NOT allowed for this unit

Links with other units:

Evidence for this unit may also be valid for the following units.

Unit 3 Elements 2 & 3
Unit 5 Elements 1-3
Unit 6 Elements 1-3
Unit 12 Elements 1 & 2

Unit 10 Assist in the sale of OTC medicines and provide information to customers on symptoms and products

Knowledge and understanding

You must show that you know and understand:

For the whole unit:

K1 The importance of the pharmacy protocol on the sale of medicines and SOPs, what is listed in them, how to use them and why it is important that they should be followed at all times.
K2 The main actions and side effects of the active ingredients listed in the MCA Formulary (see attached)
K3 The differences between General Sales Medicines (GSL), Pharmacy (P) and Prescription Only Medicines (POM) items
K4 The legal responsibility and authority of the pharmacist and others in the organisation
K5 The use of Questioning techniques such as 2WHAM
K6 Understanding the needs of different types of customers
K7 What sources of information to use, what information to give the customer and what types of information/advice should be supplied by the pharmacist
K8 Legal and ethical requirements for confidentiality

Unit 10 Assist in the sale of OTC medicines and provide information to customers on symptoms and products

Formulary for Sale of OTC medicines

This formulary contains the names of those active ingredient names commonly used in OTC remedies. The underpinning knowledge course must ensure the assistants are familiar with the use of these in over the counter medicines and are able to identify the products in which thy are contained. The course must also ensure that assistants can identify those situations which require referral to the pharmacist before the product(s) are sold.

Aciclovir
Acrivastine
Alcohol
Alginates
Almond oil
Aluminium
Arachis oil
Aspirin
Azelastine
Beclometasone
Benzalkonium
Benzocaine
Benzoyl peroxide
Bisacodyl
Buclizine
Caffeine
Calcium
Cetirizine
Cetrimide
Cetylpyridinium
Chlorhexidine
Chlorphenamine
Cimetidine
Cinnarizine
Clotrimazole
Coal Tar
Codeine
Crotamiton
Dequalinium
Dextromethorphan
Dihydrocodeine
Dimeticone
Diphenhydramine
Domperidone
Famotidine
Felbinac
Fluoride
Fluconazole
Folic acid
Formaldehyde
Glutaraldehyde
Glycerin
Guaifenesin
Hydrocortisone
Hyoscine
Ibuprofen
Iron
Ispaghula
Kaolin
Ketoconazole
Ketoprofen
Lactic acid
Lactulose
Lanolin
Levonorgestrel
Levocabastine
Lidocaine
Liquid paraffin
Loperamide
Loratidine
Magnesium
Malathion
Mebendazole
Mebeverine
Meclozine
Menthol
Miconazole
Minoxidil
Morphine
Nicotinates
Nicotine
Nonoxinol 9
Olive Oil
Oral rehydration solutions
Oxymetazoline
Paracetamol
Peppermint Oil
Permethrin
Phenothrin
Phenylephrine
Phenylpropanolamine
Pholcodine
Piperazine
Piroxicam
Potassium and sodium citrates
Povidone iodine
Promethazine
Propamidine
Pseudoephedrine
Ranitidine
St Johns Wort
Salicylates
Salicylic acid
Selenium sulphide
Senna
Sodium cromoglicate
Sulphur
Tea Tree Oil
Terbinafine
Tolnaftate
Triamcinolone
Triclosan
Tyrothricin
Undecenoic acid
Urea hydrogen peroxide
Vitamins A, B, C, D, E
Witch Hazel
Xylometazoline
Zinc Oxide
Zinc pyrithione

Element Evidence Location and Summary Sheet

Element number/title:...Element 10.1 Assist in the sale of OTC medicines..... Candidate name .....

Item of evidence	Ref	Related to performance criteria (✓)																Range	Knowledge Evidence Link no (✓)
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	

I have received this evidence with the candidate and I am satisfied that sufficient authentic evidence has been collected to demonstrate competence for this element

Assessor signature ..... Date .....

I have received the feedback on my assessor's judgements during the collection of this evidence

Candidate's signature ..... Date .....

Element Evidence Location and Summary Sheet

Element 10.2 Provide information and advice on symptoms and OTC medicines

Element number/title:..... Candidate name .....

Item of evidence	Ref	Related to performance criteria (✓)																	Range	Knowledge Evidence Link no (✓)
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17		

I have received this evidence with the candidate and I am satisfied that sufficient authentic evidence has been collected to demonstrate competence for this element

Assessor signature ..... Date .....

I have received the feedback on my assessor's judgements during the collection of this evidence

Candidate's signature ..... Date .....

Unit summary sheet
Unit 10 Assist in the sale of OTC medicines and provide information to customers on symptoms and products

Elements of competence	
No.	Title
Element 10.1	Assist in the sale of OTC medicines
Element 10.2	Provide information and advice on symptoms and OTC medicines

The three most frequently used sources of evidence for this unit were *[please tick boxes as appropriate]:*

Direct observation	Work products	Questioning	Third party/ Witness testimony	Simulation	Assignments/ projects/case studies/reflective accounts

Assessor name (in capitals) .....

Assessor signature .....

Date .....

Competence has been demonstrated in all the elements of this unit using the required procedures. The evidence meets the requirements for sufficiency and authenticity.

	Name (BLOCK CAPITALS)	Signature	Date
Assessor			
Internal verifier			

I am satisfied with the way the assessment(s) was conducted and with its outcome

	Name (BLOCK CAPITALS)	Signature	Date
Candidate			
Candidate enrolment no			

Name of approved assessment centre		Centre no

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Unit 11 Assist in the provision of community specialist activities

Elements of competence

Element 11.1 Assist in the provision of services outside the pharmacy
Element 11.2 Assist in the supply of appliances
Element 11.3 Endorse and process prescriptions to ensure the appropriate payment

Summary

About this unit

This unit describes the procedures involved in assisting with the provision of community specialist services. You must be working under the direction, control or supervision of a registered pharmacist.

You will at all times work within **Standard Operating Procedures** (SOPs) that relate to the way in which a pharmacy service is provided in your workplace.

Element 1 covers the provision of services outside the pharmacy, this could be at the clients home, a residential or nursing home or at a GP surgery. It is important that you understand the limits of your role and do not provide any information you are unsure about. You must always refer queries to the pharmacist.

Element 2 asks you to show how you would supply and fit appliances. You will need to pay special attention to the needs of the patient and ensure patient confidentiality is kept at all times

Element 3 requires you to demonstrate that you are able to accurately endorse prescriptions in readiness for payment by the pricing bureau. You must show that you understand the different classifications and criteria on which payment is based.

NVQs and SVQs

When you are using these standards as part of an S/NVQ qualification you must demonstrate to your assessor that you consistently meet all the national standards of work and that your evidence is a result of real work completed by yourself. An **Assessment and Evidence Requirements** document has been developed by the sector. This gives a more detailed explanation of the evidence required and must be used in conjunction with these standards.

Simulation will only be acceptable when indicated in the 'Notes' and 'Evidence Requirements' sections.

Key words and concepts

These definitions are provided to explain how key words and concepts are used in this unit

Client	refers to the patient, the patient's representative or the customer
Standard Operating Procedures	these are referred to as SOPs and include written protocols and procedures. They state the way your organisation requires tasks to be carried out to ensure a quality pharmacy service is provided: this would include for example they way in which you should address clients, who should deliver prescriptions and any special forms that need to be completed.

Unit 11 Assist in the provision of community specialist activities

Element 11.1
Assist in the provision of services outside the pharmacy

Performance criteria

To meet the National Standard of work

You must always:

1 Ensure that you identify correctly the **service** required by the client

2 Carry out all the necessary preparations prior to the visit

3 Ensure that the **service** is delivered in accordance with the needs of the client and within SOPs

4 Ensure that the information given to the client is accurate and appropriate to their needs

5 Check that the client understands the information you have given them

6 Complete all **relevant records** accurately and clearly

7 Work within the parameters of your own job role recognising when you should seek advice from the pharmacist

Range

Scope of standard (see evidence requirements for further details)

You must show that you are able to identify and assist in the provision of a variety of **services** these will include:
a) collection of prescriptions
b) delivery of dispensed items
c) monitored dosage systems
d) oxygen provision

Relevant records will include manual or electronic records and will relate to
e) the issuing of equipment
f) owing items
g) financial transactions

Notes

In this element your evidence must demonstrate you providing a service in an environment beyond the pharmacy. This starts from preparing for the visit to delivering the service with clear and accurate instructions within your limits of authority. These services include collection of prescriptions, delivery of dispensed items, monitored dosage systems and oxygen provision.

Resource requirements

You must have access to SOPs, BNF, Drug Tariff, statutory documentation, relevant patient information leaflets.

Unit 11 Assist in the provision of community specialist activities

Element 11.1
Assist in the provision of services outside the pharmacy

Evidence requirements and sources of evidence

Evidence Requirements {refer to **Scope of Standard** (*Range*)}

Evidence must be provided across all the National Standards of Work and the Scope of the Standards.

You must provide evidence of you identifying and assisting in the provision of three of the following services:

a) **Collection of prescriptions:** from the surgery or ward
b) **Delivery of the dispensed items:** could be to the patient's home or a residential nursing home
c) **Monitored dosage systems:**
d) **Oxygen provision:** delivering oxygen cylinder, headset or stand, include copies of any documentation

You must provide evidence that you can complete two different types of records from the following list (range e-f) using manual or electronic records:

e) **the issuing of equipment:** could be forms relating to the loan of oxygen equipment or monitored dosage systems and also a copy of the prescription
f) **owing items:** should include a copy of the owing slip
g) **financial transactions:** could be covered by endorsements of prescriptions

Remember that client confidentiality is very important, when you include documents in your evidence you must ensure that you do not breach this.

Sources of evidence

Type of Evidence	**Possible examples**
Observation	This is an assessment by your assessor who may be a pharmacist or an experienced technician. This could provide most of your evidence and will be recorded on an observation checklist/report by your assessor.
Logbook/Diary	You should keep a written record of tasks carried out by you, remember to also record any outcomes. Your record must show how you identify the correct service for your customer, carried out the preparation and then delivered the service. You must show how you dealt with any queries or problems. The entries in your log must be validated by your supervisor/witness
Witness Testimony	A letter, a report or validation of your log from someone who has worked with you and can support the evidence you are providing. This person must be in a position to make a valid statement about your performance
Questioning	These could be written or oral and show you understand how to provide the different services

(continued)

Unit 11 Assist in the provision of community specialist activities

Element 11.1
Assist in the provision of services outside the pharmacy

Sources of evidence (continued)

Type of Evidence	**Possible examples**
Documentation	This will include copies of written information such as statutory documents, pre-printed forms, copy of prescription. Delete patient details for confidentiality
Photographs/audio/video recordings	These will show you dealing with a customer and is linked to your logbook/diary however remember patient confidentiality
Simulations	These are allowed for this unit to cover services NOT normally offered by your pharmacy

Unit 11 Assist in the provision of community specialist activities

Element 11.2
Assist in the supply of appliances

Performance criteria

To meet the National Standard of work

You must always:

1 ensure that you select the correct **appliance** in accordance with the prescription

2 ensure that the **appliance** prescribed matches the drug tariff criteria

3 match the **appliance** to the requirements of the client and/or the prescriber

4 ensure that any missing information is clarified with the **appropriate person**

5 ensure that you provide all relevant information on the use, maintenance and care of the **appliance** in a clear and at an appropriate level for the client

6 check that the client has understood any information you have given them

7 ensure that all operations which involve physical contact with the client are conducted in a manner which is polite, puts the client at ease and maintains self respect

8 check that all new **appliances** fit correctly and you make any necessary adjustments to ensure the client's comfort and correct use of appliance

9 ensure that the client can fit and use the appliance correctly

10 complete all relevant records and receipts clearly and accurately

Range

Scope of standard (see evidence requirements for further details)

You must show that you are able to supply **different appliances**, these will include:
a) hosiery
b) ostomy care items
c) continence care appliances
d) dressings

You must show that you understand what information is required and when you need clarification from an **appropriate person**, this will be
e) a pharmacist
f) the prescriber

Notes

You must demonstrate providing an appliance on a correctly written prescription and also deal with any missing information. Your evidence should also include giving information relating to the use, care and maintenance of the appliance. When the appliance requires fitting then your evidence should show how you carried out the fitting process and how you ensured the customer is able to follow instructions once they have left the pharmacy.

Resource requirements

You must have access to Drug Tariff, BNF and relevant patient information leaflets.

Unit 11 Assist in the provision of community specialist activities

Element 11.2
Assist in the supply of appliances

Evidence requirements and sources of evidence

Evidence Requirements {refer to **Scope of Standard** (*Range*)}

Evidence must be provided across all the National Standards of Work and the Scope of the Standards.

Your evidence should include assisting in the supply of three different types of the following appliances:

a) **Hosiery:** compression hosiery (eg stockings – thigh or knee length, kneecaps or anklets) issued against an NHS prescription.
b) **Ostomy care items:** should include any items allowed on NHS prescriptions
c) **Continence care appliances:** should include any items allowed on NHS prescriptions
d) **Dressings:** should include any items allowed on NHS prescriptions

You must also provide evidence of your obtaining clarification for both the Pharmacist and prescriber:

e) **A pharmacist:** could include confirmation of type of appliance required, number to order or the supplier
f) **The prescriber:** could be covered when an item is not allowed by the NHS or missing details relating to the product.

Sources of evidence

Type of Evidence	**Possible examples**
Observation	This is an assessment by your assessor who may be a pharmacist or an experienced technician. This could provide most of your evidence and will be recorded on an observation checklist/report by your assessor.
Logbook/Diary	You should keep a written record of tasks carried out by you, remember to also record any outcomes. Your record must show how you identify the correct appliance for your customer, carried out the preparation and then assisted in supplying it to the customer. You must show how you dealt with any queries or problems. The entries in your log must be validated by your supervisor/witness
Witness Testimony	A letter, a report or validation of your log from someone who has worked with you and can support the evidence you are providing. This person must be in a position to make a valid statement about your performance
Questioning	These could be written or oral and show you understand the different types of appliances and to handle supplying then to your customers
	(continued)

Unit 11 Assist in the provision of community specialist activities

Element 11.2
Assist in the supply of appliances

Sources of evidence (continued)

Type of Evidence	**Possible examples**
Documentation	This will include copies of written information such as statutory documents, pre-printed forms and patient information leaflets, copy of prescription Delete patient details for confidentiality
Photographs/audio/video recordings	These will show you dealing with a customer and is linked to your logbook/diary
Simulations	These are allowed for this unit to cover services NOT normally offered by your pharmacy

Unit 11 Assist in the provision of community specialist activities

Element 11.3
Endorse and process prescriptions to ensure the appropriate payment

Performance criteria

To meet the National Standard of work

You must always:

1 check in the appropriate section of the **Drug Tariff** to ensure **items are allowed** on prescriptions

2 ensure all **endorsements** are accurate and appropriate

3 check that any information written on the prescription is legally complete and legible

4 ensure that the number of prescription forms, items and or charges are recorded according to SOPs

5 complete end of month returns correctly, clearly, accurately and promptly

6 ensure that any prescriptions returned by the pricing bureau are dealt with appropriately and promptly

Range

Scope of standard (see evidence requirements for further details)

Endorsements can be done automatically by the computer or manually but you must check to see if they are correct.

You must show that you are able to identify which **items are allowed** on prescription and which type of prescription form should be used, these will include

England & Wales
- GPs
- Nurse Prescribers
- Doctors from clinics or hospitals
- Doctors from drug addiction clinics
- GPs for drug addiction
- Dentists

Scotland
- GPs
- Nurse Prescribers
- Doctors from clinics or hospitals
- Doctors from drug addiction clinics
- GPs for drug addiction
- Dentists

Northern Ireland
- GPs
- Nurses Prescribers
- Dentists

You must be able to identify which sections of the **Drug Tariff** relate to which groups of items.

Notes

This element is covered by evidence of you endorsing and processing prescriptions after they have been dispensed and issued. A description and the relevant records of completing the End of Month process to the Prescription Pricing Authority should also be supplied as evidence.

Resource requirements

You must have access to Drug Tariff and statutory documentation.

Unit 11 Assist in the provision of community specialist activities

Element 11.3
Endorse and process prescriptions to ensure the appropriate payment

Evidence requirements and sources of evidence

Evidence Requirements {refer to **Scope of Standard** (*Range*)}

Evidence must be provided across all the National Standards of Work and the Scope of the Standards.

You must provide evidence to show that you can endorse and process prescriptions, your evidence must include copies of at least **twenty** prescriptions you have endorsed.

These twenty prescriptions must include the following:

For candidates working in ENGLAND & WALES you must include **four** of the following types:
a) GPs
b) Nurse prescribers
c) Doctors from clinics or hospitals
d) Doctors from drug addiction clinics
e) GPs for drug addiction
f) Dentists

And cover *all* of the following sections:
a) Zero Discount (ZD) List
b) Broken Bulk
c) Out of pocket expenses
d) Reconstitution of granules or powders before dispensing
e) Calendar Packs for special containers
f) Multiple prescription charges
g) Drugs with a commonly used pack size
h) Out of Service payments
i) Drugs and other substances not to be prescribed under the NHS Pharmaceutical Services
j) Selected list scheme (SLS)
k) Borderline substances
l) Additional fees

For candidates working in SCOTLAND you must include *four* of the following types:
a) GPs
b) Nurse prescribers
c) Doctors from clinics or hospitals
d) Doctors from drug addiction clinics
e) GPs for drug addiction
f) Dentists

And include *all* of the following sections:
a) Zero discount
b) Dressings
c) Appliances
d) Compression hosiery
e) Incontinence appliances

(continued)

Unit 11 Assist in the provision of community specialist activities

Element 11.3
Endorse and process prescriptions to ensure the appropriate payment

Evidence requirements and sources of evidence (continued)

f) Chemical reagents
g) Borderline substances
h) Multiple charges
i) Drugs and other substances not to be prescribed under the NHS Pharmaceutical Services
j) Selected List Scheme (SLS)
k) Additional fees
l) Calendar packs or Special containers
m) Multiple prescription charges
n) Drugs and commonly used pack sizes

For candidates working in NORTHERN IRELAND your evidence must include *all* of the following prescription types:
a) GPs
b) Nurse prescribers
c) Dentists

And *all* of the following sections:
a) Black List
b) Selected List Scheme
c) Broken Bulk
d) Out of pocket expenses
e) Zero Discount
f) Selected List Scheme (SLS)
g) Reagents

Remember patient confidentiality is important and you must take account of this when providing evidence.

Unit 11 Assist in the provision of community specialist activities

Element 11.3
Endorse and process prescriptions to ensure the appropriate payment

Sources of evidence

Type of Evidence	Possible examples
Observation	This is an assessment by your assessor who may be a pharmacist or an experienced technician. This could provide most of your evidence and will be recorded on an observation checklist/report by your assessor
Logbook/Diary	You should keep a written record of tasks carried out by you, remember to also record any outcomes. Your record must described the process for checking prescriptions and endorsing them. You must show how you dealt with any queries or problems and this will include returning incomplete prescriptions to the prescriber for alterations and those returned by the pricing bureau. The entries in your log must be validated by your supervisor/witness
Witness Testimony	A letter, a report or validation of your log from someone who has worked with you and can support the evidence you are providing. This person must be in a position to make a valid statement about your performance
Questioning	These could be written or oral and show you have an understanding of the Drug Tariff sections
Documentation	Copies at least 20 prescriptions annotated with the relevant part or clause number. All parts or clauses must be covered by at least one prescription
Candidate Statement	This can be used to demonstrate their knowledge of Drug Tariff sections not covered by performance evidence. It must include examples of the items the endorsement covers and when it can be used

Links with other units:

Evidence for this unit may also be valid for the following units.

Unit 1 Elements 1-4
Unit 2 Elements 1, 2 & 4
Unit 3 Elements 1-3
Unit 5 Elements 1-3
Unit 4 Elements 1 & 2
Unit 7 Element 3
Unit 6 Elements 1-3
Unit 12 Elements 1 & 2

Unit 11 Assist in the provision of community specialist activities

Knowledge and understanding

You must show that you know and understand:

For the whole unit

K1 The purpose of the Drug Tariff, including the regulations that govern the supply of oxygen, which items are allowed on prescriptions and the classifications and criteria for the payment.
K2 What are generic names and what are brand names and the difference between them.

Element 11.1: Provision of services outside the pharmacy

K3 How oxygen cylinders and the associated equipment should be used, maintained, stored and transported.
K4 SOPs for the collection and delivery of prescriptions.
K5 SOPs for the collection and disposal of unwanted medicines.
K6 Regulations and policies for the implementation of monitored dosage systems and reasons for implementation.

Element 11.2: Supply of appliances

K7 The correct methods to measure clients for appliance, including elastic hosiery, and the reasons for following them.
K8 SOPs for dispensing or issuing appliances and why it is important to follow them
K9 Reference sources and how to access relevant information.
K10 Use and maintenance of appliances.

Element 11.3: Endorse and process prescriptions

K11 Sources of help when endorsing.
K12 What action to take when presented with an incomplete or unclear prescription.
K13 SOPs for the end of month returns.
K14 Correct paperwork necessary to complete the end of month returns.
K15 Correct packaging of prescriptions.
K16 Why the pricing bureau returns items for clarification.

Element Evidence Location and Summary Sheet

Element number/title:...Element 11.1 Assist in the provision of services outside the pharmacy..... Candidate name .....

Item of evidence	Ref	Related to performance criteria (✓)																	Range	Knowledge Evidence Link no (✓)
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17		

I have received this evidence with the candidate and I am satisfied that sufficient authentic evidence has been collected to demonstrate competence for this element

Assessor signature ..... Date .....

I have received the feedback on my assessor's judgements during the collection of this evidence

Candidate's signature ..... Date .....

Element Evidence Location and Summary Sheet

Element number/title: Element 11.2 Assist in the supply of appliances ..... Candidate name .....

Item of evidence	Ref	Related to performance criteria (✓)																	Range	Knowledge Evidence Link no (✓)
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17		

I have received this evidence with the candidate and I am satisfied that sufficient authentic evidence has been collected to demonstrate competence for this element

Assessor signature ..... Date .....

I have received the feedback on my assessor's judgements during the collection of this evidence

Candidate's signature ..... Date .....

Element Evidence Location and Summary Sheet

Element number/title: Element 11.3 Endorse and process prescriptions to ensure the appropriate payment Candidate name .....

Item of evidence	Ref	Related to performance criteria (✓)																	Range	Knowledge Evidence Link no (✓)
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17		

I have received this evidence with the candidate and I am satisfied that sufficient authentic evidence has been collected to demonstrate competence for this element

Assessor signature ..... Date .....

I have received the feedback on my assessor's judgements during the collection of this evidence

Candidate's signature ..... Date .....

Unit summary sheet
Unit 11 Assist in the provision of community specialist activities

Elements of competence	
No.	Title
Element 11.1	Assist in the provision of services outside the pharmacy
Element 11.2	Assist in the supply of appliances
Element 11.3	Endorse and process prescriptions to ensure the appropriate payment

The three most frequently used sources of evidence for this unit were *[please tick boxes as appropriate]:*

Direct observation	Work products	Questioning	Third party/ Witness testimony	Simulation	Assignments/ projects/case studies/reflective accounts

Assessor name (in capitals) .....

Assessor signature .....

Date .....

Competence has been demonstrated in all the elements of this unit using the required procedures. The evidence meets the requirements for sufficiency and authenticity.

	Name (BLOCK CAPITALS)	Signature	Date
Assessor			
Internal verifier			

I am satisfied with the way the assessment(s) was conducted and with its outcome

	Name (BLOCK CAPITALS)	Signature	Date
Candidate			
Candidate enrolment no			

Name of approved assessment centre		Centre no

Unit 12 Facilitate learning through demonstration and instruction

Elements of competence

Element 12.1 Demonstrate skills and methods to learners
Element 12.2 Instruct learners

Summary

About this unit

This unit has been developed by the **Employment NTO** it describes the and planning and delivery of work based instruction. You will need to demonstrate that you can facilitate the learning of individuals and small groups. You must at all times take account of Health and Safety legislation and take account of this when planning the training session.

Element 1 requires you to show that you are able to plan a demonstration based on identified learning needs of your audience. This will include the establishment of a good learning environment and a session that takes account of the abilities of the audience.

Element 2 this covers the identification of the learning need of the audience paying attention to factors that could possibly inhibit learning. You will be required to provide supplementary information that will support the learning.

NVQs and SVQs

When you are using these standards as part of an S/NVQ qualification you must demonstrate to your assessor that you consistently meet all the national standards of work and that your evidence is a result of real work completed by yourself. An **Assessment and Evidence Requirements** document has been developed by the sector. This gives a more detailed explanation of the evidence required and must be used in conjunction with these standards. Simulation is **not** acceptable for this unit.

Key words and concepts

These definitions are provided to explain how key words and concepts are used in this unit

Group of Learners	this is made up of four to ten people
Demonstration	this includes the analyses of the skills to be demonstrated, the selection of appropriate equipment, the selection of a suitable location and an overall plan
Instruction	the collection of information on the needs of the learners, agreed learning outcomes, supplementary information.

Unit 12 Facilitate learning through demonstration and instruction

Element 12.1
Demonstrate skills and methods to learners

Performance criteria

To meet the National Standard of work

You must be able to:

1 Base the demonstration on an accurate analysis of the components of the skill and the sequence in which it must be learnt

2 Ensure that the **demonstration** is an accurate and realistic reflection of real practice.

3 Pace and sequence the demonstration in order to maximise learning

4 Encourage learners to ask questions and seek clarification at appropriate stages in the demonstration

5 Provide learners with opportunities to practice the skill being demonstrated and provide constructive feedback

6 Provide additional **demonstration** of skills to reinforce learning

7 Ensure that demonstrations take place in a safe **environment** and allow learners to see the demonstration clearly

8 Respond to learners needs during the demonstration as necessary

9 Minimise distractions and disruptions whenever possible

Range

Scope of standard (see evidence requirements for further details)

Demonstrations will be made to individual and small groups.

When using different types of **equipment** you will need to show that it is appropriate for the demonstration

It is important that the **environment** chosen for the demonstration is appropriate and you will need to take account of this in your report

Resource requirements

There are no specific resources for this unit.

Unit 12 Facilitate learning through demonstration and instruction

Element 12.1
Demonstrate skills and methods to learners

Evidence requirements and sources of evidence

Evidence Requirements {refer to **Scope of Standard** (*Range*)}

You are required to plan a demonstration based on the learning needs of your learner or learners. You must show you have considered where would be the ideal place to hold the event and considered the varying abilities of the learners. It is expected that you would not normally complete this unit until you have almost completed your training.

Unit 12 Facilitate learning through demonstration and instruction

Element 12.2
Instruct learners

Performance criteria

To meet the National Standard of work

You must be able to:

1 Match the content of **instruction** to the needs of the learners

2 Identify which learning outcomes will be achieved through instruction

3 Ensure that the manner, level and pace of the instruction encourages learner participation

4 Check learners understanding at regular intervals and adapt instruction as appropriate

5 Provide learners with feedback in a positive and constructive manner on both the process and learning outcomes

6 Identify factors which inhibit learning and review them with learners

7 Provide clear and accurate supplementary information which reinforces learning points

Range

Scope of standard (see evidence requirements for further details)

Instruction will be to individuals and small groups

Feedback will be given to individuals and small groups in a manner that is appropriate to the situation

Notes

This element requires you using instruction to develop the learners.

Unit 12 Facilitate learning through demonstration and instruction

Element 12.1
Demonstrate skills and methods to learners

Element 12.2
Instruct learners

Evidence requirements and sources of evidence

Evidence must be provided across all the National Standards of Work and the Scope of the Standards.

Evidence Requirements {refer to **Scope of Standard** (*Range*)}

Element 12.1:

You are required to provide evidence of carrying out demonstrations to individuals and small groups using different types of equipment.

a) **Demonstrations:** could include operating a piece of equipment, making an extemporaneous preparation, undertaking a new role within the pharmacy.
b) **Equipment:** will include using a computer, overhead projector, a video in the demonstration or relevant piece of equipment.
c) **Environment:** could be in the pharmacy or in a training room.

Element 12.2:

You are required to provide evidence of giving instruction and providing feedback to individuals and small groups.

d) **Instruction:** could include 'hands on' operation of a piece of equipment, making an extemporaneous preparation.
e) **Feedback:** discussing the performance with the learner, providing written statement.

Sources of evidence

Type of Evidence	**Possible examples**
Observation	This is an assessment by your assessor who may be a pharmacist or an experienced technician. This could provide most of your evidence and will be recorded on an observation checklist/report by your assessor
Logbook/Diary	You should keep a written record of tasks carried out by you, remember to also record any outcomes. Your record must show how managed the training activities. The entries in your log must be validated by your supervisor/witness
Witness Testimony	A letter, a report or validation of your log from someone who has worked with you and can support the evidence you are providing. This person must be in a position to make a valid statement about your performance
Questioning	These could be written or oral and show you understand the different types of appliances and to handle supplying then to your customers
	(continued)

Unit 12 Facilitate learning through demonstration and instruction

Element 12.1
Demonstrate skills and methods to learners

Sources of evidence (continued)

Type of Evidence	**Possible examples**
Documentation	This can include copies of training plans, records of training and assessment undertaken including results of assessments and feedback given
Photographs/audio/video recordings	Recordings of the candidate delivering training and giving feedback to trainees

Links with other units:

Evidence for this unit may also be valid for the following units.

Unit 12 Facilitate learning through demonstration and instruction

Knowledge and understanding

You must show that you know and understand:

For the whole unit

K1 How to put learners at their ease and gain their active participation
K2 How to select between demonstration and instruction as learning methods
K3 How to identify individual learning methods
K4 How to identify and integrate different learning opportunities
K5 Methods of structuring and sequencing demonstrations and instructional sessions
K6 Likely factors which inhibit learning and possible ways of overcoming them
K7 How to check learners' understanding and progress

Element 12.1: Demonstrate skills and methods to learners

K8 How to select from a range of demonstration techniques
K9 How to sequence and pace demonstrations as a means of facilitating learning
K10 The distinctive features of demonstration as a means of facilitating learning
K11 Which types of learning are best achieved and supported through demonstrations

Element 12.2: Instruct learners

K12 How to match instruction with individual learning needs and learning outcomes
K13 How to sequence and pace information and gauge appropriateness of language for learners
K14 How to select and prepare appropriate materials
K15 The distinctive features of instructional techniques as a means of facilitating learning
K16 Which types of learning are best achieved and supported through instruction

Element Evidence Location and Summary Sheet

Element number/title:...Element 12.1 Demonstrate skills and methods to learners..... Candidate name .....

Item of evidence	Ref	Related to performance criteria (✓)																	Range	Knowledge Evidence Link no (✓)
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17		

I have received this evidence with the candidate and I am satisfied that sufficient authentic evidence has been collected to demonstrate competence for this element

Assessor signature ..... Date .....

I have received the feedback on my assessor's judgements during the collection of this evidence

Candidate's signature ..... Date .....

Element Evidence Location and Summary Sheet

Element number/title:...Element 12.2 Instruct learners..... Candidate name .....

Item of evidence	Ref	Related to performance criteria (✓)																	Range	Knowledge Evidence Link no (✓)
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17		

I have received this evidence with the candidate and I am satisfied that sufficient authentic evidence has been collected to demonstrate competence for this element

Assessor signature ..... Date .....

I have received the feedback on my assessor's judgements during the collection of this evidence

Candidate's signature ..... Date .....

Unit summary sheet
Unit 12 Facilitate learning through demonstration and instruction

Elements of competence	
No.	Title
Element 12.1	Demonstrate skills and methods to learners
Element 12.2	Instruct learners

The three most frequently used sources of evidence for this unit were *[please tick boxes as appropriate]:*

Direct observation	Work products	Questioning	Third party/ Witness testimony	Simulation	Assignments/ projects/case studies/reflective accounts

Assessor name (in capitals) .....

Assessor signature .....

Date .....

Competence has been demonstrated in all the elements of this unit through the agreed assessment procedures. The evidence meets the requirements for sufficiency and authenticity.

	Name (BLOCK CAPITALS)	Signature	Date
Assessor			
Internal verifier			

I am satisfied with the way the assessment(s) was conducted and with its outcome

	Name (BLOCK CAPITALS)	Signature	Date
Candidate			
Candidate enrolment no			

Name of approved assessment centre		Centre no

Key Skills Mapping

Key Skills Level 1-4		Units from Pharmacy Services Level 3 NVQ											
	Information technology	1 Dispense medicines and products	2 Control stock of pharmaceutical materials and equipment	3 Providing pharmaceutical information and advice	4 Ensure your own actions reduce the risks to health and safety	5 Manage your work and development	6 Provide an effective pharmacy service for customers	7 Support the use of pharmacy information technology	8 Manufacture and assemble sterile and non-sterile batch medical products	9 Prepare pharmaceutical products aseptically	10 Assist in the sale of OTC medicines and provide information to customers on symptoms and products	11 Assist in the provision of community specialist activities	12 Facilitate learning through demonstration and instruction
Lev 1 IT1.1	Find, explore and develop information												
Lev 1 IT1.2	Present information												
Level 2 IT2.1	Search for and select information												
IT2.2	Explore and develop information, and derive new information	✓	✓	✓		✓	✓	✓	✓	✓	–	✓	✓
IT2.3	Present combined information	✓	✓	✓			✓	✓	✓	✓	–	✓	✓
Level 3 IT3.1	Plan and use different sources to search for and select information required			✓		✓	✓	✓			–		✓
IT3.2	Explore, develop and exchange information, and derive new information												
IT3.3	Present information from different sources												
Level 4 IT4.1	Develop a strategy for using IT skills												
IT4.2	Monitor progress and adapt your strategy												
IT4.3	Evaluate your overall strategy and present												

Key Skills Mapping

Key Skills Level 1-4		Units from Pharmacy Services Level 3 NVQ											
		1 Dispense medicines and products	2 Control stock of pharmaceutical materials and equipment	3 Providing pharmaceutical information and advice	4 Ensure your own actions reduce the risks to health and safety	5 Manage your work and development	6 Provide an effective pharmacy service for customers	7 Support the use of pharmacy information technology	8 Manufacture and assemble sterile and non-sterile batch medical products	9 Prepare pharmaceutical products aseptically	10 Assist in the sale of OTC medicines and provide information to customers on symptoms and products	11 Assist in the provision of community specialist activities	12 Facilitate learning through demonstration and instruction
	Application of Number												
Level 1	N1.1 Interpret straightforward information												
	N1.2 Carry out straightforward calculations (amounts and sizes, scales and proportions, handling statistics)												
	N1.3 Interpret the results of your calculations and present your findings												
Level 2	N2.1 Interpret information from two different sources, including material containing a graph	✓	✓	✓	–	✓	–	–	✓	✓			✓
	N2.2 Carry out calculations (amounts and sizes, scales and proportions, handling statistics, using formulae)	✓	✓	✓	–	✓	–	–	✓	✓		✓	✓
	N2.3 Interpret the results of your calculations and present your findings	✓	✓	✓	–	✓	–	–	✓	✓		✓	✓
Level 3	N3.1 Plan and interpret information (including a large data set)												
	N3.2 Carry out multi-stage calculations to do with (amounts and sizes, scales and proportions, handling statistics, rearranging and using formulae)												
	N3.3 Interpret the results of your calculations, present your findings and justify your methods												
Level 4	N4.1 Develop a strategy for using application of number skills												
	N4.2 Monitor progress and adapt your strategy												
	N4.3 Evaluate your overall strategy and present the outcomes from your work												

Key Skills Mapping

Key Skills Level 1-4			Units from Pharmacy Services Level 3 NVQ											
			Dispense medicines and products	Control stock of pharmaceutical materials and equipment	Providing pharmaceutical information and advice	Ensure your own actions reduce the risks to health and safety	Manage your work and development	Provide an effective pharmacy service for customers	Support the use of pharmacy information technology	Manufacture and assemble sterile and non-sterile batch medical products	Prepare pharmaceutical products aseptically	Assist in the sale of OTC medicines and provide information to customers on symptoms and products	Assist in the provision of community specialist activities	Facilitate learning through demonstration and instruction
		Communication	1	2	3	4	5	6	7	8	9	10	11	12
Level 1	C1.1	Take part in one to one discussion and a group discussion about different, straightforward subjects												
	C1.2	Read and obtain information from two different types of documents about straightforward subjects, including one image												
	C1.3	Write two different types of documents about straightforward subjects, include one image												
Level 2	C2.1a	Contribute to a discussion about a straightforward subject												
	C2.1b	Give a short talk about a straightforward subject												
	C2.2	Read and summarise information from two extended documents about a straightforward subject (with one image)												
	C2.3	Write two different types of documents about straightforward subjects, include one extended document and one image												
Level 3	C3.1a	Contribute to a discussion about a complex subject	✓	–	✓	✓	✓	–	–	✓	✓	–	–	✓
	C3.1b	Make a presentation about a complex subject (include one image)	–	–	✓	✓	✓	–	✓	–	–	–	–	✓
	C3.2	Read and synthesise information from two extended documents about a complex (include one image)	–	✓	✓	✓	✓	✓	✓	–	–	–	–	–
	C3.3	Write two different types of documents about complex subjects, include on extended document and one image	–	✓	✓	✓	✓	–	✓	✓	✓	–	–	✓
Level 4	C4.1	Develop a strategy for using communication skills over an extended period of time				✓								
	C4.2	Monitor progress and adapt your strategy				✓								
	C4.3	Evaluate your overall strategy and present the outcomes from your work												

Key Skills Mapping

Key Skills Level 1-4		Units from Pharmacy Services Level 3 NVQ												
		1 Dispense medicines and products	2 Control stock of pharmaceutical materials and equipment	3 Providing pharmaceutical information and advice	4 Ensure your own actions reduce the risks to health and safety	5 Manage your work and development	6 Provide an effective pharmacy service for customers	7 Support the use of pharmacy information technology	8 Manufacture and assemble sterile and non-sterile batch medical products	9 Prepare pharmaceutical products aseptically	10 Assist in the sale of OTC medicines and provide information to customers on symptoms and products	11 Assist in the provision of community specialist activities	12 Facilitate learning through demonstration and instruction
	Working with others												
Level 1	WO1.1 Plan with others what needs to be done, confirm understanding and responsibilities												
	WO1.2 Work with others towards achieving given objectives												
	WO1.3 Identify progress and ways of improving work with others												
Level 2	WO2.1 Plan the activity with others, identifying objectives and helping to allocate responsibilities												
	WO2.2 Work with others towards achieving identified objectives, organising tasks, supporting co-operative working												
	WO2.3 Exchange information on progress and agree ways of improving work with others												
Level 3	WO3.1 Plan the activity with others, agreeing objectives, responsibilities and working arrangements	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓
	WO3.2 Work towards achieving the agreed objectives, seeking to establish and maintain co-operative working	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	WO3.3 Review the activity with others against agreed objectives	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Level 4	WO4.1 Develop a strategy for using skills in working with others												
	WO4.2 Monitor progress and adapt your strategy												
	WO4.3 Evaluate your overall strategy and present the outcomes from your work												

Key Skills Mapping

	Key Skills Level 1-4	Units from Pharmacy Services Level 3 NVQ											
		1 Dispense medicines and products	2 Control stock of pharmaceutical materials and equipment	3 Providing pharmaceutical information and advice	4 Ensure your own actions reduce the risks to health and safety	5 Manage your work and development	6 Provide an effective pharmacy service for customers	7 Support the use of pharmacy information technology	8 Manufacture and assemble sterile and non-sterile batch medical products	9 Prepare pharmaceutical products aseptically	10 Assist in the sale of OTC medicines and provide information to customers on symptoms and products	11 Assist in the provision of community specialist activities	12 Facilitate learning through demonstration and instruction
	Improving own learning and performance												
Level 1	LP1.1 Confirm your understanding of targets and how these will be met, with the person setting them												
	LP1.2 Follow plans, using support given by others to help meet your targets												
	LP1.3 Review your achievements and progress in meeting targets with help from an appropriate person												
Level 2	LP2.1 Help set targets with an appropriate person and plan how to meet them												
	LP2.2 Using plans, identify support from others, take responsibility for some decisions												
	LP2.3 Review progress with an appropriate person and provide examples of evidence of achievement												✓
Level 3	LP3.1 Agree targets and plan how these are met	✓				✓							✓
	LP3.2 Use your plan, seeking feedback and support from relevant sources	✓				✓							✓
	LP3.3 Review progress establishing evidence of achievements, and agree action for improving performance	✓				✓							✓
Level 4	LP4.1 Develop a strategy for using skills in improving own learning and performance												
	LP4.2 Monitor progress and adapt your strategy												
	LP4.3 Evaluate your overall strategy and present the outcomes from your work												

Key Skills Mapping

Key Skills Level 1-4		Units from Pharmacy Services Level 3 NVQ											
	Problem solving	1 Dispense medicines and products	2 Control stock of pharmaceutical materials and equipment	3 Providing pharmaceutical information and advice	4 Ensure your own actions reduce the risks to health and safety	5 Manage your work and development	6 Provide an effective pharmacy service for customers	7 Support the use of pharmacy information technology	8 Manufacture and assemble sterile and non-sterile batch medical products	9 Prepare pharmaceutical products aseptically	10 Assist in the sale of OTC medicines and provide information to customers on symptoms and products	11 Assist in the provision of community specialist activities	12 Facilitate learning through demonstration and instruction
Level 1 PS1.1	Confirm your understanding of the given problem and identify two options for solving it, with help from an appropriate person												
Level 1 PS1.2	Plan and try out at least one option for solving the problem												
Level 1 PS1.3	Follow given methods to check whether the problem has been solved and describe the results												
Level 2 PS2.1	Identify the problem and come up with two options for solving it	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Level 2 PS2.2	Plan and try out at least one option for solving the problem, obtaining support, and making any changes necessary	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Level 2 PS2.3	Apply given methods to check whether the problem has been solved and describe results and explain results	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Level 3 PS3.1	Recognise, explore and describe the problem, and agree the standards for its solution	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Level 3 PS3.2	Generate and compare two options which could be used to solve the problem, and justify the option chosen	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Level 3 PS3.3	Plan and implement at least one option for solving the problem, and review progress towards its solution	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓
Level 3 PS3.4	Agree and apply methods to check whether the problem has been solved, describe the results and review the approach	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Level 4 PS4.1	Develop a strategy for using skills in problem solving												
Level 4 PS4.2	Monitor progress and adapt your strategy												
Level 4 PS4.3	Evaluate your overall strategy and present the outcomes from your work												

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