Assessor's guidelines for the: SVQ 2 in Pharmacy Services at SCQF level 5 SVQ 3 in Pharmacy Services at SCQF level 6

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About this guide

This guide provides some practical examples of how to assess your candidates for the **SVQ 2 and 3 in Pharmacy Services at SCQF levels 5 and 6**. You may be able to think of other ways of assessing your candidates and recording your decisions about their competence.

Using assessments based on these examples does not guarantee successful verification — it is still your responsibility to ensure that internal quality assurance procedures are followed.

Introduction

This introduction provides a brief overview of SVQs and how they are assessed in the workplace. If you are already familiar with the concept of SVQs, you may wish to go to the next section.

About SVQs and the SCQF

Scottish Vocational Qualifications (SVQs) are work-based qualifications which set the level of occupational competence for each sector of the economy and are usually delivered in the workplace or in partnership with a college or other training provider. The qualifications have been designed by standards-setting bodies made up of experienced practitioners who represent employers, professional bodies, trade unions, education and voluntary organisations.

Each standards-setting body is responsible for developing national standards which define what employees (or potential employees) must be able to do, how well, and in what circumstances, to show that they are competent in their work.

Each SVQ which a standards-setting body develops has to fit into a broad framework which allows qualifications in the UK and throughout Europe to be compared.

There are SVQs for nearly all occupations in Scotland and they are available at SVQ levels 1–5. SVQs are currently notionally placed in the SCQF as the individual SVQs may be at differing SCQF levels and have differing amount of credit points, depending on the structure and context of the SVQ. SVQs are a means of recognising the skills and knowledge people need in employment, ie job competence. Successful completion of an SVQ provides clear evidence that the learner works to nationally recognised occupational standards.

Each Unit defines one aspect of a job or work-role, and says what it is to be competent in that aspect of the job. To be awarded a full SVQ, learners must achieve each of the SVQ Units which make it up by demonstrating that they are competent in that aspect of the job. The Units which make up the SVQ can also be taken as freestanding awards. Some SVQs or SVQ Units are incorporated into other awards or programmes including HNCs and Modern Apprenticeships.

Explanation of levels

SVQ 1 (SCQF level 4)	Competence involves the application of knowledge and skills in the performance of a range of varied work activities, most of which may be routine or predictable.
SVQ 2 (SCQF level 5)	Competence involves the application of knowledge and skills in a significant range of varied work activities, performed in a variety of contexts. At this level, there will be activities, which are complex or non-routine and there is some individual responsibility and autonomy. Collaboration with others, perhaps through membership of a work group or team, may often be a requirement.
SVQ 3 (either SCQF level 6 or 7)	Competence involves the application of knowledge and skills in a broad range of varied work activities, most of which are complex and non-routine. There is considerable responsibility and autonomy, and control or guidance of others is often present.
SVQ 4 (either SCQF level 8 or 9)	Competence involves the application of knowledge and skills in a broad range of complex technical or professional work activities, performed in a wide variety of contexts and with a substantial degree of personal responsibility and autonomy. Responsibility for the work of others and the allocation of resources is often present.
SVQ 5 (SCQF level 11)	Competence involves the application of skills and a significant range of fundamental principles across a wide and often unpredictable variety of contexts. Very substantial personal autonomy and often significant responsibility for the work of others and for the allocation of substantial resources feature strongly, as do personal accountability.

For further information on SCQF go to **www.scqf.org.uk**.

How are standards defined in SVQs?

All SVQs consist of standards which can be broken down into various parts.

Units define the broad functions carried out in the sector, and are made up of a number of Elements. These **Elements** describe the activities which employees have to perform, and will require candidates to demonstrate certain skills or knowledge and understanding.

The quality of performance in what people must be able to do — how well they have to perform — is described by **Performance Criteria**. These may also be called **statements of competence** or **what candidates should do**.

The section on **knowledge and understanding** says what candidates must know and understand, and how this knowledge applies to their jobs.

You may also come across standards containing statements on **scope**. These statements could, for example, list the equipment that candidates are expected to be familiar with and use in their occupational area.

You may, however, find that information on the context, nature and amount of evidence which is required to prove competence (which used to be given in Range Statements and Evidence Requirements) is now defined in the **assessment guidance** for the qualification. Assessment guidance is drawn up by the awarding body and is packaged along with the standards to form the SVQ.

Who is involved in SVQs?

There are several roles:

- **the candidate:** the person who wants to achieve the SVQ (eg an employee)
- **the assessor*:** the person who assesses the candidates and decides if they are competent (eg supervisor)
- **the internal verifier*:** an individual nominated by the centre (eg a company) who ensures that assessors apply the standards uniformly and consistently (eg supervisor's line manager)
- **the External Verifier*:** an individual appointed by SQA who ensures that standards are being applied uniformly and consistently across all centres offering the SVQ

*Assessors and verifiers in centres will be asked by SQA to prove they have the appropriate occupational competence to assess and verify the SVQ. Occupational competence has been defined by the standards-setting body in the Assessment Strategy for this SVQ(s) — see SQA's website: **www.sqa.org.uk**.

Assessors and verifiers are also expected to obtain an appropriate qualification in assessment and verification — this can be the Assessor/Verifier Units (the national standards for assessment and verification), or an alternative qualification which SQA also recognises.

The steps involved in assessing a candidate for an SVQ

In deciding whether a candidate should get an SVQ, you will go through these stages:

- planning for assessment
- generating and collecting evidence of the candidate's competence in the Units
- judging the evidence of the candidate's ability and making an assessment decision based on the evidence
- recording the assessment decision and the candidate's achievement

1 The SVQ in Pharmacy Services levels 2 and 3

The SVQs in Pharmacy Services have been developed by Skills for Health and the Royal Pharmaceutical Society of Great Britain are intended for people working in the Pharmacy Sector.

These people may be working as dispensing assistants, assistant technical officers, student pharmacy technicians or qualified technicians. They will require skills and knowledge in legal and ethical aspects of pharmacy practice, pharmaceutics, pharmacology, dispensing practice, human physiology, sale of over the counter medicines, health and safety, oral and written communication skills, working as part of a team and reflecting on own practice and aseptic dispensing

The SVQs are designed to be assessed in the workplace, or in conditions of the workplace. Examples of the settings or centres in which the SVQs are likely to be delivered include: community pharmacies, hospital pharmacies, MOD establishments and General Practitioner (GP) practices.

Delivery may be supported through partnerships with colleges, particularly with respect to knowledge requirements

Structure of the SVQs

This section lists the Units which form the SVQ in Pharmacy Services levels 2 (GA07 22) and 3 (GA08 23).

Level 2

Mandatory Units

SQA ref	SCQF level	SSC ref	Title
FA2T 04	5	Pharm 01	Assist with the Provision of a Pharmacy Service to Meet Individual Needs
F7EG 04	N/A	H&S: HSS1	Make Sure Your Own Actions Reduce Risks to Health and Safety
DK5R 04	N/A	HSC 241	Contribute to the Effectiveness of Teams

Optional Units

SQA ref	SCQF level	SSC ref	Title
FA2C 04	5	Pharm 05	Assist in the Sale of Medicines and Products
FA2D 04	5	Pharm 07	Receive Prescriptions from Individuals
FA2E 04	6	Pharm 09	Assemble Prescribed Items
FA2F 04	6	Pharm 12	Order Pharmaceutical Stock
FA2G 04	5	Pharm 13	Receive Pharmaceutical Stock
FA2H 04	5	Pharm 14	Maintain Pharmaceutical Stock
FA2J 04	5	Pharm 15	Issue Pharmaceutical Stock
FA2K 04	5	Pharm 16	Assist in the Manufacture and Assembly of Medicinal Products
FA2L 04	6	Pharm 18	Prepare Aseptic Products
FA2M 04	5	Pharm 21	Prepare Documentation, Materials, Components and Other Items for the Preparation of Aseptic Products
FA2N 04	5	Pharm 22	Assist in the Preparation of Documentation, Materials, Components and Other Items for Manufacture and Assembly of Medicinal Products
FA2P 04	6	Pharm 27	Undertake an In-Process Accuracy Check of Assembled Prescribed Items, Prior to a Final Accuracy Check
FA2R 04	5	Pharm 32	Assist in the Issue of Prescribed Medicines

Level 3

Core/Mandatory Units

SQA ref	SCQF level	SSC ref	Title
FA3D 04	6	Pharm 02	Provide an Effective and Responsive Pharmacy Service
FA3E 04	6	Pharm 03	Process Pharmaceutical Queries
F7EG 04	N/A	H&S: HSS1	Make Sure Your Own Actions Reduce Risks to Health and Safety
DK57 04	7	HSC 33	Reflect On and Develop Your Practice
FA2D 04	5	Pharm 07	Receive Prescriptions from Individuals
FA2V 04	7	Pharm 08	Confirm Prescription Validity
FA2E 04	6	Pharm 09	Assemble Prescribed Items
FA2W 04	6	Pharm 10	Issue Prescribed Items
FA2X 04	6	Pharm 11	Prepare Extemporaneous Medicines for Individual Use
FA2F 04	6	Pharm 12	Order Pharmaceutical Stock
FA2G 04	5	Pharm 13	Receive Pharmaceutical Stock
FA2H 04	5	Pharm 14	Maintain Pharmaceutical Stock
FA2J 04	5	Pharm 15	Issue Pharmaceutical Stock
FA2P 04	6	Pharm 27	Undertake an In-Process Accuracy Check of Assembled Prescribed Items, Prior to a Final Accuracy Check

Optional Units

SQA ref	SCQF level	SSC ref	Title
FA2Y 04	6	Pharm 04	Provide Advice On Symptoms and the Actions and Uses of Medicines
FA2C 04	5	Pharm 05	Assist in the Sale of Medicines and Products
FA31 04	6	Pharm 17	Manufacture and Assembly of Medicinal Products
FA32 04	6	Pharm 19	Prepare Aseptic Products and Carry Out In-Process Checking
FA33 04	5	Pharm 20	Prepare Documentation, Materials and Other Items for Manufacture and Assembly of Medicinal Products
FA2M 04	5	Pharm 21	Prepare Documentation, Materials, Components and Other Items for the Preparation of Aseptic Products
FA34 04	6	Pharm 23	Check Documentation, Materials, Components and Other Consumables for the Production of Aseptic Products
FA35 04	5	Pharm 24	Provide an Effective Service in a Setting Outside the Pharmacy
FA36 04	6	Pharm 25	Assist in the Supply of Pharmaceutical Appliances
FA37 04	6	Pharm 26	Process Prescriptions for Payment
FA38 04	7	Pharm 30	Prepare to Conduct a Review of an Individual's Medicines
D9RJ 04	N/A	ENTO L 11	Enable Learning Through Demonstrations and Instruction
DK5R 04	N/A	HSC 241	Contribute to the Effectiveness of Teams

Optional Extra Units

SQA ref	SCQF level	SSC ref	Title
FA39 04	7	Pharm 28	Undertake the Final Check of Dispensed Medicines and Products
FA3A 04		Pharm 29	Take a Medication History from an Individual
FA3C 04		Pharm 31	Determine the Suitability of an Individual's own Medicine for Use

An Assessment Strategy for the SVQ

As part of its review of the SVQs, the standards-setting body Skills for Health has developed an Assessment Strategy which defines a range of requirements:

the occupational expertise of assessors and verifiers
a definition of simulation
definition of the workplace
information on a model of independent assessment or external quality control

The relevant parts of the Assessment Strategy are published on SQA's website (**www.sqa.org.uk**), and both SQA and centres must comply with these requirements.

Why would people be interested in the SVQ?

People will take SVQs for a variety of reasons; to gain promotion, to prove their job competence, personal development, or to meet a professional body's registration requirements. There will be other reasons too. One of the first things to do is to find out why your candidates want to do the SVQ, and to advise them of the appropriateness of the qualification. If anyone is acting as a coach or mentor to your candidates, they might help you to do this.

How do candidates begin?

Choosing the SVQ

You should make sure that candidates get guidance before starting out on an SVQ — they need advice to ensure that their existing job remit, skills, experience, and their plans for progression, are matched to the SVQ selected. It does not have to be you as the assessor, who carried out the matching process, but whoever has responsibility for this should ensure that the assessment opportunities available to the candidate are also considered.

An example

Sophie left school without the qualifications she required to train to become a pharmacy technician. She accepted a post as an assistant technical officer in a hospital pharmacy, in the hope that she could gain experience of working in a pharmacy environment and progress to train to become a qualified pharmacy technician. After three months in post and through her Personal Development Performance and Review — PDPR (appraisal), Sophie told her reviewer of her ambitions and aspiration to become a qualified pharmacy technician and asked if she could be considered for the next available position of student pharmacy technician.

Sophie's manager discussed this with the head of department who agreed to allow Sophie to undertake some Units from the SVQ Pharmacy Services level 2 qualification using Units relevant to her post, as some of the Units were the same in both qualifications. This would enable Sophie to become familiar with working to standards, generating evidence and portfolio building. It would also identify if Sophie would cope with the work at level 2 before putting her forward to undertake the SVQ Pharmacy Services level 3 qualification. It was agreed that Sophie would undertake the following three Units from the level 2 Group Award (one mandatory and two optional).

- Make Sure your Own Actions Reduces Risks to Health and Safety (mandatory at level 2 and 3)
- Receive Prescriptions from Individuals (optional at level 2 and mandatory at level 3)
- Assemble Prescribed Medicines (optional at level 2 and mandatory at level 3)

The head of department arranged for Sophie to attend the local training provider's induction session for SVQs in Pharmacy Services, in order to provide guidance and support to Sophie on how to collect evidence and construct a portfolio to achieve the Units.

Sophie's manager, who was also a qualified work-based assessor arranged to observe Sophie carrying out her day-to day duties to assess her for '*Make Sure your Own Actions Reduces Risks to Health and Safety'* and '*Assemble Prescribed Medicines',* as they could integrate these assessments making it cost effective and not to over assess Sophie. An assessment plan was prepared and agreed with Sophie to assess the three Units using a combination of observation, questioning, expert witness and simulation as methods of assessment. *A simulated emergency (spillage of cytotoxic medicines) was planned, as all Performance Criteria may not be covered through Sophie's day-to-day activities. An expert witness was also to be used, as a work-based assessor would not be available for all the assessments.*

2 Preparing to assess the SVQ

This section offers practical advice on how to begin to go about assessing your candidates for the SVQ. This advice is offered as examples of good practice — you may develop your own approaches to assessing your candidates which also work well.

Your role and your candidate's role

Assessing the SVQ will involve several stages. Both you and the candidate should be clear on your roles in the assessment process before you begin.

Your role

ensure candidates understand what is to be assessed and how it is to be assessed
ensure the conditions and resources required for assessment are available
help candidates to identify and gather evidence
observe and record candidates carrying out the activities described in the standards — records should say what has been observed, how it was carried out, and what it demonstrates
assess products of the candidate's own work
question candidates and record results
help candidates to present evidence
authenticate the evidence candidates provide
judge evidence and make assessment decisions
identify gaps or shortfalls in candidates' competence
provide feedback to candidates throughout the assessment process
record achievement

Candidates' role

prepare for assessment — become familiar with the standards, what is to be assessed and how it is to be assessed
help to identify sources of evidence and how these could be assessed
carry out activities, and/or produce products of own work, and/or answer questions
gather and present evidence
receive and act on feedback from the assessor

Planning

In planning for assessment, you will find it helpful to meet with your candidate and plan what is to be assessed, in what way, and when and where the assessment is to take place. This discussion can be confirmed in the form of an agreed assessment plan between you and your candidate.

You should treat assessment plans as working documents — they can be updated and changed as you review progress with your candidate.

As you are planning assessment, don't forget to make the most of opportunities to *integrate* assessment. This means planning to assess an activity which draws on the contents of different Units or Elements. It can be a practical and cost-effective way of assessing your candidate's competence.

If you are a new assessor working towards your A/V Units (the national standards in assessment and verification) you will need copies of completed assessment plans as part of your evidence.

To help you plan for assessment, we have produced an assessment plan which covers Units:

Receive Prescriptions from Individuals
Make Sure your Own Actions Reduces Risks to Health and Safety (mandatory at level 2 and 3)

You will notice that we have included spaces to enter dates when the assessment plan has been reviewed. Any gaps identified during these reviews should be discussed with your candidates and noted for action in the assessment plan.

Assessment plan

Units:	Pharm 07 Receive Prescriptions from Individuals HSS1 Make Sure your Own Actions Reduces Risks to Health and Safety				
Activities	**PCs**	**Method of assessment/Sources of evidence**	**Date of assessment**	**Evidence already available**	**Links to other Units (PCs and scope)**
Receive prescriptions from individuals, in different pharmacy settings	PC 1-4, 6-14 All scope	Observation Questioning Witness testimony Personal Statement	09/03/2010 23/04/2010 13/04/2010 23/04/2010	Successful completion of in-house training programme	Make sure your own actions reduces risks to Health and Safety Pharm 01 Assist with provision of a pharmacy service to meet individual needs PCs 1-8 and scope Different situations Verbal and non verbal forms of communication Needs of the individual
Questioning for knowledge and understanding not apparent from performance to be identified from 2nd review	PC 5 still to be covered				

Assessor's signature: *Stewart Smith*

Candidate's signature: *Sophie Button*

Date of agreement: *02/03/2010*

1st review due: *25/04/2010*

2nd review due:

Date of completion:

Selecting methods of assessment

The methods of assessment you use should be valid, reliable and practicable.

By *valid* we mean that the assessment method should be appropriate to the standards
By *reliable* we mean that the assessment method should ensure consistent results when used with different candidates, different assessors and on different occasions
By *practicable* we mean that the method ensures that the assessment makes best use of available resources, equipment and time

Before you assess a candidate, you must make sure that the methods of assessment you have chosen to use, along with any assessment materials (such as questions and sample answers) have been agreed within your centre through its system of internal quality assurance. This system is often called *internal verification* — its purpose is to help to ensure that assessment methods are valid, reliable and practicable.

There are both benefits and challenges when you are assessing SVQs in the workplace, or in conditions in the workplace. When you select methods of assessment, you should try to offer the candidate the benefits of workplace assessment and minimise any potential difficulties.

The benefits might be:

- *flexible planning of assessment to meet the needs of the service*
- *assessment progresses at candidate's own pace of learning*
- *candidate's familiarity with the environment and equipment*
- *good relationship between candidate and assessor*

The challenges might be:

- *staff shortages*
- *having to meet the needs of the patients/clients before that of the candidate*
- *staff not familiar with the standatds*
- *interuptions*
- *over familiarity between candidate and assessor*
- *heavy workload*

Example

You might agree with a candidate working in the pharmacy, who has to demonstrate how to deal with difficult customers, that this will be carried out by **observation** as and when such situations arise. If you are an assessor who is working alongside the candidate you should be well placed to observe the candidate's performance, perhaps using a prepared checklist, and to question the candidate about the situation afterwards. However, if a work-based assessor is not available an Expert Witness may be used, provided they meet the criteria specified in the Skills for Health Assessment Strategy for Pharmacy Support Services Qualifications.

Methods of assessment

Assessment may involve a range of assessment methods. For SVQs, some of the most commonly used methods are observation, product evidence, and questioning.

Observation

Observation by an **assessor** or **expert witness** is considered to be the most valid and reliable method of assessment. It can be organised in a variety of ways:

working alongside the candidate
arranging to visit when naturally-occurring activities are carried out by the candidate
arranging for activities to take place

Observation by the assessor/expert witness can often be supplemented by other types of assessment methods such as questioning. For example, it may be appropriate to ask oral questions of candidates as they carry out naturally-occurring activities.

Observation could be used to demonstrate the candidate's competence in assembling prescribed medicines. This would give the assessor the opportunity to authenticate the candidates evidence against the Performance Criteria.

Product evidence

As candidates work towards achieving the SVQ, they will produce evidence in the form of products of their work. The nature of this evidence can vary widely depending on what the candidate's job entails, but examples of product evidence include:

- a copy of a prescpription they have received from a client before dispensing
- a copy of the prescription after dispensing showing appropriate annotation
- dispensed items

Questioning

Candidates have to show that they can meet the knowledge specifications for the SVQs. For these SVQs, knowledge and understanding is specified for each Unit. Much of a candidate's knowledge and understanding will be apparent from what they do or produce as part of their work, but this will not always be the case, and questioning can be a useful way of confirming what candidates know and understand.

Questions can be asked in a variety of forms, such as oral questions, short answer written questions, and multiple choice.

You should be careful that the method of questioning does not go beyond the competence required for the SVQ and become a barrier to fair assessment. For example, some candidates will feel more comfortable with oral questions than written.

Candidates can be asked questions while they are being observed, to show they have the required knowledge and understanding, if it is not apparent by their performance.

Q What would you do if when assembling a prescribed item you noticed that the cream was a different colour than usual?

A I would notify an appropriate person, such as a more senior colleague or a pharmacist.

Q Why do you think it might be a different colour?

A The company may have changed the formulation or it may not have been stored incorrectly.

Other methods of assessment

These methods, like questioning, are often used for authentication. See section 3 for more about authenticating candidates' evidence.

Personal statements

You might sometimes find it helpful to ask a candidate to give an account of why they did an activity in a certain way or how they produced a product of their work. This is often referred to as a *personal statement*. You should take care to ensure that by asking candidates to produce such statements, you are not asking them to demonstrate competence beyond what is required by the standards. You should also be selective in the use of personal statements, and make sure they have not been produced as a substitute to a more valid, reliable and practical method of assessment.

Professional discussion

Professional discussion is a discussion which is planned and led by the assessor and must be recorded in such a way as to create an audit trail. It is not a question and answer session, but more of a chance for wider ranging discussions reflecting and evaluating on areas decided during the planning process.

Professional discussion provides a holistic approach to assessing knowledge and understanding and is useful in determining not only what and how a candidate is performing, but also their analytical and decision-making abilities, especially if the candidate and assessor do not work closely together.

Expert witness

It may not always be practicable for the work-based assessor to be present when a candidate is ready for assessment. If this is the case an expert witness may be used. The role of the expert witness is to submit evidence to the competence of the candidate in meeting the Performance Criteria in any given Unit. The expert witness must be a practising registered pharmacist or a pharmacy technician that meets registration requirements of the regulating body, and who is competent in the area of practice to which the National Occupational Standard being assessed applies.

All expert witnesses must be inducted by the training provider (SQA approved centre) with whom the candidates are registered with to undertake the SVQ. They must be familiar with the standards for those Units they are to be expert witnesses for. They must also understand the training provider's recording requirements and will need guidance on the skills required to provide valid, fair, reliable and practicable evidence.

However, it is not necessary for an expert witness to hold asssessor qualifications, as a qualified assessor must make the assessment decision on the evidence submitted.

Witness testimony

For practical reasons, you may not be able to observe all the activities carried out by your candidates, but might feel that other people may be able to provide a statement on what your candidates have been doing or producing as part of their work. Statements of this kind are called *witness testimony*, and are often used to support other evidence produced by candidates. If witness testimony is used, you should, ideally, identify witnesses and opportunities for using their testimony as part of assessment planning.

You should bear in mind that the weight of the evidence will vary, depending on the knowledge and expertise of the person providing the witness testimony. You will have to take these factors into account as you make your judgement.

Strongest	Someone with considerable occupational expertise in the candidate's area of work and who is familiar with the standards. This person may also be an assessor or internal verifier qualified with the A/V Units or 'D-Units'.
	Someone with considerable occupational expertise in the candidate's area of work and who is familiar with the standards.
	Someone with considerable occupational expertise in the candidate's area of work, but with no knowledge of the standards.
	Someone who may be a colleague of the candidate, but with no knowledge of the standards.
Weakest	Someone with no or little knowledge of the candidate's work or no knowledge of the standards.

Witness testimony is unlikely to be sufficient in itself for a decision about the candidate's competence, and would normally be supplemented by questioning candidates.

Simulation

Simulation is any structured assessment exercise involving a specific task which reproduces real-life situations. Simulation will normally **only be permitted** in the **three** following Units:

- Prepare Extemporaneous Medicines for Individuals
- Make Sure your Own Actions Reduces Risks to Health And Safety
- Issue Pharmaceutical Stock

The use of simulation in other Units is only permitted in circumstances specified within Unit guidance and should only be used in the minority of cases, ie where performance is critical and:

- where events occur infrequently and yet a high degree of confidence is required that the candidate would act appropriately, ie when cash is being handled when this does not happen routinely in the workplace, or
- where events may happen frequently but where there is a risk of harm to the candidate or service user in a real situation, ie dealing with aggressive or abusive situations

Where simulations are used they must replicate work activities in realistic (but not necessarily actual) workplace environments and must be approved by the External Verifier before being used.

On some occasions, it may not be practical to assess a candidate in real work. Examples might be where the standards require candidates to carry out emergency or contingency procedures, or where client confidentiality is an issue, or where a candidate's job role does not cover all aspects of the qualification.

Skills for Health Assessment Strategy has defined what it regards as simulation, and has specified in the standards when simulation is and is not acceptable. The standards also state when candidates must demonstrate competence in the workplace.

For more details on simulation and what constitutes performance in the workplace, look at the Assessment Strategy on SQA's website: **www.sqa.org.uk**.

Other sources of evidence

Other sources of evidence can be previous experience or learning, case studies or assignments.

SQA's *Guides to Assessment and Quality Assurance* (see section 5) have more advice on methods of assessment and how to ensure that your assessment is valid, reliable and practicable.

3 Generating evidence

The methods of assessment you use should generate sufficient evidence to demonstrate the candidate's competence.

We described earlier the circumstances in which you might choose to use different methods of assessment. Starting on the next page, this section gives you examples of forms which you can use to record and present evidence of:

observation (by the assessor/expert witness)
questions and candidate responses
personal statement (produced by the candidate)
witness testimony

There are blank forms which you can copy and use in assessment in Appendix 1.

Observation

For observation, note that the form asks you to record the skills and activities observed. This helps you to make a judgement on how the activity was carried out and what it demonstrates.

Observation record

Unit: **Pharm 07 Receive prescriptions from individuals**
Candidate: **Sophie Button** **Date of observation:** **09/03/2010**
Evidence index number: **1A**

Skills/activities observed:	**PCs covered:**
When receiving the prescription, Sophie asked the client if the prescription was for herself or for someone else in a polite and courteous manner and did not discuss any details on the prescription with anyone else.	PC 1 and 2 Scope — Individual (b) Prescriptions (a and c)
Sophie confirmed the client's name and address were correct and that the prescription met all legal requirements. She asked if they paid for their prescriptions.	PC 3 a, b and c
The client said that she did pay for her medicines and Sophie told them of the appropriate prescription fee. *Sophie told the client that the medicine was available and would take approximately 15 minutes to dispense. Sophie then asked her if she wanted to wait or come back later. The client wished to wait.*	PC 4a, c, e
Sophie asked the client how she wanted to pay and the client said cash. Sophie took the cash from the client, rang up the till and gave her the correct change and receipt.	PC 5 Scope — transactional procedures (a and b)
Sophie asked her to complete the back of the prescription in accordance with government requirements.	PC 3
Sophie entered the prescription onto the dispensary computer system following SOPs.	PC 7
Sophie forwarded the prescription to the pharmacist for validation.	PC 6 Scope — Appropriate person (a)

Knowledge and understanding apparent from this observation:

Legislation, policy and good practice — K1,K2 and K3
Specific health related knowledge and skills — K8
Procedures and techniques — K11

Other Units/Elements to which this evidence may contribute:

Assessor's comments and feedback to candidate:

That was very good, Sophie. You managed to cover a lot of performance and criteria and scope. I was very pleased with how you spoke to the client showing respect and empathy with them. You were confident and showed a good knowledge of the practices carried out in the dispensary.

There are still some PCs and scope that we will still need to cover such as receiving prescriptions from patient's representatives and other healthcare staff. I would also like you to be able to show you can receive prescriptions from people with special needs. You will also need to show you are competent to receive prescriptions from people who are exempt from paying. as this is the majority of our workload

I can confirm the candidate's performance was satisfactory.

Assessor's signature: Stewart Smith Date: 09/03/2010

Candidate's signature: Sophie Button Date: 09/03/2010

Questions and candidate responses

This form can be used to record any questions you might ask the candidate to establish what they know and understand. You should note the candidate's responses on this form too.

Note that there is a space near the top of the form for you to record when, where, how and why you asked the questions.

Where you want to give the candidate written questions, this form could also be used.

Record of questions and candidate's answers

Unit: HSS1 Make Sure Your Own Actions Reduces Risks to Health and Safety

Evidence index number: 1B

Circumstances of assessment:

While working in the dispensary Sophie will dispense precsriptions for the oncology out-patients clinic.

List of questions and candidate's responses:

Q: Who is responsible for health and safety in your workplace? (K2, K3 K8, K10)

A: Everyone is responsible for health and safety, ensuring they report any hazards to a senior colleague.

Q: What protective clothing should you wear when handling cytotoxic medicines? (K5, K9, K15)

A: Gloves

Q: What equipment would you use when dispensing cytotoxic tablets from a bulk container? (K13)

A: I would ensure that I used the designated tablet counter for cytotoxic tablets and that it was clean and free from contamination before using it.

Q: What would you do if when taking medicines from the fridge to dispense for a prescription you noticed it stated on the label 'store at room temperature'? (K7, K14)

A: I would report this to a senior colleague and then carry out any actions they told me to do, eg quarantine the medicines until the company was contacted to identify if the medicine was safe to use or not.

Assessor's signature: Stewart Smith Date: 23/04/2010

Candidate's signature: Sophie Button Date: 23/04/2010

Candidate's personal statement

If a personal statement is being used as evidence, it should be completed by the candidate. The statement should record what they did, how and why they chose to carry out an activity or produce work in a certain way. Where other people may have been present during an activity and they may be able to provide witness testimony, the candidate should record how the statement links to other evidence in the column provided.

Personal statement

Date	Evidence index number	Details of statement **Pharm 07 Receive Prescriptions from Individuals**	Links to other evidence (enter numbers)	Unit, PCs and scope covered
23/4/10	**1C**	*I received a prescription from an outpatient at the dispensary hatch who was attending the oncology clinic. First of all, I checked with the patient in a courteous and polite manner that their name and address were correct and that the prescrition had been signed by a doctor. When I was doing this, I spoke quietly to the patient so that other people could not hear in order to maintain patient confidentiality. I knew that we did not have one of the medicines in stock as there was a supply problem from the company and that we would not have stock until later that day. I asked them if they would prefer to go to their GP and get the medicines supplied from their community pharmacy, or would they like us to post it out to them as soon as our supplies came in from the supplier. They said that their son worked locally and that he would get them to collect it if we phone him when the medicines came in.* *I gave the patient a receipt for his prescription, in line with the department procedures, to ensure that he received the correct items when he came back.* *I then logged the prescription in the diary, annotated it to say that the patient was to be telephoned once his prescription was ready for collection. I then put the prescription in the tray for validation by the pharmacist ensuring I followed departmental SOPs at all times.*	**Pharm 02** Provide an effective and responsive pharmacy service	**Pharm 07 Receive prescriptions from individuals** **Scope- prescriptions — paper-based, NHS** **PCs 1, 2, 3a, 3b, 4d, 4e, 4f, 6, 7** **Scope Individual — patients** **Scope Dispensary records — paper-based** **Scope Appropriate person —** pharmacist

Signed (candidate): Sophie Button

Date: 23/04/2010

Witness testimony

Remember when you begin to use witness testimony that it must be capable of being authenticated — even if the testimony itself is being used to authenticate a candidate's claim to competence.

To make sure the witness testimony is genuine, you must ensure that you have a record of who is acting as a witness, their relationship to the candidate (eg supervisor, client) address, telephone number and the date. There are spaces for this information in the form.

Witness testimony

SVQ title and level:	Pharmacy Services level 2 and 3 Pharm 07 Receive Prescription from Individuals
Candidate's name:	Sophie Button
Evidence index no:	1D
Index no of other evidence which this testimony relates to (if any):	May be cross referenced to 'Provide an Effective and Responsive Pharmacy Service'
Date of evidence:	13/04/2010
Name of witness:	Sara McDermott
Designation/relationship to candidate:	Senior colleague

Details of testimony:

I can confirm that while working with Sophie in the dispensary during her community work placement I observed Sophie receive a prescription from a regular client. She spoke to then in a courteous manner asking them how they were doing. She then checked the prescription to ensure it had been signed by the doctor and that the client had signed the exemption section on the reverse of the GP10. Sophie remembered that there was a manufacturer's supply problem with one of the items on the prescription, so she spoke to me asking me what she should do. I told her to ask the client if they had any of the medicine at home. Sophie did this and then realised that the client would have enough until our order arrived from an emergency supplier. She then asked the client if they were happy for us to deliver the outstanding medicine to their home once it had arrived. The client was very happy with this and thanked Sophie for her help.

I asked Sophie what she would do once the prescription ahd been dispensed. She replied' I would check it had been competd properly and the file it with the other prescriptions to be sent to the prescribing bureau at the end of the month for payment.

I can confirm the candidate's evidence is authentic and accurate.

Signed by witness: *Sara McDermott* Date: *13/04/2010*

Community pharmacist
McDermott's Pharmacy
12 Craigend Road
0131 672 000000

Witness (please tick the appropriate box)**:**

☐ Holds A1 or D32/D33 qualifications

☒ Is familiar with the SVQ standards to which the candidate is working

Filling the gaps

There may come a time when your candidate has provided evidence for most of the Unit (or SVQ), but there are some gaps. For example, you may find that certain situations, such as handling contingencies, have not arisen during assessment. Often these will relate to dealing with health and safety issues, or unexpected problems with workflow like delays in receiving information from another part of the organisation.

In this SVQ, such gaps are likely to occur in generating evidence for:

- transactional procedures in *Receive a Prescription from an Individual*, if working in a Scottish hospital.

You may be able to overcome these by:

- Setting up a simulation to cover Transactional Procedures
- Arranging a placement in a community pharmacy to cover Transactional Procedures

Guidance and support to candidates

At all times during the assessment process — from planning through to making your assessment decision — feedback should be on-going, clear and constructive. Feedback should be given against the national standards by relating it to the evidence provided, including the knowledge specifications.

Where there are any shortfalls in a candidate's competence, you should discuss these with your candidate and make plans for re-assessment.

Judging candidate evidence and making an assessment decision

In judging candidate evidence, you must be satisfied that your candidates can work consistently to the required standard, and that the evidence they have produced is their own. You must consider whether your candidate understands and applies the knowledge evidence and how this links to performance evidence.

Evidence must:

be relevant to the SVQ
be authentic
show current competence
be sufficient to help you form a decision about the candidate's competence

Insufficient evidence

You have to judge whether the candidate has produced enough evidence required by the standards for you to reach a decision about their evidence.

Where there is insufficient evidence, you should say this to your candidate. You should tell them that it is not that they are not yet competent — there is simply not enough evidence on which to make a decision.

In this situation, your feedback to your candidates must help them produce more evidence and/or plan for further assessment.

Authenticating candidates' evidence

Authentication is required where you have not observed candidates' performance at first hand.

You can check whether a candidate has produced evidence which they claim shows their competence by questioning them or, if this is appropriate, asking them to produce a personal statement, using witness testimony, or seeking peer reports from other colleagues of the candidate.

4 Recording achievement

You should retain all evidence — clearly referenced — for internal and external verification.

The candidate's evidence is normally kept in a file, often called a *portfolio*. These documents help you and your candidates to collect, present and cross-reference the evidence to the national standards. They are also a means of recording your assessment decisions, and they tell an External Verifier what stage a candidate has reached in achieving the SVQ.

Recording documents do not need to be paper-based — it is possible to use an electronic format for collecting and structuring the evidence. Whatever format you and your candidates choose to use, the documents must show what evidence was generated, the assessment decisions you made, how the evidence meets the standards, and where the evidence can be located. You should avoid photocopying items simply to put them in a portfolio — a clear explanation of where the evidence can be found (for example, in a filing cabinet) may be sufficient for the External Verifier to follow it up and include it in the visit.

There are various reasons why record-keeping is so important:

it provides a way of tracking a candidate's progress in achieving an SVQ
it helps candidates to make claims for certification of their competence
internal verifiers and External Verifiers use the records to sample assessment decisions
it helps us to monitor the quality assurance of our qualifications

If your candidates' evidence is incomplete, or cannot be located, or if there is inaccurate cross-referencing to the standards, there is a risk that an internal verifier or External Verifier will be unable to confirm your assessment decisions.

To help you and your candidate present evidence and record your assessment decision, we have provided examples of the forms which you and your candidate might use to compile the portfolio.

Completing the Unit progress record
Using the evidence index
Completing the Element achievement record

These forms are also used in SQA's portfolio.

Completing the Unit progress record

You should complete this form each time your candidate achieves a Unit from the SVQ by adding your signature and the date next to the relevant Unit.

At this stage, candidates should make sure they have completed the recording documents correctly and that their evidence can be easily located. Only then should they circle the relevant Unit number at the top of the form. This enables both of you to see at a glance what stage the candidate is at in their SVQ.

Unit progress record

Qualification and level: **Pharmacy Services level 2**
Candidate: **Sophie Button**

To achieve the whole qualification, you must prove competence in three **mandatory** Units and four **optional** Units.

Unit Checklist

Mandatory	**Pharm 01**	**H&S:HSS1**	**HSC 241**		
Optional	**Pharm 05**	**Pharm 07**	**Pharm 09**		

Mandatory Units achieved

Unit Number	Title	Assessor's Signature	Date
FA2T 04	Assist With the Provision of a Pharmacy Service to Meet Individual Needs	Stewart Smith	25/05/2010
F7EG 04	Make Sure your Own Actions Reduce Risks to Health and Safety	Stewart Smith	25/05/2010
DK5R 04	Contribute to the Effectiveness of Teams		

Optional Units achieved

Unit Number	Title	Assessor's Signature	Date
FA2C 04	Assist in the Sale of Medicines and Products		
FA2D 04	Receive Prescriptions From Individuals	Stewart Smith	25/05/2010
FA2E 04	Assemble Prescribed Items		
FA2F 04	Order Pharmaceutical Stock		
FA2G 04	Receive Pharmaceutical Stock		
FA2H 04	Maintain Pharmaceutical Stock		
FA2J 04	Issue Pharmaceutical Stock		
FA2K 04	Assist in the Manufacture and Assembly of Medicinal Products		
FA2L 04	Prepare Aseptic Products		
FA2M 04	Prepare Documentation, Materials, Components and Other Items for the Preparation of Aseptic Products		
FA2N 04	Assist in the Preparation of Documentation, Materials, Components and Other Items for Manufacture and Assembly of Medicinal Products		
FA36 04	Assist in the Supply of Pharmaceutical Appliances		
FA2P 04	Undertake an In-Process Accuracy Check of Assembled Prescribed Items, Prior to a Final Accuracy Check		
FA2R 04	Assist in the Issue of Prescribed Medicines		

Unit progress record

Qualification and level: **Pharmacy Services level 3**
Candidate: **Susan Perfect**

To achieve the whole qualification, you must prove competence in 14 **mandatory** Units and one **optional** Unit.

Unit Checklist

Mandatory	**Pharm 02**	**Pharm 03**	**HSS1**	**HSC33**	**Pharm 07**
	Pharm 08	**Pharm 09**	**Pharm 10**	**Pharm 11**	**Pharm 12**
	Pharm 13	**Pharm 14**	**Pharm 15**	**Pharm 27**	
Optional	**Pharm 19**				

Mandatory Units achieved

Unit Number	Title	Assessor's Signature	Date
FA3D 04	Provide an Effective and Responsive Pharmacy Service service		
FA3E 04	Process Pharmaceutical Queries		
F7EG 04	Make Sure your Own Actions Reduce Risks to Health and Safety		
DK57 04	Reflect On and Develop Your Practice		
FA2D 04	Receive Prescriptions from Individuals		
FA2V 04	Confirm Prescription Validity		
FA2E 04	Assemble Prescribed Items		
FA2W 04	Issue Prescribed Items		
FA2X 04	Prepare Extemporaneous Medicines for Individual Use		
FA2F 04	Order Pharmaceutical Stock		
FA2G 04	Receive Pharmaceutical Stock		
FA2H 04	Maintain Pharmaceutical Stock		
FA2J 04	Issue Pharmaceutical Stock		
FA2P 04	Undertake an In-Process Accuracy Check of Assembled Prescribed Items, Prior to a Final Accuracy Check		

Optional Units achieved

Unit Number	Title	Assessor's Signature	Date
FA2Y 04	Provide Advice On Symptoms and the Actions and Uses of Medicines		
FA2C 04	Assist in the Sale of Medicines and Products		
FA31 04	Manufacture and Assembly of Medicinal Products		
FA32 04	Prepare Aseptic Products and Carry Out In-Process Checking		
FA33 04	Prepare Documentation, Materials and Other Items for Manufacture and Assembly of Medicinal Products		
FA2M 04	Prepare Documentation, Materials,		

Unit Number	Title	Assessor's Signature	Date
	Components and Other Items for the Preparation of Aseptic Products		
FA34 04	Check Documentation, Materials, Components and other Consumables for the Production of Aseptic Products		
FA35 04	Provide an Effective Service in a Setting Outside the Pharmacy		
FA36 04	Assist in the Supply of Pharmaceutical Appliances		
FA37 04	Process Prescriptions for Payment		
FA38 04	Prepare to Conduct a Review of an Individual's Medicines		
D9RJ 04	Enable Learning Through Demonstrations and Instruction		
DK5R 04	Contribute to the Effectiveness of Teams		

Using the index of evidence

The purpose of the index of evidence is to help you locate and work through the candidate's evidence. It should give you a summary of what evidence the candidate has collected, and where (eg in a portfolio) it can be found.

The index of evidence should be completed by entering:

the index number for each piece of evidence
a description of each piece of evidence
the place or location where it can be found
the initials of the internal verifier and the date (if they have sampled the candidate's evidence)

Ideally, it should be candidates themselves (with your support and encouragement) who complete the index.

You must make sure that the information in the evidence index is accurate when your candidates' portfolios are presented for assessment and verification — particularly the information about where the evidence can be located. This is important because we suggest that anything which has been produced as day-to-day work is kept in its normal location, but anything which has been produced through assessment for the SVQ, eg observation checklists, is filed in the candidate's portfolio. In this way, your candidate can avoid having to photocopy work products just for the sake of including them in a portfolio. It also means that evidence produced as a result of assessment is kept safely in a central file.

If the index of evidence is not completed with an accurate description and location of the evidence, there is a risk that an internal verifier or External Verifier might be unable to confirm your assessment decisions.

Index of evidence

SVQ title and level: Pharmacy Services level 2

Evidence number	Description of evidence	Included in portfolio (Yes/No) If no, state location	Sampled by the IV (initials and date)
1A	Observation — *Receive Prescriptions from Individuals*	Y	JF 25/05/2010
1B	Questions — *Make Sure Your Own Actions Reduces Risks to Health and Safety*	N Health and Safety Folder	JF 25/05/2010
1C	Personal statement — *Receive Prescriptions from Individuals*	Y	JF 25/05/2010
1D	Witness testimony — *Receive Prescriptions from Individuals*	Y	JF 25/05/2010

Completing the Unit achievement record

To help you and your candidates cross-reference the evidence to the standards of the SVQs, we have provided records similar to those produced in the SQA portfolio. Use one record for each Unit. The grids should be completed by:

entering the evidence index number in the first column
giving a brief description of the evidence in the second
ticking the relevant boxes for the Performance Criteria (or statements of competence as they are sometimes known)
entering the areas of knowledge and understanding the piece of evidence covers

If integrated assessment is used (linking PCs across different Units) the evidence should be cross-referenced back to the relevant Units.

We have provided a completed example to show how to use the record.

Unit achievement record

Unit: Pharm 07 Receive Prescriptions from Individuals

Evidence Index No	Description of Evidence	PCs							Areas of knowledge and understanding											
		1	2	3	4	5	6	7	K1	K2	K3	K4	K5	K6	K7	K8	K9	K10	K11	K12
1A	Observation	x	x	x	x	x	x	x	x	x	x					x			x	
1C	Personal Statement	x	x	x	x		x	x		x						x	x			
1D	Witness Testimony	x	x	x	x		x	x						x	x			x		x

Unit: Pharm 07 Receive Prescriptions from Individuals

Notes/Comments

The candidate has satisfied the Assessor and Internal Verifier that the performance evidence has been met.

Candidate: Sophie Button Date:

Assessor: Stewart Smith Date:

Internal Verifier: Jennifer Francis Date: 25/05/10

Evidence Requirements

SVQ Pharmacy Services
Level 2

Framework

Mandatory Units

Pharm 01: Assist with the Provision of a Pharmacy Service to Meet Individual Needs

SPECIFIC Evidence Requirements for this Unit
Simulation:
Simulation is **NOT** permitted for any part of this Unit.
The following forms of evidence ARE mandatory:
Direct observation: There must be direct observation of performance by an assessor or expert witness. If all the direct observation is undertaken by an expert witness then a professional discussion between the candidate and the assessor must be undertaken.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
Questioning: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or personal statements. In addition the assessor or expert witness may also ask questions to clarify aspects of your practice. **Witness testimony:** Can be a confirmation/authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a work colleague, other healthcare professional or a patient/client you have dealt with. **Products:** For this Unit, products may include patient information leaflets (PILs). **Personal Statements:** You may write a personal statement which will provide an account of how you carried out an activity in a particular way. **Professional Discussion:** It is a requirement that professional discussion, of which record has been made, between the assessor and the candidate must take place at some stage during the delivery of the qualification if the work-based assessor has not worked directly with the candidate. **Expert witness:** It may not always be practicable for the work-based assessor to be present when a candidate is ready for assessment. If this is the case an expert witness may be used.
General guidance:
Prior to commencing this Unit you should agree and complete an assessment plan with your assessor which details the assessment methods you will be using, and the tasks you will be undertaking to demonstrate your competence. Evidence must be provided for **ALL** of the Performance Criteria, **ALL** of the knowledge and the parts of the scope as defined below that are relevant to your job role. The evidence must reflect the policies and procedures of your workplace and be linked to current legislation and the principles of best practice within the Pharmacy Sector. All evidence must relate to your own work practice.

Knowledge specification for this Unit

Competent practice is a combination of the application of skills and knowledge informed by values and attitudes. This specification details the knowledge and understanding required to carry out competent practice in the performance described in this Unit.

You need to provide evidence for ALL knowledge statements listed below.

You need to show that you know, understand and can apply in practice:	
Legislation, policy and good practice	
K1	A working knowledge of SOPs and the importance of adhering to them at all times
K2	A working knowledge of the importance of maintaining individual satisfaction, loyalty and confidence to the organisation and how you contribute towards it
K3	A working knowledge of the organisation's policy on individual service and individual relationships and how this applies to your role
K4	A working knowledge of the organisations procedure for handling complaints
K5	A working knowledge of the importance of working within the limits of your competence and authority
K6	A working knowledge of the importance of establishing the requirements of individuals clearly and accurately
K7	A working knowledge of the importance of verbal and non verbal communication when communicating with individuals
Provide information	
K8	A working knowledge of how to give clear and accurate information and check the individual's understanding
K9	A working knowledge of relevant products and services or advice for which information and/or advice is required
K10	A working knowledge of where to get assistance if you can't provide information and advice yourself
K11	A working knowledge of what source of information to use, what information can be given to the individual
K12	A working knowledge of the source(s) of information that can be accessed and the information that can be given to individuals by the pharmacist
Resolve queries and complaints	
K13	A working knowledge of how to manage conflict and/or individuals who are angry
K14	A working knowledge of how to assess complaints and what action to take
K15	A working knowledge of when you should refer complaints to a higher authority

Pharm 01: Assist with the Provision of a Pharmacy Service to Meet Individual Needs

Performance Criteria	Scope	All Performance Criteria must be covered and the scope listed below
1 Deal with individuals promptly even when working in **different situations** 2 Adapt to the **verbal and non verbal** forms of communication offered by the individual 3 Identify the needs of individuals accurately through sensitive questioning 4 Check and agree with the individual: a your perceptions of their **needs** b Outcomes regarding the delivery of products or services 5 Acknowledge requests for **information** from individuals politely and promptly 6 **Provide information** clearly and in a way that the individual can understand, within the limit of your responsibility 7 Check that the information you have given meets the needs of the individual 8 Where the information required is outside the remit of your role, refer the individual to the appropriate person as identified in the **SOPs** 9 Where the individual has a **query/complaint** assess and acknowledge the query/complaint	**Different situations** a busy periods b quiet periods c when systems or resources are not available **Verbal and non verbal forms of communication** a satisfied b anxious c angry d upset **Needs of the individual** a information b products c services **Information** a information about symptoms b information about products c healthcare advice d available services	**Evidence must be generated to cover two from three of the different situations from the scope** **Evidence must be generated to cover two from four of the verbal and non-verbal forms of communication from the scope** **Evidence must be generated to cover two from three of the needs of the individual from the scope** **Evidence must be generated to cover two from four of the information from the scope**

10 Where the individual has a query/complaint take **action** to resolve it in line with SOPs and organisational policies for customer service 11 Where resolving the query/complaint is beyond the limit of your responsibility: a promptly refer to your pharmacist or a relevant person b clearly explain your actions to the individual 12 If appropriate, make a record of your actions taking account of SOPs.	**Providing information** a written format b oral c electronic d by telephone **Queries/complaints** a product related b service related **Action** a identify available options b agree an Outcome c refund/credit the purchase price d replace goods e referral	**Evidence must be generated to cover two from four of providing information from the scope** **Evidence must be generated to cover one from two of the queries/complaints from the scope** **Evidence must be generated to cover three from five of the actions from the scope**

HSS1: Make Sure Your Own Actions Reduce Risks to Health and Safety

SPECIFIC Evidence Requirements for this Unit
Simulation:
Simulation is **permitted** for any part of this Unit.
The following forms of evidence ARE mandatory:
Direct observation: There must be direct observation of performance by an assessor or expert witness. If all the direct observation is undertaken by an expert witness then a professional discussion between the candidate and the assessor must be undertaken.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
Questioning: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or personal statements. In addition the assessor or expert witness may also ask questions to clarify aspects of your practice. **Witness testimony:** Can be a confirmation/authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a work colleague or a patient/client you have dealt with. **Products:** For this Unit, products may include a report on health and safety in you workplace where you have indentified any hazards **Personal Statements:** You may write a personal statement which will provide an account of how you carried out an activity in a particular way. **Professional Discussion:** It is a requirement that professional discussion, of which record has been made, between the assessor and the candidate must take place at some stage during the delivery of the qualification if the work-based assessor has not worked directly with the candidate. **Expert witness:** It may not always be practicable for the work-based assessor to be present when a candidate is ready for assessment. If this is the case an expert witness may be used.
General guidance:
Prior to commencing this Unit you should agree and complete an assessment plan with your assessor which details the assessment methods you will be using, and the tasks you will be undertaking to demonstrate your competence. Evidence must be provided for **ALL** of the Performance Criteria, **ALL** of the knowledge and the parts of the scope as defined below that are relevant to your job role. The evidence must reflect the policies and procedures of your workplace and be linked to current legislation and the principles of best practice within the Pharmacy Sector. All evidence must relate to your own work practice.

Knowledge specification for this Unit

Competent practice is a combination of the application of skills and knowledge informed by values and attitudes. This specification details the knowledge and understanding required to carry out competent practice in the performance described in this Unit.

You need to provide evidence for ALL knowledge statements listed below.

You need to show that you know, understand and can apply in practice:	
Knowledge and understanding	
K1	A working knowledge of what 'hazards' and 'risks' are
K2	A working knowledge of your responsibilities and legal duties for health and safety in the workplace
K3	A working knowledge of your responsibilities for health and safety as required by the law covering your job role
K4	A working knowledge of the hazards which exist in your workplace and the safe working practices which you must follow
K5	A working knowledge of the particular health and safety hazards which may be present in your own job and the precautions you must take
K6	A working knowledge of the importance of remaining alert to the presence of hazards in the whole workplace
K7	A working knowledge of the importance of dealing with, or promptly reporting, risks
K8	A working knowledge of the responsibilities for health and safety in your job description
K9	A working knowledge of the safe working practices for your own job
K10	A working knowledge of the responsible people you should report health and safety matters to
K11	A working knowledge of where and when to get additional health and safety assistance
K12	A working knowledge of your scope and responsibility for controlling risks unable to deal with
K13	A working knowledge of suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
K14	A working knowledge of the importance of personal presentation in maintaining health and safety in your workplace
K15	A working knowledge of the importance of personal behaviour in maintaining the health and safety of you and others
K16	A working knowledge of the risks to the environment which may be present in your workplace and/or in your job

HSS1: Make Sure Your Own Actions Reduce Risks to Health and Safety

Performance Criteria	Scope	All Performance Criteria must covered and the scope listed below
Identify the hazards and evaluate the risks in your workplace 1 Identify which workplace instructions are relevant to your job 2 Identify those working practices in your job which could harm you or others 3 Identify those aspects of your workplace which could harm you or others 4 Check which of the potentially harmful working practices and aspects of your workplace present the highest risks to you or to others 5 Deal with hazards in accordance with workplace instructions and legal requirements 6 Correctly name and locate the people responsible for health and safety in your workplace 7 Report to the people responsible for health and safety in your workplace those hazards which present the highest risks	**Health and safety hazards** a manual handling b repetitive work c noise and vibration d hazardous substances e computers f animals g slips, trips and falls h falling from height i machinery/equipment j electricity k transport/vehicles l fire/explosions m confined spaces n pressure systems o people/stress	**Simulation is permitted in this Unit** **Evidence must be generated to cover eight of the 14 health and safety hazards in the scope**

Reduce the risks to health and safety in your workplace 8 Carry out your work in accordance with your level of competence, workplace instructions, suppliers or manufacturers instructions and legal requirements 9 Control those health and safety risks within your capability and job responsibilities 10 Pass on suggestions for reducing risks to health and safety to the responsible people 11 Make sure your behaviour does not endanger the health and safety of you or others in your workplace 12 Follow the workplace instructions and suppliers' or equipment, materials and products 13 Report any differences between workplace instructions and suppliers' or manufacturers' instructions 14 Make sure that your personal presentation and behaviour at work: a protects the health and safety of you and others, b meets any legal responsibilities, and c is in accordance with workplace instructions 15 Make sure you follow environmentally-friendly working practices		

HSC 241: Contribute to the Effectiveness of Teams

SPECIFIC Evidence Requirements for this Unit
Simulation:
Simulation is **NOT** permitted for any part of this Unit.
The following forms of evidence ARE mandatory:
Direct observation: There must be direct observation of performance by an assessor or expert witness. If all the direct observation is undertaken by an expert witness then a professional discussion between the candidate and the assessor must be undertaken.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
Questioning: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or personal statements. In addition the assessor or expert witness may also ask questions to clarify aspects of your practice. **Witness testimony:** Can be a confirmation/authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a work colleague or a patient/client you have dealt with. **Products:** For this Unit, products may include minutes of meetings were suggestions to make an improvement have been made by yourself and recorded. **Personal Statements:** You may write a personal statement which will provide an account of how you carried out an activity in a particular way. **Professional Discussion:** It is a requirement that professional discussion, of which record has been made, between the assessor and the candidate must take place at some stage during the delivery of the qualification if the work-based assessor has not worked directly with the candidate. **Expert witness:** It may not always be practicable for the work-based assessor to be present when a candidate is ready for assessment. If this is the case an expert witness may be used.
General guidance:
Prior to commencing this Unit you should agree and complete an assessment plan with your assessor which details the assessment methods you will be using, and the tasks you will be undertaking to demonstrate your competence. Evidence must be provided for **ALL** of the Performance Criteria, **ALL** of the knowledge and the parts of the scope as defined below that are relevant to your job role. The evidence must reflect the policies and procedures of your workplace and be linked to current legislation and the principles of best practice within the Pharmacy Sector. All evidence must relate to your own work practice.

Knowledge specification for this Unit

Competent practice is a combination of the application of skills and knowledge informed by values and attitudes. This specification details the knowledge and understanding required to carry out competent practice in the performance described in this Unit.

You need to provide evidence for ALL knowledge statements listed below.

You need to show that you know, understand and can apply in practice:	
Values	
K1	A working knowledge of legal and organisational requirements on equality, diversity, discrimination and rights when working in teams
Legislation and organisational policy and procedures	
K2	A working knowledge of codes of practice and conduct, and standards and guidance relevant to your own and the roles, responsibilities, accountability and duties of others when working in teams to support individuals
K3	A working knowledge of current local, UK and European legislation, and organisational requirements, procedures and practices for:
	a accessing records
	b recording, reporting, confidentiality and sharing information, including data protection
	c team working
K4	A working knowledge of how to access up-to-date copies of the organisation's workplace policies, procedures and systems, and practice and service standards related to team working
Theory and practice	
K5	A working knowledge of the principles that underpin effective team working
K6	A working knowledge of individuals' styles of interaction and how these can affect team working
K7	A working knowledge of barriers to developing relationships within the team and how these can be overcome
K8	A working knowledge of problems which may be encountered when relating to and interacting with other team members and how these can best be handled
K9	A working knowledge of your own strengths and weaknesses as an individual worker and as a team member
K10	A working knowledge of development and learning opportunities available to support you in team working and activities

HSC 241: Contribute to the Effectiveness of Teams

Performance Criteria	Scope	All Performance Criteria must covered and the scope listed below
1 Review information and seek advice about the **team**, its objectives and its purpose 2 Work with others within the team to identify, agree and clarify: a your role and responsibilities b the roles and responsibilities of others c how your role and responsibilities contributes to the overall objectives and purpose of the team d how you can and should contribute to team activities, objectives and purposes 3 Carry out your agreed role and responsibilities within the team 4 Evaluate and use feedback from others constructively, to enable you to carry out your role and responsibilities within the team more effectively 5 Agree, seek support and take responsibility for any development and learning that will enable you to carry out your role and responsibilities within the team more effectively 6 Inform other members of the team of your activities 7 ensure your behaviour to others in the team supports the effective functioning of the team	**Team** a work team b a multidisciplinary team c broader multi agency team	**Evidence generated must cover two from three of the team from the scope**

8	Accept and use suggestions and information offered by others constructively, and to improve your practice within the team		
9	Offer supportive and constructive assistance to team members		
10	Complete your commitments to other team members effectively and according to overall work priorities		
11	When you cannot complete any commitments with timescales specified you immediately inform appropriate team members		
12	Present suggestions and offer ideas and information to benefit team members and improve team working		
13	Deal with differences of opinion and conflicts constructively and in ways which respects other team members' points of view		

SVQ Pharmacy Services
Level 2

Framework

Optional Units

Pharm 05: Assist in the Sale of Medicines and Products

SPECIFIC Evidence Requirements for this Unit
Simulation:
Simulation is **NOT** permitted for any part of this Unit.
The following forms of evidence ARE mandatory:
Direct observation: There must be direct observation of performance by an assessor or expert witness. If all the direct observation is undertaken by an expert witness then a professional discussion between the candidate and the assessor must be undertaken.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
Questioning: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or personal statements. In addition the assessor or expert witness may also ask questions to clarify aspects of your practice. **Witness testimony:** Can be a confirmation/authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a pharmacist, pharmacy technician or other healthcare professional. **Products:** For this Unit, products may include a copy of the PIL given to the client. Personal Statements: You may write a personal statement which will provide an account of how you carried out an activity in a particular way. **Professional Discussion:** It is a requirement that professional discussion, of which record has been made, between the assessor and the candidate must take place at some stage during the delivery of the qualification if the work-based assessor has not worked directly with the candidate. **Expert witness:** It may not always be practicable for the work-based assessor to be present when a candidate is ready for assessment. If this is the case an expert witness may be used.
General guidance:
Prior to commencing this Unit you should agree and complete an assessment plan with your assessor which details the assessment methods you will be using, and the tasks you will be undertaking to demonstrate your competence. Evidence must be provided for **ALL** of the Performance Criteria, **ALL** of the knowledge and the parts of the scope as defined below that are relevant to your job role. The evidence must reflect the policies and procedures of your workplace and be linked to current legislation and the principles of best practice within the Pharmacy Sector. All evidence must relate to your own work practice.

Knowledge specification for this Unit

Competent practice is a combination of the application of skills and knowledge informed by values and attitudes. This specification details the knowledge and understanding required to carry out competent practice in the performance described in this Unit.

You need to provide evidence for ALL knowledge statements listed below.

You need to show that you know, understand and can apply in practice:	
Legislation, policy and good practice	
K1	A working knowledge of the pharmacy protocol on the sale of medicines and SOPs including:
	a what is listed in them
	b how to use them
	c why it is important that SOPs should be followed at all times
K2	A factual knowledge of the legal responsibility and authority of the pharmacist and others in the organisation
K3	A working knowledge of legal and ethical requirements for confidentiality
Specific health related knowledge and skills	
K4	A working knowledge of the main actions and side effects of the active ingredients within the most commonly used non-prescription medicines
K5	A working knowledge of the differences between:
	a General Sales Medicines (GSL)
	b Pharmacy (P)
	c Prescription Only Medicines (POM) items
Procedures and techniques	
K6	A working knowledge of the use of questioning techniques such as 2WHAM
K7	A working knowledge of the needs of different types of individuals
K8	A working knowledge of the sources of information to access
K9	A working knowledge of the information that is suitable to give individuals
K10	A working knowledge of the type of information/advice that needs to be referred to a pharmacist or a pharmacy technician

Pharm 05: Assist in the Sale of Medicines and Products

Performance Criteria	Scope	All Performance Criteria must be covered and the scope listed below
1 Be courteous to **individuals** and generate goodwill through the way you communicate with them 2 Use a questioning technique such as 2WHAM to ascertain the individual's requirements, **information needs** that can be provided in an appropriate **format** 3 Offer the individual a choice of medicines/products to meet their requirements 4 Provide the individual with relevant **information and advice** regarding the medicine or product they select 5 Check that the individual understands the key points about the medicine or product and its use 6 Place the product in discreet and appropriate packaging before giving it to the individual 7 Take payment in line with your organisational policies 8 Where the SOP, legislation and/or your experience requires you to refer the sale to a pharmacist or a pharmacy technician, explain to the individual the action being taken and why 9 Refer individuals who request medicines with the same active ingredient or with similar action to the pharmacist or pharmacy technician in line with SOPs	**Individuals** a special needs b a clear idea of their needs c a general idea of their needs d no idea of their needs **Information Needs** a oral information b written information **Format oral information** a to the individual b to a pharmacist c to a pharmacy technician d to other healthcare staff e to members of the team **Written information** a patient information leaflets (PILs) b healthcare leaflets and pack information to assist individuals c information from manufacturer d information from other healthcare providers	**Evidence must be generated to cover two from four of the individuals from the scope** **Evidence must be generated to cover both information needs from the scope** **Evidence must be generated to cover three from five of the oral information from the scope** **Evidence must be generated to cover two from four of the written information from the scope**

10 Give relevant information to the pharmacist or a pharmacy technician about any situations referred to them 11 Inform the pharmacist or a pharmacy technician when excessive or regular quantities of medicines, liable to abuse or misuse, are requested before completing the sale 12 Inform the individual politely when the sale of a medicine cannot be completed and take appropriate action 13 Treat all information in confidence	**Electronic information** **Information and advice** a information about symptoms b information regarding medicines c information about products d healthcare advice	**Evidence must be generated to cover two from four of the information and advice from the scope**

Pharm 07: Receive Prescriptions from Individuals

SPECIFIC Evidence Requirements for this Unit
Simulation:
Simulation is **NOT** permitted for any part of this Unit.
The following forms of evidence ARE mandatory:
Direct observation: There must be direct observation of performance by an assessor or expert witness. If all the direct observation is undertaken by an expert witness then a professional discussion between the candidate and the assessor must be undertaken.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
Questioning: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or personal statements. In addition the assessor or expert witness may also ask questions to clarify aspects of your practice. **Witness testimony:** Can be a confirmation/authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a pharmacist, pharmacy technician or other healthcare professional. **Products:** For this Unit, products may include the a copy of the prescription received. **Personal Statements:** You may write a personal statement which will provide an account of how you carried out an activity in a particular way. **Professional Discussion:** It is a requirement that professional discussion, of which record has been made, between the assessor and the candidate must take place at some stage during the delivery of the qualification if the work-based assessor has not worked directly with the candidate. **Expert witness:** It may not always be practicable for the work-based assessor to be present when a candidate is ready for assessment. If this is the case an expert witness may be used.
General guidance:
Prior to commencing this Unit you should agree and complete an assessment plan with your assessor which details the assessment methods you will be using, and the tasks you will be undertaking to demonstrate your competence. Evidence must be provided for **ALL** of the Performance Criteria, **ALL** of the knowledge and the parts of the scope as defined below that are relevant to your job role. The evidence must reflect the policies and procedures of your workplace and be linked to current legislation and the principles of best practice within the Pharmacy Sector. All evidence must relate to your own work practice.

Knowledge specification for this Unit

Competent practice is a combination of the application of skills and knowledge informed by values and attitudes. This specification details the knowledge and understanding required to carry out competent practice in the performance described in this Unit.

You need to provide evidence for ALL knowledge statements listed below.

You need to show that you know, understand and can apply in practice:	
Legislation, policy and good practice	
K1	A working knowledge of the importance of working within the limits of your own role and recognising when to refer to an appropriate person
K2	A working knowledge of Standard Operating Procedures regarding the receiving of prescriptions and the importance of adhering to them at all times
K3	A working knowledge of current legislation relating to prescription charges and exemptions and differences in practice across the UK
K4	A working knowledge of regulations and procedures relating to prescriptions for clinical trials.
K5	A working knowledge of the relevant national and local guidelines, policies and procedures that are available and how and when they should be accessed
K6	A working knowledge of the different types of prescribers
Specific health related knowledge and skills	
K7	A working knowledge of the different types of prescriptions and when they are used
K8	A working knowledge of the details required on a prescription and why they are necessary
K9	A working knowledge of exemptions and how individuals can claim refunds, including the use of official forms and prepayment certificates
Procedures and techniques	
K10	A working knowledge of how to deal with individuals with special needs
K11	A working knowledge of the transactional and administration procedures as required by government regulations and those that apply to your workplace
Records and documentation	
K12	A working knowledge of the importance of maintaining dispensary records

Pharm 07: Receive Prescriptions from Individuals

Performance Criteria	Scope	All Performance Criteria must be covered and the scope listed below
1 Greet the individual politely and promptly 2 Maintain privacy and confidentiality throughout 3 Check the prescription to confirm: a the details are clear, correct and complete on the prescription b b) the prescription meets legal requirements c the individual has completed the declaration on the prescription if required to do so d evidence of exemption where appropriate e whether the item is prescribable 4 Where appropriate, provide the individual with relevant information regarding: a prescription fees b exemptions c waiting and collection times d possible alternative delivery services e availability of medicine/product f a receipt for prescription collection according to Standard Operating Procedures 5 Where appropriate, carry out all **transactional procedures** promptly and correctly 6 Forward the prescription for validation and dispensing to an **appropriate person**, in accordance with Standard Operating Procedures	**Prescriptions** a paper-based b electronic c NHS d private e veterinary f for clinical trials **Transactional procedures** a use of cash, credit cards, cheques b issue of official receipts and reclaim forms c issue of prescription receipts such as numbered tickets d exemption and prepaid certificate e costing of private prescriptions including VAT f advise where items may be purchased g check whether the item is prescribable according to drug tariff and or local formulary **Appropriate person** a pharmacist b pharmacy technician	**Evidence must be generated to cover three from six of the prescription types** **Evidence must be generated to cover three from seven of the transactional procedures** **Evidence must be generated to cover two from four of the appropriate person**

7 Complete the required dispensary records	c suitably trained pharmacy staff d suitably trained dispensing staff **Dispensary records** a paper based b electronic	**Evidence must be generated to cover one from two of the dispensary records**

Pharm 09: Assemble Prescribed Items

SPECIFIC Evidence Requirements for this Unit
Simulation:
Simulation is **NOT** permitted for any part of this Unit.
The following forms of evidence ARE mandatory:
Direct observation: There must be direct observation of performance by an assessor or expert witness. If all the direct observation is undertaken by an expert witness then a professional discussion between the candidate and the assessor must be undertaken.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
Questioning: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or personal statements. In addition the assessor or expert witness may also ask questions to clarify aspects of your practice. **Witness testimony:** Can be a confirmation/authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a pharmacist, pharmacy technician or other healthcare professional. **Products:** For this Unit, products may include the assembled to match the prescription. **Personal Statements:** You may write a personal statement which will provide an account of how you carried out an activity in a particular way. **Professional Discussion:** It is a requirement that professional discussion, of which record has been made, between the assessor and the candidate must take place at some stage during the delivery of the qualification if the work-based assessor has not worked directly with the candidate. **Expert witness:** It may not always be practicable for the work-based assessor to be present when a candidate is ready for assessment. If this is the case an expert witness may be used.
General guidance:
Prior to commencing this Unit you should agree and complete an assessment plan with your assessor which details the assessment methods you will be using, and the tasks you will be undertaking to demonstrate your competence. Evidence must be provided for **ALL** of the Performance Criteria, **ALL** of the knowledge and the parts of the scope as defined below that are relevant to your job role. The evidence must reflect the policies and procedures of your workplace and be linked to current legislation and the principles of best practice within the Pharmacy Sector. All evidence must relate to your own work practice.

Knowledge specification for this Unit

Competent practice is a combination of the application of skills and knowledge informed by values and attitudes. This specification details the knowledge and understanding required to carry out competent practice in the performance described in this Unit.

You need to provide evidence for ALL knowledge statements listed below.

You need to show that you know, understand and can apply in practice:	
Legislation, policy and good practice	
K1	A working knowledge of the importance of working within the limits of your own role and recognising when to refer to an appropriate person
K2	A working knowledge of current ethical and legal requirements that govern the dispensing and issuing of a prescription
K3	A working knowledge of Standard Operating Procedures and the importance of adhering to them at all times
K4	A working knowledge of relevant national and local guidelines, policies and procedures that are available including when they should be used and how to use them
K5	A working knowledge of the importance of personal hygiene and correct use of protective clothing
K6	A working knowledge of basic hygiene and the importance of maintaining a clean working environment and equipment
Specific health related knowledge and skills	
K7	A factual knowledge of the principles underlying the dispensing of sterile products
K8	A factual knowledge of factors which cause deterioration of stock including:
	a environmental conditions
	b storage conditions
	c microbial contamination
K9	A factual knowledge of sources of contamination and appropriate corrective action including:
	a microbial
	b cross-chemical
	c physical, environmental and storage conditions
K10	A factual knowledge of prescribing conventions and abbreviations
K11	A factual knowledge of the common proprietary and generic names
K12	A working knowledge of dosage forms and their properties and use
K13	A working knowledge of different strengths, doses and quantities of medicines, and why they are used and how to calculate them
Materials and equipment	
K14	A working knowledge of the importance of selecting the correct equipment for use
K15	A working knowledge of the properties of different types of container types and when to use each
Procedures and Techniques	
K16	A factual knowledge of the safe handling and storage of hazardous material and procedures to minimise risk

K17	A working knowledge of the procedures for assembling prescribed items
K18	A working knowledge of the procedures for the measurement and transfer of medicine from bulk
K19	A working knowledge of processes for:
	a reconstitution
	b dilution
K20	A working knowledge of labelling requirements and conventions
Records and Documentation	
K21	A factual knowledge of why and when Patient Medication Records (PMRs) or medical records are used
K22	A factual knowledge of the importance of recording information clearly, accurately and in a systematic manner
K23	A working knowledge of the types of information and activities that must be recorded
K24	A factual knowledge of the importance of recording information as soon as possible after an event
K25	A working knowledge of the importance of maintaining dispensary records that are:
	a paper based
	b electronic

Pharm 09: Assemble Prescribed Items

Performance Criteria	Scope	All Performance Criteria must be covered and the scope listed below
1 Follow the relevant health, hygiene and safety procedures 2 Confirm that the preparation area and equipment are clean and maintained ready for use 3 Produce the correct label in line with Standard Operating Procedures 4 Confirm that the **medicine or product** a matches the prescription/requisition including strength and form b will remain in date for the course of the treatment c **is fit for purpose** 5 Take the appropriate action where there are inconsistencies with the medicine or product 6 Prepare the medicine or product using: a the correct equipment b the correct process c appropriate calculations if necessary 7 Assemble prescribed items according to the correct instructions and reconstitute items as required 8 Label the item correctly, checking it against the prescription	**Medicine/products** 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 reconstitution eg antibiotics g cytotoxic drugs **Fit for purpose** a intact, presentable packaging b clean, non-contaminated packaging c within the expiry date	**Evidence must be generated to cover four from seven of the medicines/products from the scope** **Evidence must be generated to cover all from the fit for purpose from the scope**

9 Pack the medicine or product using appropriate packaging 10 Select appropriate medicine devices/sundry items to accompany the medicine or product 11 Annotate the prescription/requisition appropriately 12 Complete **dispensary records** legibly and accurately 13 Forward the prescription and assembled items for checking as identified in the Standard Operating Procedures 14 Ensure that there is an adequate supply, within the dispensary, of bottles, bags and sundry items to assist in the supply of medicines	**Dispensary records** a paper based b electronic **Appropriate person** a a pharmacist b a prescriber c another health care professional d a more senior colleague e a pharmacy technician	**Evidence must be generated to cover one from two of the dispensary records from the scope** **Evidence must be generated to cover three from five of the appropriate person from the scope**

Pharm 12: Order Pharmaceutical Stock

SPECIFIC Evidence Requirements for this Unit
Simulation:
Simulation is **NOT** permitted for any part of this Unit.
The following forms of evidence ARE mandatory:
Direct observation: There must be direct observation of performance by an assessor or expert witness. If all the direct observation is undertaken by an expert witness then a professional discussion between the candidate and the assessor must be undertaken.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
Questioning: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or personal statements. In addition the assessor or expert witness may also ask questions to clarify aspects of your practice. **Witness testimony:** Can be a confirmation/authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a pharmacist, pharmacy technician or other healthcare professional. **Products:** For this Unit, products may include a copy of the order being generated for named patient medicines. **Personal Statements:** You may write a personal statement which will provide an account of how you carried out an activity in a particular way. **Professional Discussion:** It is a requirement that professional discussion, of which record has been made, between the assessor and the candidate must take place at some stage during the delivery of the qualification if the work-based assessor has not worked directly with the candidate. **Expert witness:** It may not always be practicable for the work-based assessor to be present when a candidate is ready for assessment. If this is the case an expert witness may be used.
General guidance:
Prior to commencing this Unit you should agree and complete an assessment plan with your assessor which details the assessment methods you will be using, and the tasks you will be undertaking to demonstrate your competence. Evidence must be provided for **ALL** of the Performance Criteria, **ALL** of the knowledge and the parts of the scope as defined below that are relevant to your job role. The evidence must reflect the policies and procedures of your workplace and be linked to current legislation and the principles of best practice within the Pharmacy Sector. All evidence must relate to your own work practice.

Knowledge specification for this Unit

Competent practice is a combination of the application of skills and knowledge informed by values and attitudes. This specification details the knowledge and understanding required to carry out competent practice in the performance described in this Unit.

You need to provide evidence for ALL knowledge statements listed below.

You need to show that you know, understand and can apply in practice:	
Legislation, policy and good practice	
K1	A working knowledge of working within the limits of your own authority and when to refer to an appropriate person
K2	A factual awareness of current legislation that applies to the ordering of pharmaceutical stock
K3	A working knowledge of your responsibilities under current legislation when ordering pharmaceutical stock
K4	A working knowledge of the importance of following ordering SOPs
K5	A working knowledge of the health and safety requirements related to ordering of pharmaceutical stock
K6	A working knowledge of local or regional pharmaceutical contracts
Specific health related knowledge and skills	
K7	A working knowledge of the different formulation of drugs and why it is important to order sufficient quantities of the correct formulation and strength
K8	A working knowledge of the difference between branded and generic drugs
K9	A working knowledge of the importance of referring to current drug alerts and company recalls when ordering pharmaceutical stock
Ordering Stock	
K10	A working knowledge of the sources and suppliers of stock
K11	A working knowledge of the procedures for responding to urgent requests.
K12	A working knowledge of the importance of taking account of seasonal variations when ordering pharmaceutical stock
K13	A working knowledge of the action to be taken if stock is unavailable
Records and Documentation	
K14	A working knowledge of the input and retrieval of stock data
K15	A working knowledge of the parameters set for the computer ordering system
K16	A working knowledge of the importance of maintaining correct, accurate documentation, including back up systems to IT failure where appropriate.

Pharm 12: Order Pharmaceutical Stock

Performance Criteria	Scope	All Performance Criteria must be covered and the scope listed below
1 Accurately identify **requirements** for pharmaceutical stock a Confirm the order contains the correct: b item c formulation d strength e amount required 2 Allow for seasonal variations in use of stock when placing the order 3 Check the order with an **appropriate person**, when necessary 4 **Process the order** with the correct supplier/location using the documentation/method required in accordance with SOPs 5 Ensure that particular attention is paid to any **special orders** and the progress of any outstanding orders 6 Report any issues or concerns to the appropriate person 7 Complete all documentation correctly 8 Correctly store/file all documentation in accordance with SOPs	**Requirements** a stock levels b reorder quantities c short dated stock **Appropriate person** a a pharmacist b a doctor c a pharmacy technician d another health care professional **Process orders** a telephone b electronic c paper d fax e urgent orders **Special orders** a named patient drugs b clinical trials stock c unlicensed items d non-formulary items e emergency orders	**Evidence must be generated to cover two from three of the requirements from the scope** **Evidence must be generated to cover two from four of the appropriate person from the scope** **Evidence must be generated to cover three from five of the process orders from the scope** **Evidence must be generated to cover three from five of the special orders from the scope**

Pharm 13: Receive Pharmaceutical Stock

SPECIFIC Evidence Requirements for this Unit
Simulation:
Simulation is **NOT** permitted for any part of this Unit.
The following forms of evidence ARE mandatory:
Direct observation: There must be direct observation of performance by an assessor or expert witness. If all the direct observation is undertaken by an expert witness then a professional discussion between the candidate and the assessor must be undertaken.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
Questioning: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or personal statements. In addition the assessor or expert witness may also ask questions to clarify aspects of your practice. **Witness testimony:** Can be a confirmation/authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a pharmacist, pharmacy technician or other healthcare professional. **Products:** For this Unit, products may include a copy of the paperwork indicating any of the discrepancies. **Personal Statements:** You may write a personal statement which will provide an account of how you carried out an activity in a particular way. **Professional Discussion:** It is a requirement that professional discussion, of which record has been made, between the assessor and the candidate must take place at some stage during the delivery of the qualification if the work-based assessor has not worked directly with the candidate. **Expert witness:** It may not always be practicable for the work-based assessor to be present when a candidate is ready for assessment. If this is the case an expert witness may be used.
General guidance:
Prior to commencing this Unit you should agree and complete an assessment plan with your assessor which details the assessment methods you will be using, and the tasks you will be undertaking to demonstrate your competence. Evidence must be provided for **ALL** of the Performance Criteria, **ALL** of the knowledge and the parts of the scope as defined below that are relevant to your job role. The evidence must reflect the policies and procedures of your workplace and be linked to current legislation and the principles of best practice within the Pharmacy Sector. All evidence must relate to your own work practice.

Knowledge specification for this Unit

Competent practice is a combination of the application of skills and knowledge informed by values and attitudes. This specification details the knowledge and understanding required to carry out competent practice in the performance described in this Unit.

You need to provide evidence for ALL knowledge statements listed below.

You need to show that you know, understand and can apply in practice:	
Legislation, policy and good practice	
K1	A working knowledge of working within the limits of your own authority and when to refer to an appropriate person
K2	A factual knowledge of current legislation and your responsibilities that apply to the receipt of pharmaceutical stock
K3	A working knowledge of the importance of following SOPs related to receiving pharmaceutical stock
K4	A working knowledge of the COSHH and health and safety requirements related to receipt of pharmaceutical stock
K5	A working knowledge of local or regional pharmaceutical contracts
Specific health related knowledge and skills	
K6	A working knowledge of the different formulation of drugs and why it is important to stock sufficient quantities of the correct formulation and strength
K7	A working knowledge of the difference between branded and generic drugs
K8	A working knowledge of the importance of referring to current drug alerts and company recalls when receiving pharmaceutical stock
Receiving stock	
K9	A working knowledge of the sources and suppliers of stock
K10	A working knowledge of the procedures that apply to receiving pharmaceutical stock, including:
	a only receiving stock identified on the original order
	b expiry dates and batch numbers
	c identifying damaged, contaminated or deteriorated stock
K11	A working knowledge of the action to be taken if stock is unavailable
K12	A working knowledge of the action to be taken if received stock:
	a not on original order
	b is not the complete order
	c beyond expiry date
	d has inconsistent batch number or batch number for which drug alerts/recalls have been issued
	e damaged or contaminated
K13	A working knowledge of promptly informing the appropriate person of the availability of the stock where the goods received are for a special or outstanding order

Incorporating received stock into storage	
K14	A working knowledge of the storage requirements of different types of products and why they are important
K15	A working knowledge of the importance placing received stock in a manner that allows stock rotation
K16	A working knowledge of the importance placing received stock in a safe storage environment
Records and Documentation	
K17	A working knowledge of the input and retrieval of stock data
K18	A working knowledge of the parameters set for the computer ordering system where appropriate
K19	A working knowledge of the importance of maintaining correct, accurate documentation, including back up systems to IT failure where appropriate.

Pharm 13: Receive Pharmaceutical Stock

Performance Criteria	Scope	All Performance Criteria must be covered and the scope listed below
1 Follow, within the appropriate time span, the health and safety procedures related to: a moving and handling received stock b placing received stock into the correct storage area 2 Check and confirm deliveries against delivery note and the original order 3 Identify any **discrepancies** and **delivery problems** in accordance with SOPs 4 Take prompt and appropriate action to remedy any discrepancies and delivery problems 5 Sign for the received order only when you are satisfied all items have been received and are **fit for purpose** 6 Identify correct storage areas/locations, and special storage requirements for received stock 7 Promptly incorporate received stock into the correct: a storage area b location 8 Take any special storage requirements into consideration in a manner that allows stock rotation	**Discrepancies and delivery problems** a incorrect item b incorrect drug formulation c incorrect drug strength d incorrect quantity e incorrect pack size f out of date/short dated stock g damaged stock h unavailable stock **Appropriate action** a reporting to your supervisor b removing the stock c reordering the stock **Fit for purpose** a intact, presentable packaging b clean, non-contaminated packaging c within the expiry date **Storage areas/locations** a refrigerator b secured area c ventilated area d isolated area	**Evidence must be generated to cover four from eight of the discrepancies and delivery problems from the scope** **Evidence must be generated to cover two from three of the appropriate action from the scope** **Evidence must be generated to cover two from three of the fit for purpose from the scope** **Evidence must be generated to cover two from four of the storage areas/locations from the scope**

9 Ensure you leave received stock in a safe storage environment in accordance with SOPs 10 Notify the appropriate person of the availability of the stock where the goods received are for a special, an outstanding order or not available 11 Complete all relevant documentation/records accurately and process promptly	**Special storage** a low temperature b special orders c room temperature d for clinical trial products **Special orders** a named patient drugs b clinical trials stock **Safe storage environment** a refrigerators in good working order b walk ways free from obstacles c stock stored safely **Appropriate person** a supplier b pharmacist c pharmacy technician d supervisor **Documentation/records** a paper b electronic	**Evidence must be generated to cover two from four of the special storage areas from the scope** **Evidence must be generated to cover one from two of the special orders from the scope** **Evidence must be generated to cover two from three of the safe storage environments from the scope** **Evidence must be generated to cover two from four of the appropriate person from the scope** **Evidence must be generated to cover one from twoof the documentation/records from the scope**

Pharm 14: Maintain Pharmaceutical Stock

SPECIFIC Evidence Requirements for this Unit
Simulation:
Simulation is **NOT** permitted for any part of this Unit.
The following forms of evidence ARE mandatory:
Direct observation: There must be direct observation of performance by an assessor or expert witness. If all the direct observation is undertaken by an expert witness then a professional discussion between the candidate and the assessor must be undertaken.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
Questioning: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or personal statements. In addition the assessor or expert witness may also ask questions to clarify aspects of your practice. **Witness testimony:** Can be a confirmation/authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a pharmacist, pharmacy technician or other healthcare professional. **Products:** For this Unit, products may include an item of stock requiring safe disposal and any associated paperwork for the disposal. **Personal Statements:** You may write a personal statement which will provide an account of how you carried out an activity in a particular way. **Professional Discussion:** It is a requirement that professional discussion, of which record has been made, between the assessor and the candidate must take place at some stage during the delivery of the qualification if the work-based assessor has not worked directly with the candidate. **Expert witness:** It may not always be practicable for the work-based assessor to be present when a candidate is ready for assessment. If this is the case an expert witness may be used.
General guidance:
Prior to commencing this Unit you should agree and complete an assessment plan with your assessor which details the assessment methods you will be using, and the tasks you will be undertaking to demonstrate your competence. Evidence must be provided for **ALL** of the Performance Criteria, **ALL** of the knowledge and the parts of the scope as defined below that are relevant to your job role. The evidence must reflect the policies and procedures of your workplace and be linked to current legislation and the principles of best practice within the Pharmacy Sector. All evidence must relate to your own work practice.

Knowledge specification for this Unit

Competent practice is a combination of the application of skills and knowledge informed by values and attitudes. This specification details the knowledge and understanding required to carry out competent practice in the performance described in this Unit.

You need to provide evidence for ALL knowledge statements listed below.

You need to show that you know, understand and can apply in practice:	
Legislation, policy and good practice	
K1	A working knowledge of working within the limits of your own authority and when to refer to an appropriate person
K2	A working knowledge of your responsibilities and current legislation that applies to maintaining pharmaceutical stock
K3	A working knowledge of the importance of following SOPs related to maintaining pharmaceutical stock
K4	A working knowledge of the health and safety requirements related to:
	a maintaining pharmaceutical stock
	b disposing of outdated, damaged or decontaminated stock
Specific health related knowledge and skills	
K5	A working knowledge of the different formulation of drugs and why it is important to stock sufficient quantities of the correct formulation and strength
K6	A working knowledge of the difference between branded and generic drugs
K7	A working knowledge of the action to take immediately when drug alerts and company recalls are received
Maintaining stock	
K8	A working knowledge of the importance of maintaining a safe storage environment
K9	A working knowledge of the storage requirements of different types of products and why they are important
K10	A working knowledge of the importance of storing stock into the correct:
	a storage area
	b location
K11	A working knowledge of the importance of taking any special storage requirements into consideration
K12	A working knowledge of the importance of good stock management, including:
	a the rotation of stock
	b checking expiry dates of stock
	c the quantity of stock — taking account of seasonal variations
	d identifying damaged, contaminated or deteriorated stock
K13	A working knowledge of the action to be taken if stock is unavailable
K14	A working knowledge of the action to be taken if stock:
	a is beyond expiry date
	b is damaged or contaminated

	c has inconsistent batch number or batch number for which drug alerts/recalls have been issued
Records and documentation	
K15	A working knowledge of the input and retrieval of stock data
K16	A working knowledge of the parameters set for the computer ordering system
K17	A working knowledge of the importance of maintaining correct, accurate documentation, including back up systems to IT failure where appropriate

Pharm 14: Maintain Pharmaceutical Stock

Performance Criteria	Scope	All Performance Criteria must covered and the scope listed below
1 Follow SOPs and all health and safety and COSHH procedures related to the: a maintenance of pharmaceutical stock b disposal of wasted stock 2 Carry out checks of **storage areas/conditions** at regular intervals following local guidelines to ensure they remain fit for purpose 3 Carry out stock checks at regular intervals following agreed guidelines to ensure stocks remain: a **fit for purpose** b in sufficient quantity c agree with computerised records where appropriate 4 Take the **appropriate action** in respect of: a problems with storage areas/conditions b out dated, damaged or redundant stock c over-stock 5 Ensure stock rotation to reduce wastage 6 Promptly deal with any company recalls or drug alerts following agreed guidelines 7 Clearly and accurately record details of stock checks in the required format	**Storage areas/conditions** a isolated b general areas c secure d low temperature e ventilated **Fit for purpose** a intact packaging b clean, non-contaminated packaging c within expiry date **Appropriate action** a communication of relevant information b replacement of stock c safe disposal of stock d completion of appropriate documentation **Appropriate person** a supplier b pharmacist c pharmacy technician d supervisor	**Evidence must be generated to cover three from five of storage areas/conditions from the scope** **Evidence must be generated to cover two from three of the fit for purpose from the scope** **Evidence must be generated to cover two from four of the appropriate action from the scope** **Evidence must be generated to cover two from four of the appropriate person in the scope**

8 Act within the limits of your authority and refer any problems to an **appropriate person**	**Special orders** a named patient drugs b clinical trials stock	**Do not need to be covered**

Pharm 15: Issue Pharmaceutical Stock

SPECIFIC Evidence Requirements for this Unit
Simulation:
Simulation **IS** permitted for any part of this Unit.
The following forms of evidence ARE mandatory:
Direct observation: There must be direct observation of performance by an assessor or expert witness. If all the direct observation is undertaken by an expert witness then a professional discussion between the candidate and the assessor must be undertaken.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
Questioning: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or personal statements. In addition the assessor or expert witness may also ask questions to clarify aspects of your practice. **Witness testimony:** Can be a confirmation/authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a pharmacist, pharmacy technician or other healthcare professional. **Products:** For this Unit, products may include requisition order such as a picking list or assembly list. **Personal Statements:** You may write a personal statement which will provide an account of how you carried out an activity in a particular way. **Professional Discussion:** It is a requirement that professional discussion, of which record has been made, between the assessor and the candidate must take place at some stage during the delivery of the qualification if the work-based assessor has not worked directly with the candidate. **Expert witness:** It may not always be practicable for the work-based assessor to be present when a candidate is ready for assessment. If this is the case an expert witness may be used.
General guidance:
Prior to commencing this Unit you should agree and complete an assessment plan with your assessor which details the assessment methods you will be using, and the tasks you will be undertaking to demonstrate your competence. Evidence must be provided for **ALL** of the Performance Criteria, **ALL** of the knowledge and the parts of the scope as defined below that are relevant to your job role. The evidence must reflect the policies and procedures of your workplace and be linked to current legislation and the principles of best practice within the Pharmacy Sector. All evidence must relate to your own work practice.

Knowledge specification for this Unit

Competent practice is a combination of the application of skills and knowledge informed by values and attitudes. This specification details the knowledge and understanding required to carry out competent practice in the performance described in this Unit.

You need to provide evidence for ALL knowledge statements listed below.

You need to show that you know, understand and can apply in practice:	
Legislation, policy and good practice	
K1	A working knowledge of working within the limits of your own authority and when to refer to an appropriate person
K2	A factual knowledge of current legislation that applies to issuing pharmaceutical stock
K3	A working knowledge of your responsibilities under current legislation when issuing pharmaceutical stock
K4	A working knowledge of the importance of following SOPs related to issuing pharmaceutical stock
K5	A working knowledge of the health and safety requirements related to issuing pharmaceutical stock
Specific health related knowledge and skills	
K6	A working knowledge of the different formulation of drugs and why it is important to issue sufficient quantities of the correct formulation and strength
K7	A working knowledge of the difference between branded and generic drugs
Issuing stock	
K8	A working knowledge of the action to be taken if stock is **not fit for purpose**
K9	A working knowledge of the importance of checking stock for issue against current drug alerts/recalls
K10	A working knowledge of the procedures for responding to urgent requests
K11	A working knowledge of which products need special packaging and transportation and why it is important to adhere to these special requirements.
K12	A working knowledge of the importance of labelling containers correctly
K13	A working knowledge of issuing stock to the correct destination using the correct delivery method
Records and documentation	
K14	A working knowledge of the input and retrieval of stock data
K15	A working knowledge of the importance of maintaining correct, accurate documentation, including back up systems to IT failure where appropriate

Pharm 15: Issue Pharmaceutical Stock

Performance Criteria	Scope	All Performance Criteria must covered and the scope listed below
1 Follow all health and safety procedures and COSHH regulations related to issuing pharmaceutical stock 2 Validate the order as appropriate in accordance with SOPs 3 Generate an assembly list when appropriate and confirm that items issued match the **requisition**/prescription 4 Pick the correct product to match the original request or the assembly list where appropriate 5 Confirm that the product selected is; a the correct drug/appliance or device b the correct quantity c the correct pack size d within the expiry date e of intact packaging 6 Issue stock in the correct order: a in line with stock rotation b taking account of expiry dates 7 Confirm all stock issued is: 8 a in date b **fit for purpose**	**Requisitions** a picking list (this could include bar codes) b ward orders c assembly list **Special orders** a named patient drugs b clinical trials stock **Fit for purpose** a intact packaging b clean, non-contaminated packaging c within expiry date d appropriate packaging **Not fit for purpose** a unavailable b beyond expiry date c damaged or contaminated d has to be returned to the supplier	**Evidence must be generated to cover two from three of the requisitions in the scope** **Evidence must be generated to cover two from four of the fit for purpose in the scope** **Evidence must be generated to cover two from four of the not fit for purpose from the scope**

9 Take the **appropriate action** if stock requested is not available 10 Pack the stock safely and securely using the **appropriate container and packaging** 11 **Label** containers correctly 12 Issue stock to the correct **destination** using the correct delivery method 13 Correctly complete all **documentation** and **records**	**Appropriate action** a notifying your supervisor b notifying the person requesting the stock c ordering the stock **Appropriate person** a pharmacist b pharmacy technician c healthcare professional **Appropriate container and packaging** a cool containers b special labels eg fragile, heavy, cytotoxic medicines c protective containers **Labels** a destination b special labels eg fragile, cytotoxic **Destination** a internal order b external order c return of goods to supplier **Documentation and records** a paper b electronic	**Evidence must be generated to cover two from three of the appropriate action in the scope** **Evidence must be generated to cover two from three of the appropriate person from the scope** **Evidence must be generated to cover two from three of the appropriate container and packaging in the scope** **Evidence must be generated to cover one from two of the labels in the scope** **Evidence must be generated to cover two from three of the destination in the scope** **Evidence must be generated to cover one from two of the documentation and records in the scope**

Pharm 16: Assist in the Manufacture and Assembly of Medicinal Products

SPECIFIC Evidence Requirements for this Unit
Simulation:
Simulation is **NOT** permitted for any part of this Unit.
The following forms of evidence ARE mandatory:
Direct observation: There must be direct observation of performance by an assessor or expert witness. If all the direct observation is undertaken by an expert witness then a professional discussion between the candidate and the assessor must be undertaken.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
Questioning: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or personal statements. In addition the assessor or expert witness may also ask questions to clarify aspects of your practice. **Witness testimony:** Can be a confirmation/authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a pharmacist, pharmacy technician or other healthcare professional. **Products:** For this Unit, products may include completion of a batch worksheet indicating which medicinal product you are assisting in the preparation of. **Personal Statements:** You may write a personal statement which will provide an account of how you carried out an activity in a particular way. **Professional Discussion:** It is a requirement that professional discussion, of which record has been made, between the assessor and the candidate must take place at some stage during the delivery of the qualification if the work-based assessor has not worked directly with the candidate. **Expert witness:** It may not always be practicable for the work-based assessor to be present when a candidate is ready for assessment. If this is the case an expert witness may be used.
General guidance
Prior to commencing this Unit you should agree and complete an assessment plan with your assessor which details the assessment methods you will be using, and the tasks you will be undertaking to demonstrate your competence. Evidence must be provided for **ALL** of the Performance Criteria, **ALL** of the knowledge and the parts of the scope as defined below that are relevant to your job role. The evidence must reflect the policies and procedures of your workplace and be linked to current legislation and the principles of best practice within the Pharmacy Sector. All evidence must relate to your own work practice.

Knowledge specification for this Unit

Competent practice is a combination of the application of skills and knowledge informed by values and attitudes. This specification details the knowledge and understanding required to carry out competent practice in the performance described in this Unit.

You need to provide evidence for ALL knowledge statements listed below.

You need to show that you know, understand and can apply in practice:	
Legislation, policy and good practice	
K1	A working knowledge of the basic principles of quality assurance relating to manufacture of medicinal products
K2	A working knowledge of the principles of current good manufacturing practice (cGMP)
K3	A working knowledge of the difference between preparation for individuals and preparation for stock and how this is generally implemented in the workplace
K4	A factual knowledge of current health and safety legislation and how it applies to the working environment, including COSHH
K5	A working knowledge of the principles of SOPs and why it is important to work within these procedures
K6	A working knowledge of the limits of your own role and the referral procedures
Specific health related knowledge and skills	
K7	A working knowledge of basic hygiene and the importance of maintaining a clean working environment
K8	A working knowledge of personal hygiene and the use of protective/clean room clothing
K9	A working knowledge of the possible sources of contamination
K10	A working knowledge of environmental parameters, their importance and how to carry out their monitoring
K11	A working knowledge of the principles of weights and measures
Materials and equipment	
K12	A working knowledge of the preparation, assembly and maintenance of equipment
Procedures and techniques	
K13	A working knowledge of principles and procedure of different processes in manufacturing medicinal products and when to use them
K14	A working knowledge of labelling and packaging requirements
K15	A working knowledge of the reasons for and importance of carrying out in-process checks, end product quality checks and quarantine requirements
K16	A working knowledge of the disposal of waste materials and cleaning material
K17	A working knowledge of dismantling, cleaning, decontaminating and storing equipment
K18	A working knowledge of cleaning and decontamination of preparation area
Records and documentation	
K19	A working knowledge of the importance of recording information clearly, accurately and in a systematic, timely manner and of the storing of this information

Pharm 16: Assist in the Manufacture and Assembly of Medicinal Products

Performance Criteria	Scope	All Performance Criteria must be covered and the scope listed below
1 Work within the relevant SOPs including the relevant health and safety and COSHH procedures and within own limits of responsibility 2 Before you start the preparation confirm that the correct worksheet, labels, raw materials, **equipment** and consumables are available and ready for use 3 Assist in undertaking relevant **environmental monitoring** checking that the parameters, where appropriate, are within the set limits: a Prior to preparation b During preparation c Following completion of preparation 4 Inform the **appropriate person** if the **environmental parameters** are outside the set limits 5 Put on the appropriate clean room clothing following correct gowning procedure 6 Assist with cleaning and preparing the **environmental areas** using the correct materials 7 Assist with preparation of **products** in accordance with the batch sheet using the correct **process** and **equipment** and undertaking all process checks at the relevant stages	**Equipment** a balances b measures c mixers d pumps e filters f tablet counters g steriliser eg autoclave, dry heat oven **Environmental monitoring** a air pressure differentials b settle plates eg sessional and weekly c surface sample eg contact plates **Appropriate Person** a pharmacist b pharmacy technician c healthcare professional **Environmental parameters** a air pressure differentials b temperature c air flow d microbiological monitoring	**Evidence must be generated to cover four from seven of the equipment in the scope** **Evidence must be generated to cover two from three of the environmental monitoring in the scope** **Evidence must be generated to cover two from three of the appropriate person in the scope** **Evidence must be generated to cover two from four of the environmental parameters in the scope**

8 Label product, pack and if necessary label into any secondary packaging and take Quality Control samples as appropriate 9 Assist with completion of all necessary reconciliation calculations correctly and accurately for the product and the labels 10 Complete all **documentation** clearly and accurately, ready for checking 11 Quarantine product following the final check by the appropriate person 12 Clean and decontaminate all environmental areas using the correct cleaning method 13 Ensure that all equipment is dismantled, cleaned, decontaminated and correctly stored or disposed of correctly 14 Report any defects to an appropriate person 15 Report in accordance with SOPs any out of specification results/**unusual events** where appropriate 16 Take appropriate action following an unusual event, within the limits of your authority	**Environmental areas** a laminar flow cabinets b clean room c isolators d non-sterile preparation room **Products** a topical fluids b intravenous products using terminal sterilization c solid dose forms (tablets, capsules, powders, suppositories) d ointments and creams e emergency boxes (cardiac arrest boxes) f oral mixtures/solutions **Processes** a mixing b filtration c reconstitution d incorporation e filling f assembly g overlabelling **Documentation** a batch work sheets b batch number allocation records c environmental monitoring	**Evidence must be generated to cover two from four of the environmental areas in the scope** **Evidence must be generated to cover three from six of the products in the scope** **Evidence must be generated to cover four from seven of the processes in the scope** **Evidence must be generated to cover three from six of the documentation in the scope**

	records eg air pressure differential logs d cleaning records e equipment logs f quality exception reports **Unusual Events** a wastage/spills b errors c differences in resultant batch size d environmental issues e failure of equipment **Waste materials** a hazardous waste b general waste c sharps	**Evidence must be generated to cover three from five of the unusual events in the scope** **Evidence must be generated to cover two from three of the waste materials in the scope**

Pharm 18: Prepare Aseptic Products

SPECIFIC Evidence Requirements for this Unit
Simulation:
Simulation is **NOT** permitted for any part of this Unit.
The following forms of evidence ARE mandatory:
Direct observation: There must be direct observation of performance by an assessor or expert witness. If all the direct observation is undertaken by an expert witness then a professional discussion between the candidate and the assessor must be undertaken.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
Questioning: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or personal statements. In addition the assessor or expert witness may also ask questions to clarify aspects of your practice. **Witness testimony:** Can be a confirmation/authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a pharmacist, pharmacy technician or other healthcare professional. **Products:** For this Unit, products may include a copy of the worksheet of the preparation being made. **Personal Statements:** You may write a personal statement which will provide an account of how you carried out an activity in a particular way. **Professional Discussion:** It is a requirement that professional discussion, of which record has been made, between the assessor and the candidate must take place at some stage during the delivery of the qualification if the work-based assessor has not worked directly with the candidate. **Expert witness:** It may not always be practicable for the work-based assessor to be present when a candidate is ready for assessment. If this is the case an expert witness may be used.
General guidance
Prior to commencing this Unit you should agree and complete an assessment plan with your assessor which details the assessment methods you will be using, and the tasks you will be undertaking to demonstrate your competence. Evidence must be provided for **ALL** of the Performance Criteria, **ALL** of the knowledge and the parts of the scope as defined below that are relevant to your job role. The evidence must reflect the policies and procedures of your workplace and be linked to current legislation and the principles of best practice within the Pharmacy Sector. All evidence must relate to your own work practice.

Knowledge specification for this Unit

Competent practice is a combination of the application of skills and knowledge informed by values and attitudes. This specification details the knowledge and understanding required to carry out competent practice in the performance described in this Unit.

You need to provide evidence for ALL knowledge statements listed below.

You need to show that you know, understand and can apply in practice:	
Legislation, policy and good practice	
K1	A working knowledge of the basic principles of quality assurance including (cGMP) current good manufacturing practice
K2	An working knowledge of the difference between preparation for individual patients and preparation for stock and how this is generally implemented in the workplace
K3	A working knowledge and understanding of the recognised guidelines relating to aseptic preparation
K4	A factual knowledge of current health and safety legislation and how it applies to the working environment, including COSHH
K5	A working knowledge of the importance of SOPs and why you must always work within these procedures
K6	A working knowledge of the limits of your own role and the referral procedures to an appropriate person
Specific health related knowledge and skills	
K7	A working knowledge of basic hygiene and the importance of maintaining a clean working environment
K8	A working knowledge of the importance of personal hygiene and the correct use of protective/clean room clothing
K9	A working knowledge of the different types of environmental areas and when they should be used
K10	A working knowledge of the possible sources of contamination and the appropriate methods of prevention
K11	A working knowledge of the importance of storing products correctly (including any quarantine requirements) especially in relation to maintaining the cold chain from both chemical and microbiological aspects
K12	A working knowledge (including action and uses) of the various types of products
Materials and Equipment	
K13	A working knowledge of the different types of equipment and consumables and which products they must be used for
K14	A working knowledge of the procedures for preparing, cleaning and decontaminating equipment and environmental areas
K15	A working knowledge of the importance of storing equipment safely and in a condition ready for use
K16	A working knowledge of the principles of formulae calculations, weights and measures
Procedures and Techniques	
K17	A working knowledge of the environmental parameters that govern the working area, their importance, and how to carry out their monitoring
K18	A working knowledge of the correct handling of cytotoxic drugs and how to minimise the risks
K19	A working knowledge of the importance of carrying out accuracy and quality checks
K20	A working knowledge of the importance of label and product reconciliation
K21	A working knowledge of the methods and materials used for packaging

K22	A working knowledge of the procedures for the safe handling and disposal of waste materials
Records and documentation	
K23	A working knowledge of the importance of recording information clearly, accurately and in a systematic, timely manner and of the storing information that includes:
	a paper based
	b electronic
K24	A working knowledge and understanding of the importance of using validated documentation
K25	A working knowledge of local error reporting procedures and communication channels
K26	A working knowledge of national error reduction policies/strategies

Pharm 18: Prepare Aseptic Products

Performance Criteria	Scope	All Performance Criteria must be covered and the scope listed below
1 Work within the relevant SOPs including the relevant health and safety procedures and within own limits of responsibility 2 Undertake relevant **environmental monitoring** checking that the parameters, where appropriate, are within the set limits: a prior to aseptic preparation b during aseptic preparation c following completion of aseptic preparation 3 Take appropriate action if the **environmental parameters** eg air pressure differentials are outside the set limits. 4 Put on the appropriate clean room clothing following correct gowning procedure 5 Clean and prepare the **environmental areas** using the correct materials 6 Disinfect starting materials, **equipment** prior to introduction into and within the work area 7 Prepare the **product** using the correct **process** and equipment according to worksheet and SOPs, and maintain aseptic technique	**Environmental monitoring** a air pressure differentials b settle plates eg sessional and weekly c surface sample eg contact plates d finger dabs **Environmental parameters** a air pressure differentials b temperature c air flow d microbiological monitoring **Environmental areas** a laminar flow cabinets b clean room c isolators d non-sterile preparation room **Sources of contamination** a microbial b chemical cross-contamination c particulate	**Evidence must be generated to cover two from four of the environmental monitoring from the scope** **Evidence must be generated to cover two from four of the environmental parameters from the scope** **Evidence must be generated to cover two from four of the environmental areas from the scope** **Evidence must be generated to cover two from three of the sources of contamination from the scope**

8 Take the corrective action within limits of own responsibility in the event of an **accident/incident/error** during the preparation, including the completion of required **documentation** 9 Report to the **appropriate person** any problems outside your area of responsibility 10 Clean and decontaminate all work areas using the correct cleaning method and removing all waste 11 Label product, making all necessary accuracy **checks** and complete documentation in line with local policy 12 Ensure that waste is stored or disposed of in accordance with legal requirements 13 Complete all necessary reconciliation calculations correctly and accurately on all the relevant documentation 14 Feedback any near misses or errors to colleagues to minimise future errors 15 Make clear and accurate entries on all the relevant documentation	**Equipment/consumables** a syringes b needles c filters d transfer devices e giving sets f venting device **Products** a intravenous additives b parenteral nutrition c cytotoxic drugs d patient controlled analgesia (PCA) syringes e aseptic topical preparations eg eye drops, irrigations f docking of dry powder vials **Processes** a mixing b filtration c reconstitution d filling **An accident/incident/error** a dropping equipment on the floor b puncturing a bag c using a wrong starting material d measuring an incorrect quantity e failure of equipment f the visual appearance of the product is not what was	**Evidence must be generated to cover three from six of the equipment/consumables from the scope** **Evidence must be generated to cover three from six of the products from the scope** **Evidence must be generated to cover two from four of the processes from the scope** **Evidence must be generated to cover four from eight of the accidents/incidents/errors from the scope**

	expected eg particles, colour g needle stick injuries h personal injury	
	Documentation a environmental monitoring records eg air pressure differential log b cleaning records c work sheets d equipment logs e quality exception reports	**Evidence must be generated to cover three from five of the documentation**
	Appropriate person a pharmacist b pharmacy technician c healthcare professional	**Evidence must be generated to cover two from three of the appropriate persons from the scope**
	Checks a volume checks b visual product check c quality control sampling d reconciliation of labels e end of process check f equipment checks	**Evidence must be generated to cover three from six of the checks from the scope**
	Waste materials a sharps b cytotoxic drugs c other hazardous waste d general waste	**Evidence must be generated to cover two from four of the waste materials from the scope**

Pharm 21: Prepare Documentation, Materials, Components and Other Items for the Preparation of Aseptic Products

SPECIFIC Evidence Requirements for this Unit
Simulation:
Simulation is **NOT** permitted for any part of this Unit.
The following forms of evidence ARE mandatory:
Direct observation: There must be direct observation of performance by an assessor or expert witness. If all the direct observation is undertaken by an expert witness then a professional discussion between the candidate and the assessor must be undertaken.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
Questioning: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or personal statements. In addition the assessor or expert witness may also ask questions to clarify aspects of your practice. **Witness testimony:** Can be a confirmation/authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a pharmacist, pharmacy technician or other healthcare professional. **Products:** For this Unit, products may include a copy of the environmental monitoring records eg air pressure differential log. **Personal Statements:** You may write a personal statement which will provide an account of how you carried out an activity in a particular way. **Professional Discussion:** It is a requirement that professional discussion, of which record has been made, between the assessor and the candidate must take place at some stage during the delivery of the qualification if the work-based assessor has not worked directly with the candidate. **Expert witness:** It may not always be practicable for the work-based assessor to be present when a candidate is ready for assessment. If this is the case an expert witness may be used.
General guidance
Prior to commencing this Unit you should agree and complete an assessment plan with your assessor which details the assessment methods you will be using, and the tasks you will be undertaking to demonstrate your competence. Evidence must be provided for **ALL** of the Performance Criteria, **ALL** of the knowledge and the parts of the scope as defined below that are relevant to your job role. The evidence must reflect the policies and procedures of your workplace and be linked to current legislation and the principles of best practice within the Pharmacy Sector. All evidence must relate to your own work practice.

Knowledge specification for this Unit

Competent practice is a combination of the application of skills and knowledge informed by values and attitudes. This specification details the knowledge and understanding required to carry out competent practice in the performance described in this Unit.

You need to provide evidence for ALL knowledge statements listed below.

You need to show that you know, understand and can apply in practice:	
Legislation, policy and good practice	
K1	A working knowledge of the basic principles of quality assurance including current good manufacturing practice (cGMP)
K2	A working knowledge of the difference between preparation for individual patients and preparation for stock and how this is generally implemented in the workplace
K3	A working knowledge and understanding of the recognised guidelines relating to aseptic preparation
K4	A factual knowledge of your responsibilities under COSHH and current health and safety legislation and how it applies to the working environment
K5	A working knowledge of the importance of SOPs and why you must always work within these procedures
K6	A working knowledge of the importance of working within the limits of your own role
Specific health related knowledge and skills	
K7	A working knowledge of basic hygiene and the importance of maintaining a clean working environment
K8	A working knowledge of the importance of personal hygiene and the correct use of protective/clean room clothing
K9	A working knowledge of the different types of environmental areas and when they should be used
K10	A working knowledge of the possible sources of contamination
K11	A working knowledge of the various types of products
Materials and equipment	
K12	A working knowledge of the materials and equipment necessary for the preparation of aseptic products
K13	A working knowledge of the principles of formulae calculations, weights and measures
K14	A working knowledge for the safe handling of cytotoxic drugs
Procedures and techniques	
K15	A working knowledge of the procedures for cleaning, decontamination, and preparing the environment and components
Records and documentation	
K16	A working knowledge of the importance of recording information clearly, accurately and in a systematic, timely manner and of the storing of this information

Pharm 21: Prepare Documentation, Materials, Components and Other Items for the Preparation of Aseptic Products

Performance Criteria	Scope	All Performance Criteria must be covered and the scope listed below
1 Work within the relevant SOPs including the relevant health and safety and COSHH procedures and within own limits of responsibility 2 Ensure the appropriate clothing is worn at all times 3 Clean the appropriate **environmental areas** using the correct equipment and materials 4 Ensure that you work using the correct prescription/order 5 Generate worksheets according to local guidelines and protocols 6 Generate the labels and ensure that all labels produced are accounted for and complete, accurate and legible 7 Ensure that the environmental area is always clean and tidy 8 Monitor relevant **environmental parameters** and ensure that where appropriate they are within the set limits 9 Confirm you have the correct worksheet for the **product**, completing any calculations as appropriate 10 Allocate the batch number and expiry date for the product	**Environmental areas** a laminar flow cabinets b clean room c isolators d non-sterile preparation room **Environmental parameters** a air pressure differentials b temperature c air flow d microbiological monitoring **Sources of contamination** a microbial b chemical cross-contamination c particulate **Products** a intravenous additives b parenteral nutrition c cytotoxic drugs d PCA (Patient Controlled Analgesia) syringes e aseptic topical preparations eg irrigations	**Evidence must be generated to cover two from four of environmental areas from the scope** **Evidence must be generated to cover two from four of the environmental parameters from the scope** **Evidence must be generated to cover two from three of the sources of contamination from the scope** **Evidence must be generated to cover three from five of the products from the scope**

11 Select the correct starting materials and **consumables**, for the product, recording the relevant information on the worksheet 12 Confirm the starting 13 Report any problems outside your area of materials and consumables are **fit for purpose** 14 Make clear and accurate entries on all the relevant **documentation** 15 Disinfect the starting materials and consumables for transfer into the clean room responsibility to an **appropriate person**	**Consumables** a measures b mixers c pumps d filters e syringes f needles g transfer devices h venting devices i giving sets j alcohol wipes **Fit for purpose** a intact packaging b clean, non-contaminated packaging c within expiry date **Documentation** a environmental monitoring records eg air pressure differential log b cleaning records c work sheets d equipment logs e quality exception reports **Appropriate person** a pharmacist b pharmacy technician c healthcare professional	**Evidence must be generated to cover five from 10 of the consumables from the scope** **Evidence must be generated to cover two from three of the fit for purpose from the scope** **Evidence must be generated to cover three from five of the documentation from the scope** **Evidence must be generated to cover two from three of the appropriate person from the scope**

Pharm 22: Assist in the Preparation of Documentation, Materials and Other Items for Manufacture and Assembly of Medicinal Products

SPECIFIC Evidence Requirements for this Unit
Simulation:
Simulation is **NOT** permitted for any part of this Unit.
The following forms of evidence ARE mandatory:
Direct observation: There must be direct observation of performance by an assessor or expert witness. If all the direct observation is undertaken by an expert witness then a professional discussion between the candidate and the assessor must be undertaken.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
Questioning: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or personal statements. In addition the assessor or expert witness may also ask questions to clarify aspects of your practice. **Witness testimony:** Can be a confirmation/authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a pharmacist, pharmacy technician or other healthcare professional. **Products:** For this Unit, products may include copy of the batch worksheet showing which consumables/equipment to be used to prepare the medicinal product. **Personal Statements:** You may write a personal statement which will provide an account of how you carried out an activity in a particular way. **Professional Discussion:** It is a requirement that professional discussion, of which record has been made, between the assessor and the candidate must take place at some stage during the delivery of the qualification if the work-based assessor has not worked directly with the candidate. **Expert witness:** It may not always be practicable for the work-based assessor to be present when a candidate is ready for assessment. If this is the case an expert witness may be used.
General guidance
Prior to commencing this Unit you should agree and complete an assessment plan with your assessor which details the assessment methods you will be using, and the tasks you will be undertaking to demonstrate your competence. Evidence must be provided for **ALL** of the Performance Criteria, **ALL** of the knowledge and the parts of the scope as defined below that are relevant to your job role. The evidence must reflect the policies and procedures of your workplace and be linked to current legislation and the principles of best practice within the Pharmacy Sector. All evidence must relate to your own work practice.

Knowledge specification for this Unit

Competent practice is a combination of the application of skills and knowledge informed by values and attitudes. This specification details the knowledge and understanding required to carry out competent practice in the performance described in this Unit.

You need to provide evidence for ALL knowledge statements listed below.

You need to show that you know, understand and can apply in practice:	
Legislation, policy and good practice	
K1	A working knowledge of the basic principles of quality assurance including current good manufacturing practice (cGMP)
K2	An understanding of the difference between preparation for individual patients and preparation for stock and how this is generally implemented in the workplace
K3	A factual knowledge of your responsibilities under COSHH and current health and safety legislation and how it applies to the working environment
K4	A working knowledge of the importance of SOPs and why you must always work within these procedures
K5	A working knowledge of the importance of working within the limits of your own role
Specific health related knowledge and skills	
K6	A working knowledge of basic hygiene and the importance of maintaining a clean working environment including conducting a weekly and monthly clean
K7	A working knowledge of the importance of personal hygiene and the correct use of protective/clean room clothing
K8	A working knowledge of the different types of environmental areas and when they should be used
K9	A working knowledge of the possible sources of contamination
Materials and equipment	
K10	A working knowledge of the materials, consumables and equipment necessary for the preparation of medicinal products
K11	A working knowledge of the principles of formulae calculations, weights and measures
Procedures and techniques	
K12	A working knowledge of the procedures for cleaning, decontamination, and preparing the environment and equipment
K13	A working knowledge of labelling and packaging requirements and conventions
Records and documentation	
K14	A working knowledge of the importance of recording information clearly, accurately and in a systematic, timely manner and of the storing of this information

Pharm 22: Assist in the Preparation of Documentation, Materials and Other Items for Manufacture and Assembly of Medicinal Products

Performance Criteria	Scope	All Performance Criteria must be covered and the scope listed below
1 Work within the relevant SOPs including the relevant Health and safety and COSHH procedures and within own limits of responsibility 2 Ensure that appropriate clothing is worn at all times 3 Clean the appropriate **environmental area(s)** using the correct materials 4 Confirm you have the correct worksheet and labels for the product 5 Select the correct raw materials and equipment/consumables, for the product, recording the relevant information on the worksheet 6 Confirm the raw materials and equipment/consumables are fit for purpose 7 Make clear and accurate entries on all the relevant documentation 8 Ensure the 'first check' is carried out by an appropriate person 9 Disinfect the raw materials, consumables into the clean room if appropriate 10 Report any problems outside your area of responsibility to an appropriate person	**Environmental areas** a laminar flow cabinets b clean room c isolators d non-sterile preparation room **Sources of contamination** a microbial b chemical cross-contamination c particulate **Products** a topical fluids b intravenous products using terminal sterilisation c solid dose forms (capsules, tablets, powders, suppositories) d ointments and creams e oral mixtures/solutions f external fluids/liquids	**Evidence must be generated to cover two from four of the environmental areas from the scope** **Evidence must be generated to cover two from three of the sources of contamination from the scope** **Evidence must be generated to cover three from six of the products from the scope**

	Equipment/consumables a measures b mixers c pumps d filters e syringes f needles g transfer devices h venting devices i giving sets j alcohol wipes	**Evidence must be generated to cover five from 10 of the equipment/consumables from the scope**
	Fit for purpose a intact packaging b clean, non-contaminated packaging c within expiry date	**Evidence must be generated to cover two from three of the fit for purpose from the scope**
	Documentation a batch work sheets b batch number allocation record c environmental monitoring records eg air pressure differential logs d cleaning records e equipment logs	**Evidence must be generated to cover three from five of the documentation from the scope**
	Appropriate person a pharmacist b pharmacy technician c healthcare professional	**Evidence must be generated to cover two from three of the appropriate person from the scope**

Pharm 27: Undertake an In-Process Accuracy Check of Assembled Prescribed Items Prior to a Final Accuracy Check

SPECIFIC Evidence Requirements for this Unit
Simulation:
Simulation is **NOT** permitted for any part of this Unit.
The following forms of evidence ARE mandatory:
Direct observation: There must be direct observation of performance by an assessor or expert witness. If all the direct observation is undertaken by an expert witness then a professional discussion between the candidate and the assessor must be undertaken.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
Questioning: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or personal statements. In addition the assessor or expert witness may also ask questions to clarify aspects of your practice. **Witness testimony:** Can be a confirmation/authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a pharmacist, pharmacy technician or other healthcare professional. **Products:** For this Unit, products may include the dispensed medicines with the associated prescription. **Personal Statements:** You may write a personal statement which will provide an account of how you carried out an activity in a particular way. **Professional Discussion:** It is a requirement that professional discussion, of which record has been made, between the assessor and the candidate must take place at some stage during the delivery of the qualification if the work-based assessor has not worked directly with the candidate. **Expert witness:** It may not always be practicable for the work-based assessor to be present when a candidate is ready for assessment. If this is the case an expert witness may be used.
General guidance
Prior to commencing this Unit you should agree and complete an assessment plan with your assessor which details the assessment methods you will be using, and the tasks you will be undertaking to demonstrate your competence. Evidence must be provided for **ALL** of the Performance Criteria, **ALL** of the knowledge and the parts of the scope as defined below that are relevant to your job role. The evidence must reflect the policies and procedures of your workplace and be linked to current legislation and the principles of best practice within the Pharmacy Sector. All evidence must relate to your own work practice.

Knowledge specification for this Unit

Competent practice is a combination of the application of skills and knowledge informed by values and attitudes. This specification details the knowledge and understanding required to carry out competent practice in the performance described in this Unit.

You need to provide evidence for ALL knowledge statements listed below.

You need to show that you know, understand and can apply in practice:	
Legislation, policy and good practice	
K1	An in-depth understanding of the limits of your own role and recognising when to refer to an appropriate person
K2	An in-depth understanding of Standard Operating Procedures and the importance of adhering to them at all times
K3	A working knowledge of current ethical and legal and professional requirements that govern the dispensing of a prescription
K4	A working knowledge of the different types of check on a prescription
K5	A working knowledge of different types of prescribers
K6	A working knowledge of the types of medicines supply
K7	A working knowledge of how to identify near misses and dispensing errors
K8	A basic awareness of the causes and consequences of near misses and dispensing errors
K9	A basic awareness of error recording
Specific health related knowledge and skills	
K10	A working knowledge of the details required on a prescription and why these are necessary
K11	A working knowledge of the prescribing conventions and abbreviations
K12	A working knowledge of the common proprietary and generic names
K13	A factual knowledge of how medicines are administered
K14	A working knowledge of different strengths, doses and quantities of medicines
K15	A working knowledge of different relevant national and local guidelines, policies, procedures that are available including:
	a when they should be used
	b how to use them
Records and documentation	
K16	A working knowledge of when and why Patient Medication Records (PMRs) are used
K17	A working knowledge of the importance of maintaining dispensary records

Pharm 27: Undertake an In-Process Accuracy Check of Assembled Prescribed Items Prior to a Final Accuracy Check

Performance Criteria	Scope	All Performance Criteria must be covered and the scope listed below
1 Ensure that you work in accordance with current Standard Operating Procedures at all times 2 Refer queries at all times to a **suitably qualified person** 3 Ensure that the prescription has had a clinical check and has been assessed as suitable for dispensing by an **appropriate person** 4 Check with the appropriate person to confirm that the prescription is valid 5 Check that all **prescribed items** have been assembled according to instructions 6 Check that the correct item has been dispensed in the correct form and correct strength 7 Check that the correct quantity has been dispensed or arrangements for further future supply made as indicated on the prescription 8 Check that the label on the item matches the dispensed product and the prescription requirements including the form and strength 9 Check that the assembled items are **fit for purpose** 10 Check appropriate packaging has been used	**Suitably qualified person** a pharmacist b a prescriber c a registered pharmacy technician **Appropriate person** a a pharmacist b a prescriber **Prescribed items** 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 cytotoxic drugs g medical devices h appliances i controlled drugs	**Evidence must be generated to cover one suitably qualified person from the scope** **Evidence must be generated to cover one of two of the appropriate person from the scope** **Evidence must be generated to cover four from nine of the prescribed items**

11 Check appropriate selection of medicine devices/sundry items to accompany the medicine or product 12 Rectify any dispensing errors in accordance with Standard Operating Procedures 13 Annotate and endorse prescription in accordance with Standard Operating Procedures 14 Ensure any dispensing errors are recorded in accordance with local policies and guidelines 15 Record the date and your details in accordance with Standard Operating Procedures 16 Once satisfied with the in-process accuracy in dispensing, pass the dispensed prescription on for a final accuracy check to be undertaken by a suitably qualified person	**Fit for purpose** a intact, presentable packaging b clean, non-contaminated packaging c within expiry date for course of treatment d packaging complies with legal requirements e complies with relevant regulatory requirements **Types of check** a second check of prescription b self check c final check	**Evidence must be generated to cover three from five of the fit for purpose from the scope** **Evidence must be generated to cover two of three types of checks from the scope- but not final check**

Pharm 32: Assist in the Issue of Prescribed Items

SPECIFIC Evidence Requirements for this Unit
Simulation:
Simulation is **NOT** permitted for any part of this Unit.
The following forms of evidence ARE mandatory:
Direct observation: There must be direct observation of performance by an assessor or expert witness. If all the direct observation is undertaken by an expert witness then a professional discussion between the candidate and the assessor must be undertaken.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
Questioning: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or personal statements. In addition the assessor or expert witness may also ask questions to clarify aspects of your practice. **Witness testimony:** Can be a confirmation/authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a pharmacist, pharmacy technician or other healthcare professional. **Products:** For this Unit, products may include a copy of the completed prescription that the prescribed medicines relate to. **Personal Statements:** You may write a personal statement which will provide an account of how you carried out an activity in a particular way. **Professional Discussion:** It is a requirement that professional discussion, of which record has been made, between the assessor and the candidate must take place at some stage during the delivery of the qualification if the work-based assessor has not worked directly with the candidate. **Expert witness:** It may not always be practicable for the work-based assessor to be present when a candidate is ready for assessment. If this is the case an expert witness may be used.
General guidance
Prior to commencing this Unit you should agree and complete an assessment plan with your assessor which details the assessment methods you will be using, and the tasks you will be undertaking to demonstrate your competence. Evidence must be provided for **ALL** of the Performance Criteria, **ALL** of the knowledge and the parts of the scope as defined below that are relevant to your job role. The evidence must reflect the policies and procedures of your workplace and be linked to current legislation and the principles of best practice within the Pharmacy Sector. All evidence must relate to your own work practice.

Knowledge specification for this Unit

Competent practice is a combination of the application of skills and knowledge informed by values and attitudes. This specification details the knowledge and understanding required to carry out competent practice in the performance described in this Unit.

You need to provide evidence for ALL knowledge statements listed below.

You need to show that you know, understand and can apply in practice:	
Legislation, policy and good practice	
K1	A working knowledge of the limits of your own role and when to refer to an appropriate person
K2	A working knowledge of principles for issuing dispensed medicines and products and the local Standard Operating Procedures that relate to this
K3	A working knowledge of the current ethical and legal requirements that govern the issuing of a prescription
Procedures and techniques	
K4	A working knowledge of how to deal with individuals with special needs
K5	A working knowledge of the importance of confirming the individual's identity before issuing dispensed items
K6	A working knowledge of the importance of providing information on:
	a the storage and maintenance of prescribed items b possible side-effects
Records and documentation	
K7	A factual knowledge of the importance of maintaining dispensary records including the use of the dispensary computer
K8	A factual knowledge of how medicines are administered
Materials and equipment	
K9	A working knowledge of the importance of selecting the correct equipment for use
K10	A working knowledge of the properties of different types of container types and when to use each

Pharm 32: Assist in the Issue of Prescribed Items

Performance Criteria	Scope	All Performance Criteria must be covered and the scope listed below
1 Maintain the individual's confidentiality at all times 2 Confirm that issuing of the prescription is within the limits of your occupational role 3 Confirm the individual's identity and that it correctly matches with the prescription 4 Identify if the individual has previously used the medication or product 5 Establish whether the individual is taking any other medication either prescribed or non-prescription medicines and refer to an appropriate person if applicable 6 Confirm the medicine(s) or products match the prescription 7 Issue the **medicine or product** in accordance with Standard Operating Procedures 8 Provide all the necessary devices/sundry items 9 Identify when the individual needs further advice or information 10 Refer the individual to **an appropriate person** in a polite and courteous manner, passing all the relevant information to the pharmacist or an appropriate person	**Medicine/product** a tablets and capsules b external liquids c internal liquids d inhalers and devices e eye/ear preparations f nasal preparations g suppositories and enemas h pessaries and vaginal creams i dressings j topical preparations k patches l sublingual sprays/tablets **Format of information** a written b oral c demonstration d electronic **Appropriate information** a storage b repeat supply c expiry date d outstanding balance dosage and usage e use and maintenance of appliances	**Evidence must be generated to cover six from 12 of the medicines/products** **Evidence must be generated to cover two from four of the formats of information from the scope** **Evidence must be generated to cover three from six of the appropriate information from the scope using either one form of written or oral information**

11 Complete all relevant records in accordance with Standard Operating Procedures	f other medications Using: a written information eg PILS b oral information c electronic information **Refer** a the individual is confused in any way b there are problems with the prescription c the individual asks to see the pharmacist **Appropriate person** a pharmacist b pharmacy technician c healthcare professional	 **Evidence must be generated to cover two from three of the refer from the scope** **Evidence must be generated to cover two from three of the appropriate person from the scope**

SVQ Pharmacy Services
Level 3

Framework

Mandatory Units

Pharm 02: Provide an Effective and Responsive Pharmacy Service

SPECIFIC Evidence Requirements for this Unit
Simulation:
Simulation is **NOT** permitted for any part of this Unit.
The following forms of evidence ARE mandatory:
Direct observation: There must be direct observation of performance by an assessor or expert witness. If all the direct observation is undertaken by an expert witness then a professional discussion between the candidate and the assessor must be undertaken.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
Questioning: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or personal statements. In addition the assessor or expert witness may also ask questions to clarify aspects of your practice. **Witness testimony:** Can be a confirmation/authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a work colleague or a patient/client you have dealt with. **Products:** For this Unit, products may include. **Personal Statements:** You may write a personal statement which will provide an account of how you carried out an activity in a particular way **Professional Discussion:** It is a requirement that professional discussion, of which record has been made, between the assessor and the candidate must take place at some stage during the delivery of the qualification if the work-based assessor has not worked directly with the candidate. **Expert witness:** It may not always be practicable for the work-based assessor to be present when a candidate is ready for assessment. If this is the case an expert witness may be used.
General guidance
Prior to commencing this Unit you should agree and complete an assessment plan with your assessor which details the assessment methods you will be using, and the tasks you will be undertaking to demonstrate your competence. Evidence must be provided for **ALL** of the Performance Criteria, **ALL** of the knowledge and the parts of the scope as defined below that are relevant to your job role. The evidence must reflect the policies and procedures of your workplace and be linked to current legislation and the principles of best practice within the Pharmacy Sector. All evidence must relate to your own work practice.

Knowledge specification for this Unit

Competent practice is a combination of the application of skills and knowledge informed by values and attitudes. This specification details the knowledge and understanding required to carry out competent practice in the performance described in this Unit.

You need to provide evidence for ALL knowledge statements listed below.

You need to show that you know, understand and can apply in practice:	
Legislation, policy and good practice	
K1	A basic awareness of current legislation and regulations that affect the delivery of products and services to individuals, including:
	a health and safety
	b data protection
	c equal opportunities
	d disability discrimination
	e individual rights, eg sale of goods, trades descriptions
	f freedom of information
K2	A working knowledge of your responsibilities under the above legislation
K3	A factual knowledge of industry, organisational and professional codes of practice and ethical standards that affect the way that products or services, relevant to your role, can be delivered to individuals
K4	A working knowledge of organisational guidelines that outline the limitations of your role
K5	A working knowledge of the importance of working within the limits of your competence and authority and when to seek agreement with or permission from others
K6	A working knowledge of SOPs and the importance of adhering to them at all times
Procedures and techniques	
K7	A working knowledge of how to communicate in a clear, polite, confident manner and why this is important
K8	A working knowledge of the systems for dealing with problems
K9	A working knowledge of the means to defuse potential conflict
K10	A working knowledge of how to negotiate
K11	A working knowledge of the limitations of what you and the service are able to offer individuals
K12	A working knowledge of the relevant information that you need to collect
K13	A working knowledge of the importance of collecting as much information as possible about the individual and their problem
K14	A working knowledge of the importance of checking the accuracy of the information you have collected with the individual
K15	A working knowledge of the importance of showing empathy with the individual and how to do so
K16	A working knowledge of relevant products and services for which information and/or advice is required
K17	A working knowledge of where to get assistance if you cannot provide the information and advice yourself
K18	A working knowledge of the source(s) of information that can be accessed and given to individuals by the pharmacist

Resolve queries and complaints
K19 A working knowledge of how to manage conflict and/or individuals who are angry
K20 A working knowledge of how to assess complaints and what action to take
K21 A working knowledge of when you should refer complaints to a higher authority

Pharm 02: Provide an Effective and Responsive Pharmacy Service

Performance Criteria	Scope	All Performance Criteria must be covered and the scope listed below
1 Deal with **individuals** promptly and politely 2 Gather and interpret information from individuals about issues or concerns they have raised 3 Ask individuals appropriate questions to check your understanding of the **issues or concerns** in accordance with SOPs 4 Work independently and with others to identify issues with systems and procedures to help **minimise potential conflict** 5 Identify the options available to resolve service issues or concerns 6 Identify the advantages and disadvantages of each option for the individuals and your organisation 7 Select the best option for the individual and your organisation 8 Suggest to the individual other ways that issues or concerns may be resolved if you are unable to help 9 Discuss and agree the proposed option for resolving the issues or concerns with individuals 10 Keep individuals fully informed of the process to resolve their issues or concerns	**Individuals** a someone from another department who is not part of your team b people from outside your organisation, including: patients patient representatives other healthcare staff **Issues or concerns** a the need for information and advice b changing requirements c complaint about services d complaints about products **Minimise potential conflict** a suggest an alternative product/service b suggest the service is provided at a different time c refer the individual to a colleague	**Evidence must be generated to cover one individual from another department from the scope** **Evidence must be generated to cover two from people outside your organisation from the scope** **Evidence must be generated to cover two from four of the issues or concerns from the scope** **Evidence must be generated to cover two from three on minimising potential conflict from the scope**

11 Check with the individuals to make sure the issue or concern has been resolved to their satisfaction 12 In the event that the issue or concern cannot be resolved, give a clear explanation to individuals		

Pharm 03: Process Pharmaceutical Queries

SPECIFIC Evidence Requirements for this Unit
Simulation:
Simulation is **NOT** permitted for any part of this Unit.
The following forms of evidence ARE mandatory:
Direct observation: There must be direct observation of performance by an assessor or expert witness. If all the direct observation is undertaken by an expert witness then a professional discussion between the candidate and the assessor must be undertaken.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
Questioning: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or personal statements. In addition the assessor or expert witness may also ask questions to clarify aspects of your practice. **Witness testimony:** Can be a confirmation/authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a work colleague or a patient/client you have dealt with. **Products:** For this Unit, products may include patient information leaflets (PILs), healthcare leaflets and pack information to assist individuals, information from manufacturer, information from other healthcare providers. **Personal Statements:** You may write a personal statement which will provide an account of how you carried out an activity in a particular way. **Professional Discussion:** It is a requirement that professional discussion, of which record has been made, between the assessor and the candidate must take place at some stage during the delivery of the qualification if the work-based assessor has not worked directly with the candidate. **Expert witness:** It may not always be practicable for the work-based assessor to be present when a candidate is ready for assessment. If this is the case an expert witness may be used.
General guidance
Prior to commencing this Unit you should agree and complete an assessment plan with your assessor which details the assessment methods you will be using, and the tasks you will be undertaking to demonstrate your competence. Evidence must be provided for **ALL** of the Performance Criteria, **ALL** of the knowledge and the parts of the scope as defined below that are relevant to your job role. The evidence must reflect the policies and procedures of your workplace and be linked to current legislation and the principles of best practice within the Pharmacy Sector. All evidence must relate to your own work practice.

Knowledge specification for this Unit

Competent practice is a combination of the application of skills and knowledge informed by values and attitudes. This specification details the knowledge and understanding required to carry out competent practice in the performance described in this Unit.

You need to provide evidence for ALL knowledge statements listed below.

You need to show that you know, understand and can apply in practice:	
Legislation, policy and good practice	
K1	A working knowledge of the limits of your role in obtaining, interpreting and supplying information or advice
K2	A factual knowledge of when to refer to an appropriate person
K3	A working knowledge of the importance of confidentiality and ethical issues
K4	A working knowledge of SOPs and the reasons for following them
Procedures and techniques	
K5	A working knowledge of different ways to respond to requests for information
K6	A working knowledge of questioning techniques to obtain all the relevant information
K7	A working knowledge of how to identify information sources and how to access them
K8	A working knowledge of action to take if you cannot deal with the enquiry
K9	A working knowledge of preparing a concise accurate response
K10	A working knowledge of when and by whom your response should be checked
K11	A working knowledge of the importance of showing empathy with the enquirer
Records and documentation	
K12	A working knowledge of the importance of accurate documentation.

Pharm 03: Process Pharmaceutical Queries

Performance Criteria	Scope	All Performance Criteria must be covered and the scope listed below
1 Establish the identity of the **enquirer** 2 Identify: a what **information** is required b why the information is needed c what they know already if appropriate 3 Record the receipt of the request accurately and clearly in accordance with SOPs 4 Treat the enquirer in a courteous manner and in a way that is sensitive to their needs, check their understanding and repeat **critical information** 5 Agree: a a time scale for the response b a **format** for the response 6 Identify the relevant **source** of information and document clearly 7 Seek approval to access the information when necessary 8 Access relevant information and evaluate to confirm it meets the needs of the enquirer	**Enquirer** a a member of the pharmacy team b other health service professionals c a member of the public d a patient e patient's representative **Information** **oral information** a to the individual b to a pharmacist c to a pharmacy technician d to other healthcare staff e members of the team **written information** a patient information leaflets (PILs) b healthcare leaflets and pack information to assist individuals c information from manufacturer d information from other healthcare providers	**Evidence must be generated to cover three from five of the enquirers from the scope** **Evidence must be generated to cover three from five of the oral information and two from four of the written information from the scope**

9 Prepare a response in: a a structured manner b a format that meets the needs of the enquirer 10 Confirm your response is relevant to the needs of the enquirer with an **appropriate person** 11 Respond to the enquirer within the agreed timescale or give them an update on the progress made 12 Ensure that the information and/or advice offered is accurate, relevant and complies with legal, confidentiality, ethical issues and statutory requirements 13 Confirm with the enquirer that your response has met their requirements 14 Complete all relevant documentation and store appropriately	**Critical information** a information about their medicines b information about their condition c information that can affect the decision made by the pharmacist **Format** a written b verbal c electronic (e.g e-mail, fax) **Source** a **BNF** b **other pharmaceutical publications** (Martindale, Cytotoxic Handbook, BNF for Children, MIMS, Drug Tariff) c local formulary d electronic sources e consumer information eg patient information leaflet, health promotion leaflet f Medicines, Ethics and Practice Guide g Pharmaceutical company/manufacturer **Appropriate person** a a pharmacist b a pharmacy technician c a healthcare professional	**Evidence must be generated to cover two from three of the critical information from the scope** **Evidence must be generated to cover two from three of the formats from the scope** **Evidence must be generated to cover six from the sources/pharmaceutical publications from the scope** **Evidence must be generated to cover two from three of the appropriate persons from the scope**

HSS1: Make Sure Your Own Actions Reduce Risks to Health and Safety

SPECIFIC Evidence Requirements for this Unit
Simulation:
Simulation is **permitted** for any part of this Unit.
The following forms of evidence ARE mandatory:
Direct observation: There must be direct observation of performance by an assessor or expert witness. If all the direct observation is undertaken by an expert witness then a professional discussion between the candidate and the assessor must be undertaken.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
Questioning: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or personal statements. In addition the assessor or expert witness may also ask questions to clarify aspects of your practice. **Witness testimony:** Can be a confirmation/authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a work colleague or a patient/client you have dealt with. **Products:** For this Unit, products may include a report on health and safety in you workplace where you have indentified any hazards. **Personal Statements:** You may write a personal statement which will provide an account of how you carried out an activity in a particular way. **Professional Discussion:** It is a requirement that professional discussion, of which record has been made, between the assessor and the candidate must take place at some stage during the delivery of the qualification if the work-based assessor has not worked directly with the candidate. **Expert witness:** It may not always be practicable for the work-based assessor to be present when a candidate is ready for assessment. If this is the case an expert witness may be used.
General guidance
Prior to commencing this Unit you should agree and complete an assessment plan with your assessor which details the assessment methods you will be using, and the tasks you will be undertaking to demonstrate your competence. Evidence must be provided for **ALL** of the Performance Criteria, **ALL** of the knowledge and the parts of the scope as defined below that are relevant to your job role. The evidence must reflect the policies and procedures of your workplace and be linked to current legislation and the principles of best practice within the Pharmacy Sector. All evidence must relate to your own work practice.

Knowledge specification for this Unit

Competent practice is a combination of the application of skills and knowledge informed by values and attitudes. This specification details the knowledge and understanding required to carry out competent practice in the performance described in this Unit.

You need to provide evidence for ALL knowledge statements listed below.

You need to show that you know, understand and can apply in practice:	
Knowledge and understanding	
K1	A working knowledge of what 'hazards' and 'risks' are
K2	A working knowledge of your responsibilities and legal duties for health and safety in the workplace
K3	A working knowledge of your responsibilities for health and safety as required by the law covering your job role
K4	A working knowledge of the hazards which exist in your workplace and the safe working practices which you must follow
K5	A working knowledge of the particular health and safety hazards which may be present in your own job and the precautions you must take
K6	A working knowledge of the importance of remaining alert to the presence of hazards in the whole workplace
K7	A working knowledge of the importance of dealing with, or promptly reporting, risks
K8	A working knowledge of the responsibilities for health and safety in your job description
K9	A working knowledge of the safe working practices for your own job
K10	A working knowledge of the responsible people you should report health and safety matters to:
K11	A working knowledge of where and when to get additional health and safety assistance
K12	A working knowledge of your scope and responsibility for controlling risks unable to deal with
K13	A working knowledge of suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
K14	A working knowledge of the importance of personal presentation in maintaining health and safety in your workplace
K15	A working knowledge of the importance of personal behaviour in maintaining the health and safety of you and others
K16	A working knowledge of the risks to the environment which may be present in your workplace and/or in your job

HSS1: Make Sure Your Own Actions Reduce Risks to Health and Safety

Performance Criteria	Scope	All Performance Criteria must covered and the scope listed below
Identify the hazards and evaluate the risks in your workplace 1 Identify which workplace instructions are relevant to your job 2 Identify those working practices in your job which could harm you or others 3 Identify those aspects of your workplace which could harm you or others 4 Check which of the potentially harmful working practices and aspects of your workplace present the highest risks to you or to others 5 Deal with hazards in accordance with workplace instructions and legal requirements 6 Correctly name and locate the people responsible for health and safety in your workplace 7 Report to the people responsible for health and safety in your workplace those hazards which present the highest risks	**Health and safety hazards** a manual handling b repetitive work c noise and vibration d hazardous substances e computers f animals g slips, trips and falls h falling from height i machinery/equipment j electricity k transport/vehicles l fire/explosions m confined spaces n pressure systems o people/stress	**Simulation is permitted in this Unit** **Evidence must be generated to cover eight of the 14 health and safety hazards in the scope**

Reduce the risks to health and safety in your workplace 8 Carry out your work in accordance with your level of competence, workplace instructions, suppliers or manufacturers instructions and legal requirements 9 Control those health and safety risks within your capability and job responsibilities 10 Pass on suggestions for reducing risks to health and safety to the responsible people 11 Make sure your behaviour does not endanger the health and safety of you or others in your workplace 12 Follow the workplace instructions and suppliers' or equipment, materials and products 13 Report any differences between workplace instructions and suppliers' or manufacturers' instructions 14 Make sure that your personal presentation and behaviour at work: a protects the health and safety of you and others, c meets any legal responsibilities, and d is in accordance with workplace instructions 15 Make sure you follow environmentally-friendly working practices		

HSC33: Reflect On and Develop Your Practice

SPECIFIC Evidence Requirements for this Unit
Simulation:
Simulation is NOT permitted for any part of this Unit.
The following forms of evidence ARE mandatory:
Direct observation: There must be direct observation of performance by an assessor or expert witness. If all the direct observation is undertaken by an expert witness then a professional discussion between the candidate and the assessor must be undertaken.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
Questioning: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or personal statements. In addition the assessor or expert witness may also ask questions to clarify aspects of your practice. **Witness testimony:** Can be a confirmation/authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a work colleague or a patient/client you have dealt with. **Products:** For this Unit, products may a copy of their personalised training plan/minutes from meetings. **Personal Statements:** You may write a personal statement which will provide an account of how you carried out an activity in a particular way. **Professional Discussion:** It is a requirement that professional discussion, of which record has been made, between the assessor and the candidate must take place at some stage during the delivery of the qualification if the work-based assessor has not worked directly with the candidate. **Expert witness:** It may not always be practicable for the work-based assessor to be present when a candidate is ready for assessment. If this is the case an expert witness may be used.
General guidance
Prior to commencing this Unit you should agree and complete an assessment plan with your assessor which details the assessment methods you will be using, and the tasks you will be undertaking to demonstrate your competence. Evidence must be provided for **ALL** of the Performance Criteria, **ALL** of the knowledge and the parts of the scope as defined below that are relevant to your job role. The evidence must reflect the policies and procedures of your workplace and be linked to current legislation and the principles of best practice within the Pharmacy Sector. All evidence must relate to your own work practice.

Knowledge specification for this Unit

Competent practice is a combination of the application of skills and knowledge informed by values and attitudes. This specification details the knowledge and understanding required to carry out competent practice in the performance described in this Unit.

You need to provide evidence for ALL knowledge statements listed below.

You need to show that you know, understand and can apply in practice:	
Values	
K1	A working knowledge of legal and organisational requirements on equality, diversity, discrimination and rights when working with individuals and others to improve your knowledge and practice
K2	A working knowledge of dilemmas and conflicts that you may face in your practice
Legislation and organisational policy and procedures	
K3	A working knowledge of codes of practice and conduct, and standards and guidance relevant to your own role and the roles, responsibilities, accountability and duties of others about personal and professional development
K4	A working knowledge of current local, UK and European legislation, and organisational requirements, procedures and practices for accessing training and undertaking personal and professional development activities
K5	A working knowledge of the purpose of, and arrangements for, your supervision and appraisal
Theory and practice	
K6	A working knowledge of how and where to access information and support on knowledge and best practice relevant to your area of work, the individuals and key people with whom you work and the skills and knowledge you need to practice effectively
K7	A working knowledge of principles underpinning personal and professional development and reflective practice
K8	A working knowledge of how to work in partnership with individuals, key people and others to enable you to develop and enhance your knowledge and practice
K9	A working knowledge of development opportunities that can enhance your practice
K10	A working knowledge of lessons learned from inquiries into serious failure of health and social care practice, and from successful interventions
K11	A working knowledge of approaches to learning that will allow you to transfer your knowledge and skills to new and unfamiliar contexts

HSC 33: Reflect On and Develop Your Practice

Performance Criteria	Scope	All performance must covered and the scope relevant to your development
1 Analyse and reflect on what is required for competent, effective and safe practice, and provide active support for individuals and key people 2 Continually monitor, evaluate and reflect on: your knowledge and skills your attitudes and behaviour any experiences and personal beliefs that might affect your work how well you practice and what could be improved the processes and Outcomes from your work 3 Seek **constructive feedback** to enable you to develop your practice, from: individuals key people others with whom you work or have contact within your work your supervisors 4 Identify any actions you need to take to develop and enhance your practice 5 Identify the supervision and support systems available to you within and outside your organisation 6 Seek and use appropriate supervision and support to reflect on and identify ways to enhance your practice	**Key people** a family; b friends; c carers; d others with whom the individual has a supportive relationship **Constructive feedback** Include that communicated: a verbally; b in written form; c electronically; d in other forms of communication. With individuals and key people communications should: a use the individual's preferred spoken language; b the use of signs; c symbols; d pictures; e writing;	**Evidence must include two from four of the key people** **Evidence must include two from four of the forms of communication methods from key people using foir from eight of the methods of the preferred choice of communication**

7 Prioritise aspects of your practice that need to be enhanced 8 Take action, with supervision and support, to access **development opportunities** that will enhance your knowledge and practice 9 Review: how well the development opportunities meet your practice needs in what ways your practice has been improved by the development opportunities 10 Use **supervision and support** to continually assess the implications from any development opportunity on your continuing personal and professional development needs 11 keep up-to-date records of your personal and professional development, within confidentiality agreements and according to legal and organisational requirements	f objects of reference; communication passports; g other non verbal forms of communication; h human and technological aids to communication **Development opportunities** a training; b educational programmes; c coaching; personal and professional support **Supervision and support** a formal; b informal; c provided from within your organisation; d provided from outside your organisation	**Evidence must include two from three of the development opportunities** **Evidence must include two from four of the supervision and support**

Pharm 07: Receive Prescriptions from Individuals

SPECIFIC Evidence Requirements for this Unit
Simulation:
Simulation is **NOT** permitted for any part of this Unit.
The following forms of evidence ARE mandatory:
Direct observation: There must be direct observation of performance by an assessor or expert witness. If all the direct observation is undertaken by an expert witness then a professional discussion between the candidate and the assessor must be undertaken.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
Questioning: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or personal statements. In addition the assessor or expert witness may also ask questions to clarify aspects of your practice. **Witness testimony:** Can be a confirmation/authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a pharmacist, pharmacy technician or other healthcare professional. **Products:** For this Unit, products may include the a copy of the prescription received. **Personal Statements:** You may write a personal statement which will provide an account of how you carried out an activity in a particular way. **Professional Discussion:** It is a requirement that professional discussion, of which record has been made, between the assessor and the candidate must take place at some stage during the delivery of the qualification if the work-based assessor has not worked directly with the candidate. **Expert witness:** It may not always be practicable for the work-based assessor to be present when a candidate is ready for assessment. If this is the case an expert witness may be used.
General guidance
Prior to commencing this Unit you should agree and complete an assessment plan with your assessor which details the assessment methods you will be using, and the tasks you will be undertaking to demonstrate your competence. Evidence must be provided for **ALL** of the Performance Criteria, **ALL** of the knowledge and the parts of the scope as defined below that are relevant to your job role. The evidence must reflect the policies and procedures of your workplace and be linked to current legislation and the principles of best practice within the Pharmacy Sector. All evidence must relate to your own work practice.

Knowledge specification for this Unit

Competent practice is a combination of the application of skills and knowledge informed by values and attitudes. This specification details the knowledge and understanding required to carry out competent practice in the performance described in this Unit.

You need to provide evidence for ALL knowledge statements listed below.

You need to show that you know, understand and can apply in practice:	
Legislation, policy and good practice	
K1	A working knowledge of the importance of working within the limits of your own role and recognising when to refer to an appropriate person
K2	A working knowledge of Standard Operating Procedures regarding the receiving of prescriptions and the importance of adhering to them at all times
K3	A working knowledge of current legislation relating to prescription charges and exemptions and differences in practice across the UK
K4	A working knowledge of regulations and procedures relating to prescriptions for clinical trials.
K5	A working knowledge of the relevant national and local guidelines, policies and procedures that are available and how and when they should be accessed
K6	A working knowledge of the different types of prescribers
Specific health related knowledge and skills	
K7	A working knowledge of the different types of prescriptions and when they are used
K8	A working knowledge of the details required on a prescription and why they are necessary
K9	A working knowledge of exemptions and how individuals can claim refunds, including the use of official forms and prepayment certificates
Procedures and techniques	
K10	A working knowledge of how to deal with individuals with special needs
K11	A working knowledge of the transactional and administration procedures as required by government regulations and those that apply to your workplace
Records and documentation	
K12	A working knowledge of the importance of maintaining dispensary records

Pharm 07: Receive Prescriptions from Individuals

Performance Criteria	Scope	All Performance Criteria must be covered and the scope listed below
1 Greet the individual politely and promptly 2 Maintain privacy and confidentiality throughout 3 Check the **prescription** to confirm: a the details are clear, correct and complete on the prescription b the prescription meets legal requirements c the individual has completed the declaration on the prescription if required to do so d evidence of exemption where appropriate e whether the item is prescribable 4 Where appropriate, provide the individual with relevant information regarding: a prescription fees b exemptions c waiting and collection times d possible alternative delivery services e availability of medicine/product f a receipt for prescription collection according to Standard Operating Procedures 5 Where appropriate, carry out all **transactional procedures** promptly and correctly 6 Forward the prescription for validation and dispensing to an **appropriate person**, in accordance with Standard Operating Procedures	**Prescriptions** a paper- based b electronic c NHS d private e veterinary f for clinical trials **Transactional procedures** a use of cash, credit cards, cheques b issue of official receipts and reclaim forms c issue of prescription receipts such as numbered tickets d exemption and prepaid certificate e costing of private prescriptions including VAT f advise where items may be purchased g check whether the item is prescribable according to drug tariff and or local formulary **Appropriate person** a pharmacist b pharmacy technician	**Evidence must be generated to cover three from six of the prescription types** **Evidence must be generated to cover three from seven of the transactional procedures** **Evidence must be generated to cover two from four of the appropriate person**

7 Complete the required **dispensary records**	c suitably trained pharmacy staff d suitably trained dispensing staff **Dispensary records** a paper based b electronic	**Evidence must be generated to cover one from two of the dispensary records**

Pharm 08: Confirm Prescription Validity

SPECIFIC Evidence Requirements for this Unit
Simulation:
Simulation is **NOT** permitted for any part of this Unit.
The following forms of evidence ARE mandatory:
Direct observation: There must be direct observation of performance by an assessor or expert witness. If all the direct observation is undertaken by an expert witness then a professional discussion between the candidate and the assessor must be undertaken.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
Questioning: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or personal statements. In addition the assessor or expert witness may also ask questions to clarify aspects of your practice. **Witness testimony:** Can be a confirmation/authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a pharmacist, pharmacy technician or other healthcare professional. **Products:** For this Unit, products may include a copy of the prescription annotated when you have had to refer to an appropriate person. **Personal Statements:** You may write a personal statement which will provide an account of how you carried out an activity in a particular way. **Professional Discussion:** It is a requirement that professional discussion, of which record has been made, between the assessor and the candidate must take place at some stage during the delivery of the qualification if the work-based assessor has not worked directly with the candidate. **Expert witness:** It may not always be practicable for the work-based assessor to be present when a candidate is ready for assessment. If this is the case an expert witness may be used.
GENERAL GUIDANCE
Prior to commencing this Unit you should agree and complete an assessment plan with your assessor which details the assessment methods you will be using, and the tasks you will be undertaking to demonstrate your competence. Evidence must be provided for **ALL** of the Performance Criteria, **ALL** of the knowledge and the parts of the scope as defined below that are relevant to your job role. The evidence must reflect the policies and procedures of your workplace and be linked to current legislation and the principles of best practice within the Pharmacy Sector. All evidence must relate to your own work practice.

Knowledge specification for this Unit

Competent practice is a combination of the application of skills and knowledge informed by values and attitudes. This specification details the knowledge and understanding required to carry out competent practice in the performance described in this Unit.

You need to provide evidence for ALL knowledge statements listed below.

You need to show that you know, understand and can apply in practice:	
Legislation, policy and good practice	
K1	A working knowledge of the limits of your own role and recognising when to refer to a an appropriate person
K2	A working knowledge of SOPs and the importance of adhering to them at all times
K3	A factual knowledge of current ethical and legal requirements that govern the dispensing and issuing of a prescription
K4	A factual knowledge of different types of prescribers
K5	A working knowledge of regulations and procedures relating to prescriptions for:
	a clinical trials
K6	A working knowledge of current legislation and procedures relating to:
	a prescription charges and exemptions
	b the validity of prescriptions
	c private and veterinary prescriptions
Specific health related knowledge and skills	
K7	A working knowledge of the basic principles of modern medicines management
K8	A working knowledge of different reference sources that are available including:
	a when they should be used and
	b how to use them
K9	A working knowledge of the different types of prescriptions and when they are used
K10	A working knowledge of the details required on a prescription and why they are necessary
K11	A working knowledge of the range of medicinal products that may be dispensed on each type of form and reasons for limitations
K12	A working knowledge of the prescribing conventions and abbreviations
K13	A working knowledge of the common proprietary and generic names
K14	A working knowledge of dosage forms and their properties and use
K15	A working knowledge of how medicines are administered, their use and the effect they have on basic human physiology
K16	A working knowledge of different strengths, doses and quantities of medicines and why they are used
K17	A working knowledge of the actions and use of drugs including different drug interactions and contra-indications
Procedures and techniques	
K18	A working knowledge of the actions to take when individuals have special needs
K19	A factual awareness of the procedures for validating prescriptions

K20	A working knowledge of the reasons for, and importance of, following procedures for validating prescriptions
K21	A working knowledge of common errors on prescriptions (eg missing doses, quantities)
K22	A working knowledge of the ways to recognise forged prescriptions
K23	A working knowledge of the correct actions to take if a forged prescription is identified
K24	A working knowledge of the requirements to be satisfied with for a complete, unambiguous and valid prescription
Records and documentation	
K25	A working knowledge of when and why Patient Medication Records (PMRs) or medical records are used
K26	A working knowledge of the importance of maintaining dispensary records that are:
	a paper based
	b electronic

Pharm 08: Confirm Prescription Validity

Performance Criteria	Scope	All Performance Criteria must be covered and the scope listed below
1 Check the prescription to confirm that the: a details on the prescription are clear and correct b individual has completed the declaration on the prescription c prescription complies with legal requirements d prescription is valid e prescription is correctly written in respect of meeting BNF, hospital, and local formulary requirements	**Special needs** a those who have special educational needs b individuals with urgent prescriptions c mothers with young children d individuals whose first language is not English	**Evidence must be generated to cover three from four of the special needs**
2 Ensure the individual is given relevant information regarding: a prescription fees b exemptions c waiting and collection times d possible alternative delivery services e availability of medicine/product	**Reference Sources** a organisational policies and protocols b the Medicines Ethics and Practice Guide c electronic sources d the Drug Tariff	**Evidence must be generated to cover two from four of the reference sources from the scope**
3 Take appropriate action if you suspect a prescription is a forgery 4 Refer the prescriptions to the **appropriate person** if you are unsure about any aspect 5 Make the appropriate annotation on prescriptions that you refer 6 Make all referrals in a courteous manner	**Appropriate person** a a pharmacist b a prescriber c another health care professional d a more senior colleague e a pharmacy technician	**Evidence must be generated to cover three from five of the appropriate person from the scope**

7 Confirm that the prescription is appropriate for the individual 8 Complete the required dispensary records in accordance with SOPs	**Appropriate for the individual** a the method of administration b dosage, time and frequency of administration c interaction with other medicine(s) d contra-indications **Dispensary records** a paper based b electronic	**Evidence must be generated to cover two from four of appropriate for the individual from the scope** **Evidence must be generated to cover one from two of the dispensary records from the scope**

Pharm 09: Assemble Prescribed Items

SPECIFIC Evidence Requirements for this Unit
Simulation:
Simulation is **NOT** permitted for any part of this Unit.
The following forms of evidence ARE mandatory:
Direct observation: There must be direct observation of performance by an assessor or expert witness. If all the direct observation is undertaken by an expert witness then a professional discussion between the candidate and the assessor must be undertaken.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
Questioning: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or personal statements. In addition the assessor or expert witness may also ask questions to clarify aspects of your practice. **Witness testimony:** Can be a confirmation/authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a pharmacist, pharmacy technician or other healthcare professional. **Products:** For this Unit, products may include the assembled to match the prescription. **Personal Statements:** You may write a personal statement which will provide an account of how you carried out an activity in a particular way. **Professional Discussion:** It is a requirement that professional discussion, of which record has been made, between the assessor and the candidate must take place at some stage during the delivery of the qualification if the work-based assessor has not worked directly with the candidate. **Expert witness:** It may not always be practicable for the work-based assessor to be present when a candidate is ready for assessment. If this is the case an expert witness may be used.
GENERAL GUIDANCE
Prior to commencing this Unit you should agree and complete an assessment plan with your assessor which details the assessment methods you will be using, and the tasks you will be undertaking to demonstrate your competence. Evidence must be provided for **ALL** of the Performance Criteria, **ALL** of the knowledge and the parts of the scope as defined below that are relevant to your job role. The evidence must reflect the policies and procedures of your workplace and be linked to current legislation and the principles of best practice within the Pharmacy Sector. All evidence must relate to your own work practice.

Knowledge specification for this Unit

Competent practice is a combination of the application of skills and knowledge informed by values and attitudes. This specification details the knowledge and understanding required to carry out competent practice in the performance described in this Unit.

You need to provide evidence for ALL knowledge statements listed below.

You need to show that you know, understand and can apply in practice:	
Legislation, policy and good practice	
K1	A working knowledge of the importance of working within the limits of your own role and recognising when to refer to an appropriate person
K2	A working knowledge of current ethical and legal requirements that govern the dispensing and issuing of a prescription
K3	A working knowledge of Standard Operating Procedures and the importance of adhering to them at all times
K4	A working knowledge of relevant national and local guidelines, policies and procedures that are available including when they should be used and how to use them
K5	A working knowledge of the importance of personal hygiene and correct use of protective clothing
K6	A working knowledge of basic hygiene and the importance of maintaining a clean working environment and equipment
Specific health related knowledge and skills	
K7	A factual knowledge of the principles underlying the dispensing of sterile products
K8	A factual knowledge of factors which cause deterioration of stock including:
	a environmental conditions
	b storage conditions
	c microbial contamination
K9	A factual knowledge of sources of contamination and appropriate corrective action including:
	a microbial
	b cross-chemical
	c physical, environmental and storage conditions
K10	A factual knowledge of prescribing conventions and abbreviations
K11	A factual knowledge of the common proprietary and generic names
K12	A working knowledge of dosage forms and their properties and use
K13	A working knowledge of different strengths, doses and quantities of medicines, and why they are used and how to calculate them
Materials and equipment	
K14	A working knowledge of the importance of selecting the correct equipment for use
K15	A working knowledge of the properties of different types of container types and when to use each
Procedures and Techniques	
K16	A factual knowledge of the safe handling and storage of hazardous material and procedures to minimise risk

K17	A working knowledge of the procedures for assembling prescribed items
K18	A working knowledge of the procedures for the measurement and transfer of medicine from bulk
K19	A working knowledge of processes for:
	a reconstitution
	b dilution
K20	A working knowledge of labelling requirements and conventions
Records and Documentation	
K21	A factual knowledge of why and when Patient Medication Records (PMRs) or medical records are used
K22	A factual knowledge of the importance of recording information clearly, accurately and in a systematic manner
K23	A working knowledge of the types of information and activities that must be recorded
K24	A factual knowledge of the importance of recording information as soon as possible after an event
K25	A working knowledge of the importance of maintaining dispensary records that are:
	a paper based
	b electronic

Pharm 09: Assemble Prescribed Items

Performance Criteria	Scope	All Performance Criteria must be covered and the scope listed below
1 Follow the relevant health, hygiene and safety procedures 2 Confirm that the preparation area and equipment are clean and maintained ready for use 3 Produce the correct label in line with Standard Operating Procedures 4 Confirm that the **medicine or product** a matches the prescription/requisition including strength and form b will remain in date for the course of the treatment c is **fit for purpose** 5 Take the appropriate action where there are inconsistencies with the medicine or product 6 Prepare the medicine or product using: a) the correct equipment b) the correct process c) appropriate calculations if necessary 7 Assemble prescribed items according to the correct instructions and reconstitute items as required 8 Label the item correctly, checking it against the prescription	**Medicine/products** 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 reconstitution eg antibiotics g cytotoxic drugs **Fit for purpose** a intact, presentable packaging b clean, non-contaminated packaging c within the expiry date	**Evidence must be generated to cover four from seven of the medicines/products from the scope** **Evidence must be generated to cover all from the fit for purpose from the scope**

9 Pack the medicine or product using appropriate packaging 10 Select appropriate medicine devices/sundry items to accompany the medicine or product 11 Annotate the prescription/requisition appropriately 12 Complete **dispensary records** legibly and accurately 13 Forward the prescription and assembled items for checking as identified in the Standard Operating Procedures 14 Ensure that there is an adequate supply, within the dispensary, of bottles, bags and sundry items to assist in the supply of medicines	**Dispensary records** a paper based b electronic **Appropriate person** a a pharmacist b a prescriber c another health care professional d a more senior colleague e a pharmacy technician	**Evidence must be generated to cover one from two of the dispensary records from the scope** **Evidence must be generated to cover three from five of the appropriate person from the scope**

Pharm 10: Issue Prescribed Items

SPECIFIC Evidence Requirements for this Unit
Simulation:
Simulation is **NOT** permitted for any part of this Unit.
The following forms of evidence ARE mandatory:
Direct observation: There must be direct observation of performance by an assessor or expert witness. If all the direct observation is undertaken by an expert witness then a professional discussion between the candidate and the assessor must be undertaken.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
Questioning: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or personal statements. In addition the assessor or expert witness may also ask questions to clarify aspects of your practice. **Witness testimony:** Can be a confirmation/authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a pharmacist, pharmacy technician or other healthcare professional. **Products:** For this Unit, products may include a copy of the prescription indication when the candidate need to make a referral to an appropriate person e.g pharmacy technician. **Personal Statements:** You may write a personal statement which will provide an account of how you carried out an activity in a particular way. **Professional Discussion:** It is a requirement that professional discussion, of which record has been made, between the assessor and the candidate must take place at some stage during the delivery of the qualification if the work-based assessor has not worked directly with the candidate. **Expert witness:** It may not always be practicable for the work-based assessor to be present when a candidate is ready for assessment. If this is the case an expert witness may be used.
General guidance
Prior to commencing this Unit you should agree and complete an assessment plan with your assessor which details the assessment methods you will be using, and the tasks you will be undertaking to demonstrate your competence. Evidence must be provided for **ALL** of the Performance Criteria, **ALL** of the knowledge and the parts of the scope as defined below that are relevant to your job role. The evidence must reflect the policies and procedures of your workplace and be linked to current legislation and the principles of best practice within the Pharmacy Sector. All evidence must relate to your own work practice.

Knowledge specification for this Unit

Competent practice is a combination of the application of skills and knowledge informed by values and attitudes. This specification details the knowledge and understanding required to carry out competent practice in the performance described in this Unit.

You need to provide evidence for ALL knowledge statements listed below.

You need to show that you know, understand and can apply in practice:	
Legislation, policy and good practice	
K1	A working knowledge of the limits of your own role and when to refer to an appropriate person
K2	A working knowledge of principles for issuing dispensed medicines and products and the local Standard Operating Procedures that relate to this
K3	A working knowledge of the current ethical and legal requirements that govern the issuing of a prescription
Procedures and techniques	
K4	A working knowledge of how to deal with individuals with special needs
K5	A working knowledge of the importance of confirming the individual's identity before issuing dispensed items
K6	A working knowledge of the importance of providing information on:
	a the storage and maintenance of prescribed items
	b possible side effects
Records and Documentation	
K7	A factual knowledge of the importance of maintaining dispensary records including the use of the dispensary computer
K8	A factual knowledge of how medicines are administered
Specific health related knowledge and skills	
K9	A factual knowledge of how medicines are used and the effect they have on human physiology
K10	A working knowledge of different strengths, doses and quantities of medicines
K11	A factual knowledge of the actions and use of drugs including different drug interactions and contra-indications
K12	A working knowledge of the information required to counsel individuals regarding their medication
K13	A working knowledge of the relevant national and local guidelines, policies and procedures and how to use them
K14	A factual knowledge the actions and use of drugs including different drug interactions and contra-indications
Materials and equipment	
K15	A working knowledge of the importance of selecting the correct equipment for use
K16	A working knowledge of the properties of different types of container types and when to use each

Pharm 10: Issue Prescribed Items

Performance Criteria	Scope	All Performance Criteria must be covered and the scope listed below
1 Maintain the individual's confidentiality at all times 2 Confirm that issuing of the prescription is within the limits of your occupational role 3 Confirm the individual's identity and that it correctly matches with the prescription 4 Identify if the individual has previously used the medication or product 5 Establish whether the individual is taking any other medication either prescribed or non-prescription medicines 6 Confirm the medicine(s) or products match the prescription 7 Issue the medicine or product in accordance with Standard Operating Procedures 8 Provide all the necessary devices/sundry items 9 Provide advice and appropriate information to the individual relating to the use of the prescribed medicine or product clearly and accurately and in the most appropriate format for the individual 10 Confirm the individual's understanding of any advice or information you give	**Medicine/product** a tablets and capsules b external liquids c internal liquids d inhalers and devices e eye/ear preparations f nasal preparations g suppositories and enemas h pessaries and vaginal creams i dressings j topical preparations k patches l sublingual sprays/tablets **Appropriate information** a storage b repeat supply c expiry date d outstanding balance dosage and usage e contra-indications f side effects g food/drink interactions h use and maintenance of appliances i other medications	**Evidence must be generated to cover six from 12 of the medicines/products from the scope** **Evidence must be generated to cover four from nine of the appropriate information using two from three from the scope**

11 Identify when the individual needs further advice or information 12 Refer the individual to an appropriate person in a polite and courteous manner, passing all the relevant information to the pharmacist or an appropriate person 13 Complete all relevant records in accordance with Standard Operating Procedures	Using: a written information eg PILS b oral c electronic information **Format of information** a written b oral c demonstration d electronic **Refer** a the individual is confused in any way b there are problems with the prescription c the individual asks to see the pharmacist **Appropriate person** a pharmacist b pharmacy technician c healthcare professional	**Evidence must be generated to cover two from four of the formats of information from the scope** **Evidence must be generated to cover two from three of the refer from the scope** **Evidence must be generated to cover two from three of the appropriate person from the scope**

Pharm 11: Prepare Extemporaneous Medicines for Individual Use

SPECIFIC Evidence Requirements for this Unit
Simulation:
Simulation **IS** permitted for any part of this Unit.
The following forms of evidence ARE mandatory:
Direct observation: There must be direct observation of performance by an assessor or expert witness. If all the direct observation is undertaken by an expert witness then a professional discussion between the candidate and the assessor must be undertaken.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
Questioning: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or personal statements. In addition the assessor or expert witness may also ask questions to clarify aspects of your practice. **Witness testimony:** Can be a confirmation/authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a pharmacist, pharmacy technician or other healthcare professional. **Products:** For this Unit, products may include the worksheet of the preparation being made. Or if simulation is used the actual preparation being made may be used as a product. **Personal Statements:** You may write a personal statement which will provide an account of how you carried out an activity in a particular way. **Professional Discussion:** It is a requirement that professional discussion, of which record has been made, between the assessor and the candidate must take place at some stage during the delivery of the qualification if the work-based assessor has not worked directly with the candidate. **Expert witness:** It may not always be practicable for the work-based assessor to be present when a candidate is ready for assessment. If this is the case an expert witness may be used.
General guidance
Prior to commencing this Unit you should agree and complete an assessment plan with your assessor which details the assessment methods you will be using, and the tasks you will be undertaking to demonstrate your competence. Evidence must be provided for **ALL** of the Performance Criteria, **ALL** of the knowledge and the parts of the scope as defined below that are relevant to your job role. The evidence must reflect the policies and procedures of your workplace and be linked to current legislation and the principles of best practice within the Pharmacy Sector. All evidence must relate to your own work practice.

Knowledge specification for this Unit

Competent practice is a combination of the application of skills and knowledge informed by values and attitudes. This specification details the knowledge and understanding required to carry out competent practice in the performance described in this Unit.

You need to provide evidence for ALL knowledge statements listed below.

You need to show that you know, understand and can apply in practice:	
Legislation, policy and good practice	
K1	A working knowledge of the limits of your own authority and when to refer to an appropriate person
K2	A working knowledge of SOPs and reasons for following them
K3	A working knowledge of current ethical and legal requirements that govern the preparation of extemporaneous medicine, including health and safety
K4	A working knowledge of the BNF and other reference sources that are available and when you need to use them
K5	A working knowledge of the importance of personal hygiene and correct use of personal protective clothing
K6	A factual knowledge of local or regional contracts
Specific health related knowledge and skills	
K7	A factual knowledge of chemical and physical properties of ingredients relevant to formulation and compounding
K8	A factual knowledge of the principles underlying the assembly of prescribed items
K9	A working knowledge of factors which cause deterioration of stock including:
	a environmental conditions
	b storage conditions
	c microbial contamination
K10	A working knowledge of sources of contamination and appropriate corrective action
Materials and Equipment	
K11	A working knowledge of basic hygiene current good manufacturing practice and the importance of maintaining a clean working environment and equipment
K12	A working knowledge of the importance of selecting the correct equipment for use
K13	A working knowledge of the importance of correctly using and maintaining equipment
K14	A working knowledge of the properties of different types of container and when to use each type
Procedures and Techniques	
K15	A working knowledge of the safe handling and storage of hazardous material and procedures to minimise risk
K16	A working knowledge of the cleaning of the preparation area and equipment, before and after use
K17	A working knowledge of the principles of formulae calculations, weights and measures and the importance of carrying out in process checks
K18	A working knowledge of labelling requirements and conventions

K19	A working knowledge of principles and procedures for the safe disposal of waste materials
Records and documentation	
K20	A basic awareness of why and when Patient Medication Records (PMRs) or medical records are used
K21	A working knowledge of the importance of recording information clearly, accurately and in a systematic manner
K22	A working knowledge of the importance of recording information clearly, accurately and in a systematic manner, using the correct documentation
K23	A factual knowledge of the importance of recording information as soon after the event as possible
K24	A working knowledge of the importance of maintaining dispensary records that are:
	a paper based
	b electronic
K25	A working knowledge of the need to record unusual events along with potential and actual errors on the appropriate documentation
K26	A working knowledge of the appropriate action to take following an unusual event and potential and actual errors
K27	A working knowledge of local and national error reporting and reduction procedures and communication channels

Pharm 11: Prepare Extemporaneous Medicines for Individual Use

Performance Criteria	Scope	All Performance Criteria must be covered and the scope listed below
1 Follow the relevant Health and Safety and COSHH regulations at all times 2 Ensure that you work in accordance with the SOPs for dispensing extemporaneous products 3 Check the prescription/order to confirm it indicates clearly the product required 4 Select the correct formula in respect of the prescription/order 5 Confirm the preparation area and equipment are clean and ready for use 6 Select and use the correct equipment for the process and the **product** 7 Confirm that the correct worksheet, labels, raw materials, **equipment** and consumables are available and ready for use, before you start the preparation 8 Confirm that the ingredients you select: a match the formula b are **fit for purpose** 9 Take the appropriate action where there are inconsistencies with the medicine or product	**Products** a topical preparations b oral liquid preparations c suppositories d pessaries e powders/capsules f dilutions **Equipment** a ointment tile b glass measures c spatulas d pestle and mortar e weighing balances **Fit for purpose** a intact packaging b clean, non-contaminated packaging c raw materials are of the required pharmaceutical grade d within the expiry date **Appropriate person** a pharmacist b pharmacy technician c healthcare professional	**Simulation is permitted in this Unit** **Evidence must be generated to cover three from six of the products from the scope** **Evidence must be generated to cover three from five of the equipment from the scope** **Evidence must be generated to cover two from four of the fit for purpose from the scope** **Evidence must be generated to cover two from three of the appropriate person from the scope**

10 Accurately calculate and measure the ingredients to meet the formula requirements 11 Ensure checks are carried out by an **appropriate person** on calculations and measurements 12 Prepare the product according to the correct formula using: a the correct equipment b the correct **process** 13 Pack and label the product correctly 14 Check your work with an appropriate person 15 Complete all relevant documentation clearly and accurately 16 Endorse the prescription/ward order appropriately 17 Clean the work area and equipment following the activity and leave it ready for use 18 Record any **unusual events** on the appropriate documentation 19 Report any near misses or errors to an appropriate person to minimise potential future errors 20 Take appropriate action following an unusual event, within the limits of your authority	**Processes** a dilution b suspension c solutions d incorporation e reconstitution* f chemicals and chemical reactions **Documentation** a prescription/order b worksheet — pre-printed c worksheet — blank **Unusual Events** a wastage/spills b errors c differences in resultant batch size d environmental issues e failure of equipment **Waste materials** a hazardous waste b general waste	**Evidence must be generated to cover three from six of the processes from the scope** * reconstitution as itself may not be considered as an extemporaneous preparation **Evidence must be generated to cover two from three of the documentation from the scope. Of which prescription/order must be one** **Evidence must be generated to cover three from five of the unusual events from the scope** **Evidence must be generated to cover both types of waste material from the scope**

Pharm 12: Order Pharmaceutical Stock

SPECIFIC Evidence Requirements for this Unit
Simulation:
Simulation is **NOT** permitted for any part of this Unit.
The following forms of evidence ARE mandatory:
Direct observation: There must be direct observation of performance by an assessor or expert witness. If all the direct observation is undertaken by an expert witness then a professional discussion between the candidate and the assessor must be undertaken.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
Questioning: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or personal statements. In addition the assessor or expert witness may also ask questions to clarify aspects of your practice. **Witness testimony:** Can be a confirmation/authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a pharmacist, pharmacy technician or other healthcare professional. **Products:** For this Unit, products may include a copy of the order being generated for named patient medicines. **Personal Statements:** You may write a personal statement which will provide an account of how you carried out an activity in a particular way. **Professional Discussion:** It is a requirement that professional discussion, of which record has been made, between the assessor and the candidate must take place at some stage during the delivery of the qualification if the work-based assessor has not worked directly with the candidate. **Expert witness:** It may not always be practicable for the work-based assessor to be present when a candidate is ready for assessment. If this is the case an expert witness may be used.
General guidance
Prior to commencing this Unit you should agree and complete an assessment plan with your assessor which details the assessment methods you will be using, and the tasks you will be undertaking to demonstrate your competence. Evidence must be provided for **ALL** of the Performance Criteria, **ALL** of the knowledge and the parts of the scope as defined below that are relevant to your job role. The evidence must reflect the policies and procedures of your workplace and be linked to current legislation and the principles of best practice within the Pharmacy Sector. All evidence must relate to your own work practice.

Knowledge specification for this Unit

Competent practice is a combination of the application of skills and knowledge informed by values and attitudes. This specification details the knowledge and understanding required to carry out competent practice in the performance described in this Unit.

You need to provide evidence for ALL knowledge statements listed below.

You need to show that you know, understand and can apply in practice:	
Legislation, policy and good practice	
K1	A working knowledge of working within the limits of your own authority and when to refer to an appropriate person
K2	A factual awareness of current legislation that applies to the ordering of pharmaceutical stock
K3	A working knowledge of your responsibilities under current legislation when ordering pharmaceutical stock
K4	A working knowledge of the importance of following ordering SOPs
K5	A working knowledge of the health and safety requirements related to ordering of pharmaceutical stock
K6	A working knowledge of local or regional pharmaceutical contracts
Specific health related knowledge and skills	
K7	A working knowledge of the different formulation of drugs and why it is important to order sufficient quantities of the correct formulation and strength
K8	A working knowledge of the difference between branded and generic drugs
K9	A working knowledge of the importance of referring to current drug alerts and company recalls when ordering pharmaceutical stock
Ordering Stock	
K10	A working knowledge of the sources and suppliers of stock
K11	A working knowledge of the procedures for responding to urgent requests.
K12	A working knowledge of the importance of taking account of seasonal variations when ordering pharmaceutical stock
K13	A working knowledge of the action to be taken if stock is unavailable
Records and Documentation	
K14	A working knowledge of the input and retrieval of stock data
K15	A working knowledge of the parameters set for the computer ordering system
K16	A working knowledge of the importance of maintaining correct, accurate documentation, including back up systems to IT failure where appropriate.

Pharm 12: Order Pharmaceutical Stock

Performance Criteria	Scope	All Performance Criteria must be covered and the scope listed below
1 Accurately identify **requirements** for pharmaceutical stock 2 Confirm the order contains the correct: a item b formulation c strength d amount required 3 Allow for seasonal variations in use of stock when placing the order 4 Check the order with an appropriate person, when necessary 5 Process the order with the correct supplier/location using the documentation/method required in accordance with SOPs 6 Ensure that particular attention is paid to any special orders and the progress of any outstanding orders 7 Report any issues or concerns to the appropriate person 8 Complete all documentation correctly 9 Correctly store/file all documentation in accordance with SOPs	**Requirements** a stock levels b reorder quantities c short dated stock **Appropriate person** a a pharmacist b a doctor c a pharmacy technician d another health care professional **Process orders** a telephone b electronic c paper d fax e urgent orders **Special orders** a named patient drugs b clinical trials stock c unlicensed items d non-formulary items e emergency orders	**Evidence must be generated to cover two from three of the requirements from the scope** **Evidence must be generated to cover two from four of the appropriate person from the scope** **Evidence must be generated to cover three from five of the process orders from the scope** **Evidence must be generated to cover three from five of the special orders from the scope**

Pharm 13: Receive Pharmaceutical Stock

SPECIFIC Evidence Requirements for this Unit
Simulation:
Simulation is **NOT** permitted for any part of this Unit.
The following forms of evidence ARE mandatory:
Direct observation: There must be direct observation of performance by an assessor or expert witness. If all the direct observation is undertaken by an expert witness then a professional discussion between the candidate and the assessor must be undertaken.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
Questioning: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or personal statements. In addition the assessor or expert witness may also ask questions to clarify aspects of your practice. **Witness testimony:** Can be a confirmation/authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a pharmacist, pharmacy technician or other healthcare professional. **Products:** For this Unit, products may include a copy of the paperwork indicating any of the discrepancies. **Personal Statements:** You may write a personal statement which will provide an account of how you carried out an activity in a particular way. **Professional Discussion:** It is a requirement that professional discussion, of which record has been made, between the assessor and the candidate must take place at some stage during the delivery of the qualification if the work-based assessor has not worked directly with the candidate. **Expert witness:** It may not always be practicable for the work-based assessor to be present when a candidate is ready for assessment. If this is the case an expert witness may be used.
General guidance
Prior to commencing this Unit you should agree and complete an assessment plan with your assessor which details the assessment methods you will be using, and the tasks you will be undertaking to demonstrate your competence. Evidence must be provided for **ALL** of the Performance Criteria, **ALL** of the knowledge and the parts of the scope as defined below that are relevant to your job role. The evidence must reflect the policies and procedures of your workplace and be linked to current legislation and the principles of best practice within the Pharmacy Sector. All evidence must relate to your own work practice.

Knowledge specification for this Unit

Competent practice is a combination of the application of skills and knowledge informed by values and attitudes. This specification details the knowledge and understanding required to carry out competent practice in the performance described in this Unit.

You need to provide evidence for ALL knowledge statements listed below.

You need to show that you know, understand and can apply in practice:	
Legislation, policy and good practice	
K1	A working knowledge of working within the limits of your own authority and when to refer to an appropriate person
K2	A factual knowledge of current legislation and your responsibilities that apply to the receipt of pharmaceutical stock
K3	A working knowledge of the importance of following SOPs related to receiving pharmaceutical stock
K4	A working knowledge of the COSHH and health and safety requirements related to receipt of pharmaceutical stock
K5	A working knowledge of local or regional pharmaceutical contracts
Specific health related knowledge and skills	
K6	A working knowledge of the different formulation of drugs and why it is important to stock sufficient quantities of the correct formulation and strength
K7	A working knowledge of the difference between branded and generic drugs
K8	A working knowledge of the importance of referring to current drug alerts and company recalls when receiving pharmaceutical stock
Receiving stock	
K9	A working knowledge of the sources and suppliers of stock
K10	A working knowledge of the procedures that apply to receiving pharmaceutical stock, including:
	a only receiving stock identified on the original order
	b expiry dates and batch numbers
	c identifying damaged, contaminated or deteriorated stock
K11	A working knowledge of the action to be taken if stock is unavailable
K12	A working knowledge of the action to be taken if received stock:
	a not on original order
	b is not the complete order
	c beyond expiry date
	d has inconsistent batch number or batch number for which drug alerts/recalls have been issued
	e damaged or contaminated
K13	A working knowledge of promptly informing the appropriate person of the availability of the stock where the goods received are for a special or outstanding order

Incorporating received stock into storage	
K14	A working knowledge of the storage requirements of different types of products and why they are important
K15	A working knowledge of the importance placing received stock in a manner that allows stock rotation
K16	A working knowledge of the importance placing received stock in a safe storage environment
Records and Documentation	
K17	A working knowledge of the input and retrieval of stock data
K18	A working knowledge of the parameters set for the computer ordering system where appropriate
K19	A working knowledge of the importance of maintaining correct, accurate documentation, including back up systems to IT failure where appropriate.

Pharm 13: Receive Pharmaceutical Stock

Performance Criteria	Scope	All Performance Criteria must be covered and the scope listed below
1 Follow, within the appropriate time span, the health and safety procedures related to: a moving and handling received stock b placing received stock into the correct storage area 2 Check and confirm deliveries against delivery note and the original order 3 Identify any **discrepancies** and **delivery problems** in accordance with SOPs 4 Take prompt and **appropriate action** to remedy any discrepancies and delivery problems 5 Sign for the received order only when you are satisfied all items have been received and are **fit for purpose** 6 Identify correct **storage areas/locations**, and **special storage** requirements for received stock 7 Promptly incorporate received stock into the correct: a storage area b location 8 Take any special storage requirements into consideration in a manner that allows stock rotation	**Discrepancies and delivery problems** a incorrect item b incorrect drug formulation c incorrect drug strength d incorrect quantity e incorrect pack size f out of date/short dated stock g damaged stock h unavailable stock **Appropriate action** a reporting to your supervisor b removing the stock c reordering the stock **Fit for purpose** a intact, presentable packaging b clean, non-contaminated packaging c within the expiry date **Storage areas/locations** a refrigerator b secured area c ventilated area d isolated area	**Evidence must be generated to cover four from eight of the discrepancies and delivery problems from the scope** **Evidence must be generated to cover two from three of the appropriate action from the scope** **Evidence must be generated to cover two from three of the fit for purpose from the scope** **Evidence must be generated to cover two from four of the storage areas/locations from the scope**

9 Ensure you leave received stock in a **safe storage environment** in accordance with SOPs 10 Notify the **appropriate person** of the availability of the stock where the goods received are for a special, an outstanding order or not available 11 Complete all relevant **documentation/records** accurately and process promptly	**Special storage** a low temperature b special orders c room temperature d for clinical trial products **Special orders** a named patient drugs b clinical trials stock **Safe storage environment** a refrigerators in good working order b walk ways free from obstacles c stock stored safely **Appropriate person** a supplier b pharmacist c pharmacy technician d supervisor **Documentation/records** a paper b electronic	**Evidence must be generated to cover two from four of the special storage areas from the scope** **Evidence must be generated to cover one from two of the special orders from the scope** **Evidence must be generated to cover two from three of the safe storage environments from the scope** **Evidence must be generated to cover two from four of the appropriate person from the scope** **Evidence must be generated to cover one from two of the documentation/records from the scope**

Pharm 14: Maintain Pharmaceutical Stock

SPECIFIC Evidence Requirements for this Unit
Simulation:
Simulation is **NOT** permitted for any part of this Unit.
The following forms of evidence ARE mandatory:
Direct observation: There must be direct observation of performance by an assessor or expert witness. If all the direct observation is undertaken by an expert witness then a professional discussion between the candidate and the assessor must be undertaken.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
Questioning: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or personal statements. In addition the assessor or expert witness may also ask questions to clarify aspects of your practice. **Witness testimony:** Can be a confirmation/authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a pharmacist, pharmacy technician or other healthcare professional. **Products:** For this Unit, products may include an item of stock requiring safe disposal and any associated paperwork for the disposal. **Personal Statements:** You may write a personal statement which will provide an account of how you carried out an activity in a particular way. **Professional Discussion:** It is a requirement that professional discussion, of which record has been made, between the assessor and the candidate must take place at some stage during the delivery of the qualification if the work-based assessor has not worked directly with the candidate. **Expert witness:** It may not always be practicable for the work-based assessor to be present when a candidate is ready for assessment. If this is the case an expert witness may be used.
General guidance
Prior to commencing this Unit you should agree and complete an assessment plan with your assessor which details the assessment methods you will be using, and the tasks you will be undertaking to demonstrate your competence. Evidence must be provided for **ALL** of the Performance Criteria, **ALL** of the knowledge and the parts of the scope as defined below that are relevant to your job role. The evidence must reflect the policies and procedures of your workplace and be linked to current legislation and the principles of best practice within the Pharmacy Sector. All evidence must relate to your own work practice.

Knowledge specification for this Unit

Competent practice is a combination of the application of skills and knowledge informed by values and attitudes. This specification details the knowledge and understanding required to carry out competent practice in the performance described in this Unit.

You need to provide evidence for ALL knowledge statements listed below.

You need to show that you know, understand and can apply in practice:	
Legislation, policy and good practice	
K1	A working knowledge of working within the limits of your own authority and when to refer to an appropriate person
K2	A working knowledge of your responsibilities and current legislation that applies to maintaining pharmaceutical stock
K3	A working knowledge of the importance of following SOPs related to maintaining pharmaceutical stock
K4	A working knowledge of the health and safety requirements related to:
	a maintaining pharmaceutical stock
	b disposing of outdated, damaged or decontaminated stock
Specific health related knowledge and skills	
K5	A working knowledge of the different formulation of drugs and why it is important to stock sufficient quantities of the correct formulation and strength
K6	A working knowledge of the difference between branded and generic drugs
K7	A working knowledge of the action to take immediately when drug alerts and company recalls are received
Maintaining stock	
K8	A working knowledge of the importance of maintaining a safe storage environment
K9	A working knowledge of the storage requirements of different types of products and why they are important
K10	A working knowledge of the importance of storing stock into the correct:
	a storage area
	b location
K11	A working knowledge of the importance of taking any special storage requirements into consideration
K12	A working knowledge of the importance of good stock management, including:
	a the rotation of stock
	b checking expiry dates of stock
	c the quantity of stock — taking account of seasonal variations
	d identifying damaged, contaminated or deteriorated stock
K13	A working knowledge of the action to be taken if stock is unavailable
K14	A working knowledge of the action to be taken if stock:
	a is beyond expiry date

	b is damaged or contaminated
	c has inconsistent batch number or batch number for which drug alerts/recalls have been issued
Records and documentation	
K15	A working knowledge of the input and retrieval of stock data
K16	A working knowledge of the parameters set for the computer ordering system
K17	A working knowledge of the importance of maintaining correct, accurate documentation, including back up systems to IT failure where appropriate.

Pharm 14: Maintain Pharmaceutical Stock

Performance Criteria	Scope	All Performance Criteria must covered and the scope listed below
1 Follow SOPs and all health and safety and COSHH procedures related to the: a maintenance of pharmaceutical stock b disposal of wasted stock 2 Carry out checks of **storage areas/conditions** at regular intervals following local guidelines to ensure they remain fit for purpose 3 Carry out stock checks at regular intervals following agreed guidelines to ensure stocks remain: a **fit for purpose** b in sufficient quantity c agree with computerised records where appropriate 4 Take the **appropriate action** in respect of: a problems with storage areas/conditions b out dated, damaged or redundant stock c over-stock 5 Ensure stock rotation to reduce wastage 6 Promptly deal with any company recalls or drug alerts following agreed guidelines 7 Clearly and accurately record details of stock checks in the required format	**Storage areas/conditions** a isolated b general areas c secure d low temperature e ventilated **Fit for purpose** a intact packaging b clean, non-contaminated packaging c within expiry date **Appropriate action** a communication of relevant information b replacement of stock c safe disposal of stock d completion of appropriate documentation **Appropriate person** a supplier b pharmacist c pharmacy technician d supervisor	**Evidence must be generated to cover three from five of storage areas/conditions from the scope** **Evidence must be generated to cover two from three of the fit for purpose from the scope** **Evidence must be generated to cover two from four of the appropriate action from the scope** **Evidence must be generated to cover two from four of the appropriate person in the scope**

8 Act within the limits of your authority and refer any problems to an appropriate person	**Special orders** a named patient drugs b clinical trials stock	**Do not need to be covered**

Pharm 15: Issue Pharmaceutical Stock

SPECIFIC Evidence Requirements for this Unit
Simulation:
Simulation **IS** permitted for any part of this Unit.
The following forms of evidence ARE mandatory:
Direct observation: There must be direct observation of performance by an assessor or expert witness. If all the direct observation is undertaken by an expert witness then a professional discussion between the candidate and the assessor must be undertaken.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
Questioning: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or personal statements. In addition the assessor or expert witness may also ask questions to clarify aspects of your practice. **Witness testimony:** Can be a confirmation/authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a pharmacist, pharmacy technician or other healthcare professional. **Products:** For this Unit, products may include requisition order such as a picking list or assembly list. **Personal Statements:** You may write a personal statement which will provide an account of how you carried out an activity in a particular way. **Professional Discussion:** It is a requirement that professional discussion, of which record has been made, between the assessor and the candidate must take place at some stage during the delivery of the qualification if the work-based assessor has not worked directly with the candidate. **Expert witness:** It may not always be practicable for the work-based assessor to be present when a candidate is ready for assessment. If this is the case an expert witness may be used.
General guidance
Prior to commencing this Unit you should agree and complete an assessment plan with your assessor which details the assessment methods you will be using, and the tasks you will be undertaking to demonstrate your competence. Evidence must be provided for **ALL** of the Performance Criteria, **ALL** of the knowledge and the parts of the scope as defined below that are relevant to your job role. The evidence must reflect the policies and procedures of your workplace and be linked to current legislation and the principles of best practice within the Pharmacy Sector. All evidence must relate to your own work practice.

Knowledge specification for this Unit

Competent practice is a combination of the application of skills and knowledge informed by values and attitudes. This specification details the knowledge and understanding required to carry out competent practice in the performance described in this Unit.

You need to provide evidence for ALL knowledge statements listed below.

You need to show that you know, understand and can apply in practice:	
Legislation, policy and good practice	
K1	A working knowledge of working within the limits of your own authority and when to refer to an appropriate person
K2	A factual knowledge of current legislation that applies to issuing pharmaceutical stock
K3	A working knowledge of your responsibilities under current legislation when issuing pharmaceutical stock
K4	A working knowledge of the importance of following SOPs related to issuing pharmaceutical stock
K5	A working knowledge of the health and safety requirements related to issuing pharmaceutical stock
Specific health related knowledge and skills	
K6	A working knowledge of the different formulation of drugs and why it is important to issue sufficient quantities of the correct formulation and strength
K7	A working knowledge of the difference between branded and generic drugs
Issuing stock	
K8	A working knowledge of the action to be taken if stock is not fit for purpose
K9	A working knowledge of the importance of checking stock for issue against current drug alerts/recalls
K10	A working knowledge of the procedures for responding to urgent requests
K11	A working knowledge of which products need special packaging and transportation and why it is important to adhere to these special requirements
K12	A working knowledge of the importance of labelling containers correctly
K13	A working knowledge of issuing stock to the correct destination using the correct delivery method
Records and documentation	
K14	A working knowledge of the input and retrieval of stock data
K15	A working knowledge of the importance of maintaining correct, accurate documentation, including back up systems to IT failure where appropriate

Pharm 15: Issue Pharmaceutical Stock

Performance Criteria	Scope	All Performance Criteria must be covered and the scope listed below
1 Follow all health and safety procedures and COSHH regulations related to issuing pharmaceutical stock 2 Validate the order as appropriate in accordance with SOPs 3 Generate an assembly list when appropriate and confirm that items issued match the **requisition**/prescription 4 Pick the correct product to match the original request or the assembly list where appropriate 5 Confirm that the product selected is a the correct drug/appliance or device b the correct quantity c the correct pack size d within the expiry date e of intact packaging 6 Issue stock in the correct order a in line with stock rotation b taking account of expiry dates 7 Confirm all stock issued is: a in date b **fit for purpose**	**Requisitions** a picking list (this could include bar codes) b ward orders c assembly list **Special orders** a named patient drugs b clinical trials stock **Fit for purpose** a intact packaging b clean, non-contaminated packaging c within expiry date d appropriate packaging **Not fit for purpose** a unavailable b beyond expiry date c damaged or contaminated d has to be returned to the supplier **Appropriate action** a notifying your supervisor	**Evidence must be generated to cover two from three of the requisitions in the scope** **Do not need to be covered** **Evidence must be generated to cover two from four of the fit for purpose in the scope** **Evidence must be generated to cover two from four of the not fit for purpose from the scope** **Evidence must be generated to cover two from three of the appropriate action in the scope**

8 Take the **appropriate action** if stock requested is not available 9 Pack the stock safely and securely using the **appropriate container and packaging** 10 **Label** containers correctly 11 Issue stock to the correct **destination** using the correct delivery method 12 Correctly complete all **documentation** and **records**	b notifying the person requesting the stock c ordering the stock **Appropriate person** a pharmacist b pharmacy technician c healthcare professional **Appropriate container and packaging** a cool containers b special labels eg fragile, heavy, cytotoxic medicines c protective containers **Labels** a destination b special labels eg fragile, cytotoxic **Destination** a internal order b external order c return of goods to supplier **Documentation and records** a paper b electronic	**Evidence must be generated to cover two from three of the appropriate person from the scope** **Evidence must be generated to cover two from three of the appropriate container and packaging in the scope** **Evidence must be generated to cover one from two of the labels in the scope** **Evidence must be generated to cover two from three of the destination in the scope** **Evidence must be generated to cover one from two of the documentation and records in the scope**

Pharm 27 Undertake an In-Process Accuracy Check of Assembled Pitems, Prior to a Final Accuracy Check

SPECIFIC Evidence Requirements for this Unit
Simulation:
Simulation is **NOT** permitted for any part of this Unit.
The following forms of evidence ARE mandatory:
Direct observation: There must be direct observation of performance by an assessor or expert witness. If all the direct observation is undertaken by an expert witness then a professional discussion between the candidate and the assessor must be undertaken.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
Questioning: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or personal statements. In addition the assessor or expert witness may also ask questions to clarify aspects of your practice. **Witness testimony:** Can be a confirmation/authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a pharmacist, pharmacy technician or other healthcare professional. **Products:** For this Unit, products may include the dispensed medicines with the associated prescription. **Personal Statements:** You may write a personal statement which will provide an account of how you carried out an activity in a particular way. **Professional Discussion:** It is a requirement that professional discussion, of which record has been made, between the assessor and the candidate must take place at some stage during the delivery of the qualification if the work-based assessor has not worked directly with the candidate. **Expert witness:** It may not always be practicable for the work-based assessor to be present when a candidate is ready for assessment. If this is the case an expert witness may be used.
General guidance
Prior to commencing this Unit you should agree and complete an assessment plan with your assessor which details the assessment methods you will be using, and the tasks you will be undertaking to demonstrate your competence. Evidence must be provided for **ALL** of the Performance Criteria, **ALL** of the knowledge and the parts of the scope as defined below that are relevant to your job role. The evidence must reflect the policies and procedures of your workplace and be linked to current legislation and the principles of best practice within the Pharmacy Sector. All evidence must relate to your own work practice.

Knowledge specification for this Unit

Competent practice is a combination of the application of skills and knowledge informed by values and attitudes. This specification details the knowledge and understanding required to carry out competent practice in the performance described in this Unit.

You need to provide evidence for ALL knowledge statements listed below.

You need to show that you know, understand and can apply in practice:	
Legislation, policy and good practice	
K1	An in-depth understanding of the limits of your own role and recognising when to refer to an appropriate person
K2	An in-depth understanding of Standard Operating Procedures and the importance of adhering to them at all times
K3	An working knowledge of current ethical and legal and professional requirements that govern the dispensing of a prescription
K4	An working knowledge of the different types of check on a prescription
K5	An working knowledge of different types of prescribers
K6	An working knowledge of the types of medicines supply
K7	An working knowledge of how to identify near misses and dispensing errors
K8	An basic awareness of the causes and consequences of near misses and dispensing errors
K9	An basic awareness of error recording
Specific health related knowledge and skills	
K10	An working knowledge of the details required on a prescription and why these are necessary
K11	An working knowledge of the prescribing conventions and abbreviations
K12	An working knowledge of the common proprietary and generic names
K13	An factual knowledge of how medicines are administered
K14	An working knowledge of different strengths, doses and quantities of medicines
K15	An working knowledge of different relevant national and local guidelines, policies, procedures that are available including:
	a when they should be used
	b how to use them
Records and documentation	
K16	An working knowledge of when and why Patient Medication Records (PMRs) are used
K17	A working knowledge of the importance of maintaining dispensary records

Pharm 27: Undertake an In-Process Accuracy Check of Assembled Pitems, Prior to a Final Accuracy Check

Performance Criteria	Scope	All Performance Criteria must be covered and the scope listed below
1 Ensure that you work in accordance with current Standard Operating Procedures at all times 2 Refer queries at all times to a **suitably qualified person** 3 Ensure that the prescription has had a clinical check and has been assessed as suitable for dispensing by an **appropriate person** 4 Check with the appropriate person to confirm that the prescription is valid 5 Check that all **prescribed items** have been assembled according to instructions a check that the correct item has been dispensed in the correct form and correct strength b check that the correct quantity has been dispensed or arrangements for further future supply made as indicated on the prescription c check that the label on the item matches the dispensed product and the prescription requirements including the form and strength d check that the assembled items are **fit for purpose** e check appropriate packaging has been used f check appropriate selection of medicine devices/sundry items to accompany the medicine or product	**Suitably qualified person** a pharmacist b a prescriber c a registered pharmacy technician **Appropriate person** a a pharmacist b a prescriber **Prescribed items** a solid forms (tablets, capsules, pessaries, suppositories) b liquid forms (oral, topical, injectable) c preparations to be taken internally d preparations to be used e externally f original packs g cytotoxic drugs h medical devices i appliances j controlled drugs	**Evidence must be generated to cover one suitably qualified person from the scope** **Evidence must be generated to cover one of two of the appropriate person from the scope** **Evidence must be generated to cover four from nine of the prescribed items**

6 Rectify any dispensing errors in accordance with Standard Operating Procedures 7 Annotate and endorse prescription in accordance with Standard Operating Procedures 8 Ensure any dispensing errors are recorded in accordance with local policies and guidelines 9 Record the date and your details in accordance with Standard Operating Procedures 10 Once satisfied with the in-process accuracy in dispensing, pass the dispensed prescription on for a final accuracy check to be undertaken by a suitably qualified person	**Fit for purpose** a intact, presentable packaging b clean, non-contaminated packaging c within expiry date for course of treatment d packaging complies with legal requirements e complies with relevant regulatory requirements **Types of check** a second check of prescription b self check c final check	**Evidence must be generated to cover three from five of the fit for purpose from the scope** **Evidence must be generated to cover two of three types of checks from the scope- but not final check**

SVQ Pharmacy Services

Level 3

Optional Units

Pharm 04: Provide Advice on Symptoms and the Actions and Uses of Medicines

SPECIFIC Evidence Requirements for this Unit
Simulation:
Simulation is **NOT** permitted for any part of this Unit.
The following forms of evidence ARE mandatory:
Direct observation: There must be direct observation of performance by an assessor or expert witness. If all the direct observation is undertaken by an expert witness then a professional discussion between the candidate and the assessor must be undertaken.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
Questioning: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or personal statements. In addition the assessor or expert witness may also ask questions to clarify aspects of your practice. **Witness testimony:** Can be a confirmation/authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a work colleague or a patient/client you have dealt with. **Products:** For this Unit, products may include patient information leaflets (PILs), healthcare leaflets and pack information to assist individuals, information from manufacturer, information from other healthcare providers. **Personal Statements:** You may write a personal statement which will provide an account of how you carried out an activity in a particular way. **Professional Discussion:** It is a requirement that professional discussion, of which record has been made, between the assessor and the candidate must take place at some stage during the delivery of the qualification if the work-based assessor has not worked directly with the candidate. **Expert witness:** It may not always be practicable for the work-based assessor to be present when a candidate is ready for assessment. If this is the case an expert witness may be used.
General guidance
Prior to commencing this Unit you should agree and complete an assessment plan with your assessor which details the assessment methods you will be using, and the tasks you will be undertaking to demonstrate your competence. Evidence must be provided for **ALL** of the Performance Criteria, **ALL** of the knowledge and the parts of the scope as defined below that are relevant to your job role. The evidence must reflect the policies and procedures of your workplace and be linked to current legislation and the principles of best practice within the Pharmacy Sector. All evidence must relate to your own work practice.

Knowledge specification for this Unit

Competent practice is a combination of the application of skills and knowledge informed by values and attitudes. This specification details the knowledge and understanding required to carry out competent practice in the performance described in this Unit.

You need to provide evidence for ALL knowledge statements listed below.

You need to show that you know, understand and can apply in practice:	
Legisaltion, policy and good practice	
K1	A working knowledge of SOPs and the type and amount of information you are permitted to provide to individuals regarding:
	a their symptoms
	b their medicines
K2	A factual knowledge of the legal responsibility and authority of the pharmacist and others in the organisation relevant to the provision of advice
K3	A working knowledge of legal and ethical requirements for confidentiality
K4	A working knowledge of the importance of preserving privacy when asking the individual questions about their symptom/medicines
Specific health related knowledge and skills	
K5	A working knowledge of the actions and uses of the most commonly used drugs in the treatment of disorders of body systems and clinical conditions
K6	A working knowledge of the main actions and side effects of the active ingredients of non-prescription medicines
K7	A working knowledge of different classes of medicines
Procedures and Techniques	
K8	A working knowledge of the use of questioning techniques such as 2WHAM
K9	A working knowledge of the needs of different types of individuals
K10	A working knowledge of the best sources of information to access
K11	A working knowledge of the information that is suitable to give individuals
K12	A working knowledge of the type of information/advice that needs to be referred to a pharmacist or pharmacy technician

Pharm 04: **Provide Advice on Symptoms and the Actions and Uses of Medicines**

Performance Criteria	Scope	All Performance Criteria must be covered and the scope listed below
1 Politely and promptly acknowledge requests for information and advice from individuals 2 Respect individuals' privacy, dignity, wishes and beliefs, minimising any unnecessary discomfort 3 Use a questioning technique such as 2WHAM to ascertain the individual's requirements and information needs 4 Provide relevant, complete and up-to-date information and advice that is: a consistent with the SOP b at an appropriate level for the individual to understand c in the individual's preferred format 5 Confirm with the individual that: a they have understood the information you have provided b the information you have provided to them meets their requirements 6 Identify when the request for information is beyond your competence and capability and refer the individual to a pharmacist or pharmacy technician	**Information and advice** a information about symptoms b information regarding medicines c information about products d healthcare advice **Individuals** a a general idea of their needs b a clear idea of their needs c no idea of their needs d special needs eg Braille e who present as individual's representatives **Information Needs** a oral information b written information **Format** a oral information b written information c electronic information	**Evidence must be generated to cover two from four of the information and advice from the scope** **Evidence must be generated to cover three from five of the individuals from the scope** **Evidence must be generated to cover both written and oral information from the scope** **Evidence must be generated to cover two from three of the formats from the scope**

7 If this is the case, explain to the individual: a that you need to refer them to the pharmacist or pharmacy technician b why you need to refer them to the pharmacist or pharmacy technician 8 Collate the information you have gathered and pass on to the appropriate pharmacist or pharmacy technician	**Classes of medicines** a GSL products b P products c Prescription only medicines **Oral information** a to the individual b to a pharmacist c to a pharmacy technician d to other healthcare staff e to members of the team **Written information** a patient information leaflets (PILs) b healthcare leaflets and pack c information to assist individuals d information from manufacturer e information from other healthcare providers	**Evidence must be generated to cover two from three of the classes of medicines from the scope** **Evidence must be generated to cover three from five of the oral information from the scope** **Evidence must be generated to cover three from four of the written information from the scope**

Pharm 05: Assist in the Sale of Medicines and Products

SPECIFIC Evidence Requirements for this Unit
Simulation:
Simulation is **NOT** permitted for any part of this Unit.
The following forms of evidence ARE mandatory:
Direct observation: There must be direct observation of performance by an assessor or expert witness. If all the direct observation is undertaken by an expert witness then a professional discussion between the candidate and the assessor must be undertaken.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
Questioning: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or personal statements. In addition the assessor or expert witness may also ask questions to clarify aspects of your practice. **Witness testimony:** Can be a confirmation/authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a pharmacist, pharmacy technician or other healthcare professional. **Products:** For this Unit, products may include a copy of the PIL given to the client. **Personal Statements:** You may write a personal statement which will provide an account of how you carried out an activity in a particular way. **Professional Discussion:** It is a requirement that professional discussion, of which record has been made, between the assessor and the candidate must take place at some stage during the delivery of the qualification if the work-based assessor has not worked directly with the candidate. **Expert witness:** It may not always be practicable for the work-based assessor to be present when a candidate is ready for assessment. If this is the case an expert witness may be used.
General Guidance
Prior to commencing this Unit you should agree and complete an assessment plan with your assessor which details the assessment methods you will be using, and the tasks you will be undertaking to demonstrate your competence. Evidence must be provided for **ALL** of the Performance Criteria, **ALL** of the knowledge and the parts of the scope as defined below that are relevant to your job role. The evidence must reflect the policies and procedures of your workplace and be linked to current legislation and the principles of best practice within the Pharmacy Sector. All evidence must relate to your own work practice.

Knowledge specification for this Unit

Competent practice is a combination of the application of skills and knowledge informed by values and attitudes. This specification details the knowledge and understanding required to carry out competent practice in the performance described in this Unit.

You need to provide evidence for ALL knowledge statements listed below.

You need to show that you know, understand and can apply in practice:	
Legislation, policy and good practice	
K1	A working knowledge of the pharmacy protocol on the sale of medicines and SOPs including:
	a what is listed in them
	b how to use them
	c why it is important that SOPs should be followed at all times
K2	A factual knowledge of the legal responsibility and authority of the pharmacist and others in the organisation
K3	A working knowledge of legal and ethical requirements for confidentiality
Specific health related knowledge and skills	
K4	A working knowledge of the main actions and side effects of the active ingredients within the most commonly used non-prescription medicines
K5	A working knowledge of the differences between:
	a General Sales Medicines (GSL)
	b Pharmacy (P)
	c Prescription Only Medicines (POM) items
Procedures and techniques	
K6	A working knowledge of the use of questioning techniques such as 2WHAM
K7	A working knowledge of the needs of different types of individuals
K8	A working knowledge of the sources of information to access
K9	A working knowledge of the information that is suitable to give individuals
K10	A working knowledge of the type of information/advice that needs to be referred to a pharmacist or a pharmacy technician

Pharm 05: Assist in the Sale of Medicines and Products

Performance Criteria	Scope	All Performance Criteria must be covered and the scope listed below
1 Be courteous to **individuals** and generate goodwill through the way you communicate with them 2 Use a questioning technique such as 2WHAM to ascertain the individual's requirements, **information needs** that can be provided in an appropriate **format** 3 Offer the individual a choice of medicines/products to meet their requirements 4 Provide the individual with relevant **information and advice** regarding the medicine or product they select 5 Check that the individual understands the key points about the medicine or product and its use 6 Place the product in discreet and appropriate packaging before giving it to the individual 7 Take payment in line with your organisational policies 8 Where the SOP, legislation and/or your experience requires you to refer the sale to a pharmacist or a pharmacy technician, explain to the individual the action being taken and why 9 Refer individuals who request medicines with the same active ingredient or with similar action to the pharmacist or pharmacy technician in line with SOPs	**Individuals** a special needs b a clear idea of their needs c a general idea of their needs d no idea of their needs **Information Needs** a oral information b written information **Format** **oral information** a to the individual b to a pharmacist c to a pharmacy technician d to other healthcare staff e to members of the team **written information** a patient information leaflets (PILs) b healthcare leaflets and pack information to assist individuals c information from manufacturer d information from other healthcare providers	**Evidence must be generated to cover two from four of the individuals from the scope** **Evidence must be generated to cover both information needs from the scope** **Evidence must be generated to cover three from five of the oral information from the scope** **Evidence must be generated to cover two from four of the written information from the scope**

10 Give relevant information to the pharmacist or a pharmacy technician about any situations referred to them 11 Inform the pharmacist or a pharmacy technician when excessive or regular quantities of medicines, liable to abuse or misuse, are requested before completing the sale 12 Inform the individual politely when the sale of a medicine cannot be completed and take appropriate action 13 Treat all information in confidence	**electronic information** **Information and advice** a information about symptoms b information regarding medicines c information about products d healthcare advice	**Evidence must be generated to cover two from four of the information and advice from the scope**

Pharm 17: Manufacture and Assembly of Medicinal Products

SPECIFIC Evidence Requirements for this Unit
Simulation:
Simulation is **NOT** permitted for any part of this Unit.
The following forms of evidence ARE mandatory:
Direct observation: There must be direct observation of performance by an assessor or expert witness. If all the direct observation is undertaken by an expert witness then a professional discussion between the candidate and the assessor must be undertaken.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
Questioning: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or personal statements. In addition the assessor or expert witness may also ask questions to clarify aspects of your practice. **Witness testimony:** Can be a confirmation/authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a pharmacist, pharmacy technician or other healthcare professional. **Products:** For this Unit, products may include a copy of the completed worksheet with the candidate's signatures. **Personal Statements:** You may write a personal statement which will provide an account of how you carried out an activity in a particular way. **Professional Discussion:** It is a requirement that professional discussion, of which record has been made, between the assessor and the candidate must take place at some stage during the delivery of the qualification if the work-based assessor has not worked directly with the candidate. **Expert witness:** It may not always be practicable for the work-based assessor to be present when a candidate is ready for assessment. If this is the case an expert witness may be used.
General guidance
Prior to commencing this Unit you should agree and complete an assessment plan with your assessor which details the assessment methods you will be using, and the tasks you will be undertaking to demonstrate your competence. Evidence must be provided for **ALL** of the Performance Criteria, **ALL** of the knowledge and the parts of the scope as defined below that are relevant to your job role. The evidence must reflect the policies and procedures of your workplace and be linked to current legislation and the principles of best practice within the Pharmacy Sector. All evidence must relate to your own work practice.

Knowledge specification for this Unit

Competent practice is a combination of the application of skills and knowledge informed by values and attitudes. This specification details the knowledge and understanding required to carry out competent practice in the performance described in this Unit.

You need to provide evidence for ALL knowledge statements listed below.

You need to show that you know, understand and can apply in practice:	
Legislation, policy and good practice	
K1	A working knowledge of the basic principles of quality assurance relating to manufacture of medicinal products
K2	A working knowledge of the principles of (cGMP) current good manufacturing practice
K3	A factual knowledge of the difference between preparation for individual patients and preparation for stock and how this is generally implemented in the workplace
K4	A working knowledge and understanding of the recognised guidelines relating to the manufacture of medicinal products
K5	A factual knowledge of current health and safety legislation and how it applies to the working environment, including COSHH
K6	A working knowledge of the principles of SOPs and why it is important to work within these procedures
K7	A working knowledge of the limits of your own role and the referral procedures
K8	A working knowledge of local error reporting and exception procedures and communication channels
K9	A factual knowledge of national error reduction policies/strategies
Specific health related knowledge and skills	
K10	A factual knowledge of basic hygiene and the importance of maintaining a clean working environment
K11	A factual knowledge of personal hygiene and the use of protective/clean room clothing
K12	A working knowledge of the possible sources of contamination and the appropriate methods of prevention
K13	A working knowledge of environmental parameters, their importance and how to carry out their monitoring
K14	A working knowledge of chemical and physical properties of ingredients relevant to formulation and compounding, this will include any interactions between ingredients
K15	A working knowledge of the principles of formulae calculations, weights and measures
Materials and Equipment	
K16	A working knowledge of the preparation, assembly and maintenance of equipment
K17	A working knowledge of the principles and properties of different types of containers and when to use the various types
K18	A working knowledge of nature and use of different product forms.
Procedures and Techniques	
K19	A working knowledge of the preparation and use of environmental areas
K20	A working knowledge of principles and procedure for preparing medicinal products including:
	a mixing
	b filtration

	c	reconstitution
	d	trituration
	e	filling
	f	assembly
K21	A working knowledge of labelling and packaging requirements	
K22	A working knowledge of the reasons for safe systems of work and importance of carrying out in-process checks, end product quality checks and quarantine requirements	
K23	A working knowledge of principles and procedures for sterilisation of products, including, autoclave, dry heat, microbial filtration	
K24	A working knowledge of the principles and procedures for:	
	a	disposal of waste products and cleaning material
	b	dismantling, cleaning and storing equipment
	c	cleaning and decontamination of preparation area and equipment
K25	A working knowledge of principles and procedures for the safe disposal of waste materials	
Records and documentation		
K26	A working knowledge of the importance of recording information clearly, accurately and in a systematic, timely manner and of the storing of this information including records that are:	
	a	paper based
	b	electronic

Pharm 17: Manufacture and Assembly of Medicinal Products

Performance Criteria	Scope	All Performance Criteria must be covered and the scope listed below
1 Work within the relevant SOPs including the relevant health and safety and COSHH procedures and within own limits of responsibility 2 Before you start the preparation, confirm that the correct worksheet, labels, raw materials, **equipment** and consumables are available and ready for use 3 Monitor relevant **environmental parameters** and ensure that where appropriate they are within the set limits: a Prior to preparation b During preparation c Following completion of preparation 4 Take appropriate action if the environmental parameters are outside the set limits 5 Put on the appropriate clean room clothing following correct gowning procedure 6 Ensure the **environmental areas** are clean and prepared using the correct materials 7 Prepare **products** in accordance with the batch sheet using the correct **process** and **equipment** and undertaking all **process checks** at the relevant stages 8 Complete any necessary sterilisation processes to meet the quality assurance requirements	**Equipment** a balances b measures c mixers d pumps e filters f tablet counters g steriliser eg autoclave, dry heat oven **Environmental parameters** a air pressure differentials b temperature c air flow d microbiological monitoring **Sources of contamination** a microbial b chemical cross-contamination c particulate **Environmental monitoring** a air pressure differentials b settle plates eg sessional and weekly c surface sample eg contact plates	**Evidence must be generated to cover four from seven of the equipment from the scope** **Evidence must be generated to cover two from four of the environmental parameters from the scope** **Evidence must be generated to cover two from three of the sources of contamination from the scope** **Evidence must be generated to cover two from three of the environmental monitoring from the scope**

9 Label product, pack and if necessary label into any secondary packaging and prepare quality assurance samples as appropriate 10 Complete all necessary reconciliation calculations correctly and accurately for the **product** and the labels 11 Complete all **documentation** clearly and accurately, ready for checking 12 Quarantine product following the final check by the **appropriate person** 13 Ensure that the environmental areas are cleaned and decontaminated using the correct cleaning method 14 Ensure that all equipment is dismantled, cleaned, decontaminated and correctly stored or disposed of correctly 15 Report any defects to an appropriate person 16 Record and report any out of specification results/**unusual events** where appropriate 17 Record and report any near misses or errors to colleagues (to minimise potential future errors) 18 Take appropriate action following an unusual event, within the limits of your authority	**Environmental areas** a laminar flow cabinets b clean room c isolators d non-sterile preparation room **Products** a topical fluids b intravenous products using terminal sterilization c solid dose forms (capsules, tablets, powders, suppositories) d ointments and creams e oral mixtures/solutions **Processes** a mixing b filtration c reconstitution d tritutration e filling f assembly **Process checks** a in process checks eg volume measurements b visual product check c quality control sampling d reconciliation calculations of labels, containers etc e final check f pre-packs	**Evidence must be generated to cover two from four of the environmental areas from the scope** **Evidence must be generated to cover three from five of the products from the scope** **Evidence must be generated to cover three from six of the processes from the scope** **Evidence must be generated to cover three from six of the processes checks from the scope**

	Documentation a batch work sheets b batch number allocation records c environmental monitoring records eg air pressure differential logs d cleaning records e equipment logs f quality exception reports	**Evidence must be generated to cover four from six of the documentation from the scope**
	Appropriate Person a pharmacist b pharmacy technician c healthcare professional	**Evidence must be generated to cover two from three of the appropriate person from the scope**
	Unusual Events a wastage/spills b errors c differences in resultant batch size d environmental issues e failure of equipment	**Evidence must be generated to cover three from five of the unusual events from the scope**
	Waste materials a hazardous waste b general waste c sharps	**Evidence must be generated to cover two from three of the waste materials from the scope**

Pharm 19: Prepare Aseptic Products and Carry Out In-Process Checking

SPECIFIC Evidence Requirements for this Unit
Simulation:
Simulation is **NOT** permitted for any part of this Unit.
The following forms of evidence ARE mandatory:
Direct observation: There must be direct observation of performance by an assessor or expert witness. If all the direct observation is undertaken by an expert witness then a professional discussion between the candidate and the assessor must be undertaken.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
Questioning: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or personal statements. In addition the assessor or expert witness may also ask questions to clarify aspects of your practice. **Witness testimony:** Can be a confirmation/authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a pharmacist, pharmacy technician or other healthcare professional. **Products:** For this Unit, products may include the final product e.g intravenous additive. **Personal Statements:** You may write a personal statement which will provide an account of how you carried out an activity in a particular way. **Professional Discussion:** It is a requirement that professional discussion, of which record has been made, between the assessor and the candidate must take place at some stage during the delivery of the qualification if the work-based assessor has not worked directly with the candidate. **Expert witness:** It may not always be practicable for the work-based assessor to be present when a candidate is ready for assessment. If this is the case an expert witness may be used.
General guidance
Prior to commencing this Unit you should agree and complete an assessment plan with your assessor which details the assessment methods you will be using, and the tasks you will be undertaking to demonstrate your competence. Evidence must be provided for **ALL** of the Performance Criteria, **ALL** of the knowledge and the parts of the scope as defined below that are relevant to your job role. The evidence must reflect the policies and procedures of your workplace and be linked to current legislation and the principles of best practice within the Pharmacy Sector. All evidence must relate to your own work practice.

Knowledge specification for this Unit

Competent practice is a combination of the application of skills and knowledge informed by values and attitudes. This specification details the knowledge and understanding required to carry out competent practice in the performance described in this Unit.

You need to provide evidence for ALL knowledge statements listed below.

You need to show that you know, understand and can apply in practice:	
Legislation, policy and good practice	
K1	A working knowledge of the basic principles of quality assurance including current good manufacturing practice
K2	A factual awareness of the difference between preparation for individual patients and preparation for stock and how this is generally implemented in the workplace
K3	A working knowledge of current health and safety legislation and how it applies to the working environment, including COSHH
K4	A working knowledge of the importance of SOPs and why you must always work within these procedures
K5	A working knowledge of the limits of your own role and the referral procedures
Specific health related knowledge and skills	
K6	A working knowledge of basic hygiene and the importance of maintaining a clean working environment
K7	A working knowledge of the importance of personal hygiene and the correct use of protective/clean room clothing
K8	A working knowledge of the different types of environmental areas and when they should be used
K9	A working knowledge of the possible sources of contamination and the appropriate methods of prevention
K10	A working knowledge of the importance of storing products correctly (including any quarantine requirements) especially in relation to maintaining the cold chain from both chemical and microbiological aspects
Materials and equipment	
K11	A working knowledge of the different types of equipment and consumables and which products they must be used for
K12	A working knowledge of the procedures for preparing, cleaning and decontaminating equipment and work areas
K13	A working knowledge of the importance of storing equipment safely and in a condition ready for use
K14	A working knowledge of the principles of formulae calculations, weights and measures
Procedures and techniques	
K15	A working knowledge of aseptic techniques and when to use the different processes
K16	A working knowledge of the environmental parameters that govern the working area, their importance, and how to carry out their monitoring
K17	A working knowledge of the correct handling of cytotoxic drugs and how to minimise risks
K18	A working knowledge of the importance of carrying out accuracy and quality checks
K19	A working knowledge of the importance of label and product reconciliation
K20	A working knowledge of the methods and materials used for packaging
K21	A working knowledge of the procedures for the safe handling and disposal of waste materials

Records and documentation	
K22	A working knowledge of the importance of recording information clearly, accurately and in a systematic, timely manner and of the storing of this information

Pharm 19: Prepare Aseptic Products and Carry Out In-Process Checking

Performance Criteria	Scope	All Performance Criteria must be covered and the scope listed below
1 Work within the relevant SOPs including the relevant health and safety and COSHH procedures and within own limits of responsibility 2 Undertake relevant **environmental monitoring** checking that the parameters, where appropriate, are within the set limits: a prior to aseptic preparation b during aseptic preparation c following completion of aseptic preparation 3 Take appropriate action if the **environmental parameters** are outside the set limits 4 Put on the appropriate clean room clothing following correct gowning procedure 5 Clean and prepare the **environmental areas** using the correct materials 6 Disinfect starting materials, **equipment** prior to introduction into and within the work area 7 Prepare the **product** using the correct **process** and equipment according to worksheet and SOPs, and maintain an aseptic technique 8 Undertake all quality, accuracy and safety **checks**	**Environmental monitoring** a air pressure differentials b settle plates eg sessional and weekly c surface sample eg contact plates d finger dabs **Environmental parameters** a air pressure differentials b temperature c air flow d microbiological monitoring **Environmental areas** a laminar flow cabinets b clean room c isolators d non-sterile preparation room **Sources of contamination** a microbial b chemical cross-contamination c particulate	**Evidence must be generated to cover two from four of the environmental monitoring from the scope** **Evidence must be generated to cover two from four of the environmental parameters from the scope** **Evidence must be generated to cover two from four of the environmental areas from the scope** **Evidence must be generated to cover two from three of the sources of contamination from the scope**

9 Take corrective action, within limits of own responsibility, if there is an **accident/incident/error** during the preparation, including the completion of required documentation 10 Report to the **appropriate person** any problems outside your area of responsibility 11 Clean and decontaminate all work areas using the correct cleaning method and removing all waste 12 Ensure that waste is stored or disposed of in accordance with legal requirements 13 Make clear and accurate entries on all the relevant **documentation** 14 Correctly store (including any quarantine requirements) and/or transport the product, paying particular attention to maintenance of the 'cold chain' if appropriate	**Equipment/consumables** a syringes b needles c filters d transfer devices e giving sets f venting device g balances h autoclaves **Products** a intravenous additives b parenteral nutrition c cytotoxic drugs d patient controlled analgesia (PCA) syringes e aseptic topical preparations eg eye drops, irrigations **Processes** a mixing b filtration c reconstitution d filling **An accident/incident/error** a dropping equipment on the floor b puncturing a bag c using a wrong starting material d measuring an incorrect quantity e failure of equipment f the visual appearance of the	**Evidence must be generated to cover four from eight of the equipment/consumables from the scope** **Evidence must be generated to cover three from five of the products from the scope** **Evidence must be generated to cover two from four of the processes from the scope** **Evidence must be generated to cover four from seven of the accidents/incidents/errors from the scope**

	product is not what was expected eg particles, colour g needle stick injuries	
	Documentation a environmental monitoring records eg air pressure differential log b cleaning records c work sheets d equipment logs e quality exception reports	**Evidence must be generated to cover three from five of the documentation**
	Appropriate person a pharmacist b pharmacy technician c healthcare professional	**Evidence must be generated to cover two from three of the appropriate persons from the scope**
	Checks a volume checks b visual product check c quality control sampling d reconciliation of labels e end of process check f equipment checks	**Evidence must be generated to cover three from six of the checks from the scope**
	Waste materials a sharps b cytotoxic drugs c other hazardous waste d general waste	**Evidence must be generated to cover two from four of the waste materials from the scope**

Pharm 20: Prepare Documentation, Materials and Other Items for Manufacture and Assembly of Medicinal Products

SPECIFIC Evidence Requirements for this Unit
Simulation:
Simulation is **NOT** permitted for any part of this Unit.
The following forms of evidence ARE mandatory:
Direct observation: There must be direct observation of performance by an assessor or expert witness. If all the direct observation is undertaken by an expert witness then a professional discussion between the candidate and the assessor must be undertaken.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
Questioning: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or personal statements. In addition the assessor or expert witness may also ask questions to clarify aspects of your practice. **Witness testimony:** Can be a confirmation/authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a pharmacist, pharmacy technician or other healthcare professional. **Products:** For this Unit, products may include a copy of the batch worksheet showing which consumables/equipment have to be used to prepare the medicinal product. **Personal Statements:** You may write a personal statement which will provide an account of how you carried out an activity in a particular way. **Professional Discussion:** It is a requirement that professional discussion, of which record has been made, between the assessor and the candidate must take place at some stage during the delivery of the qualification if the work-based assessor has not worked directly with the candidate. **Expert witness:** It may not always be practicable for the work-based assessor to be present when a candidate is ready for assessment. If this is the case an expert witness may be used.
General guidance
Prior to commencing this Unit you should agree and complete an assessment plan with your assessor which details the assessment methods you will be using, and the tasks you will be undertaking to demonstrate your competence. Evidence must be provided for **ALL** of the Performance Criteria, **ALL** of the knowledge and the parts of the scope as defined below that are relevant to your job role. The evidence must reflect the policies and procedures of your workplace and be linked to current legislation and the principles of best practice within the Pharmacy Sector. All evidence must relate to your own work practice.

Knowledge specification for this Unit

Competent practice is a combination of the application of skills and knowledge informed by values and attitudes. This specification details the knowledge and understanding required to carry out competent practice in the performance described in this Unit.

You need to provide evidence for ALL knowledge statements listed below.

You need to show that you know, understand and can apply in practice:	
Legislation, policy and good practice	
K1	A working knowledge of the basic principles of quality assurance including current good manufacturing practice (cGMP)
K2	A factual knowledge of the difference between preparation for individual patients and preparation for stock and how this is generally implemented
K3	A working knowledge and understanding of the recognised guidelines relating to manufacture of medicinal products
K4	A factual knowledge of your responsibilities under current health and safety legislation and COSHH and how it applies to the working environment
K5	A working knowledge of the importance of SOPs and why you must always work within these procedures
K6	A working knowledge of the importance of working within the limits of your own role
Specific health related knowledge and skills	
K7	A working knowledge of basic hygiene and the importance of maintaining a clean working environment including conducting a weekly and monthly clean
K8	A working knowledge of the importance of personal hygiene and the correct use of protective/clean room clothing
K9	A working knowledge of the different types of environmental areas and when they should be used
K10	A working knowledge of the environmental parameters that govern the working area, their importance, and how to carry out their monitoring including:
K11	A working knowledge of the possible sources of contamination
Materials and equipment	
K12	A working knowledge of chemical and physical properties of raw materials relevant to formulation and compounding, this will include any interactions between raw materials and packaging
K13	A working knowledge of the principles of formulae calculations, weights and measures
K14	A working knowledge of the various types of products
K15	A working knowledge of the materials, consumables and equipment necessary for the preparation of medicinal products
K16	A working knowledge of the correct handling of cytotoxic drugs and how to minimise risks
Procedures and Techniques	
K17	A working knowledge of the procedures for cleaning, decontamination, and preparing the environment and equipment
K18	A working knowledge of labelling and packaging requirements and conventions

Records and Documentation	
K19	A working knowledge of the importance of recording information clearly, accurately and in a systematic, timely manner and of the storing of this information

Pharm 20: Prepare Documentation, Materials and Other Items for Manufacture and Assembly of Medicinal Products

Performance Criteria	Scope	All Performance Criteria must be covered and the scope listed below
1 Work within the relevant SOPs including the relevant health and safety and COSHH procedures and within own limits of responsibility 2 Put on the appropriate clean room clothing following correct gowning procedure 3 Clean the appropriate **environmental area(s)** using the correct materials. 4 Ensure that the area of work is always clean and tidy 5 Monitor relevant **environmental parameters** and ensure that where appropriate they are within the set limits 6 Confirm you have the correct worksheet for the **product**, completing any calculations as appropriate 7 Allocate the batch number and expiry date for the product 8 Generate the labels ensuring that all labels produced are complete, accurate and legible and that you account for them 9 Select the correct raw materials and consumables/equipment, for the product, recording the relevant information on the worksheet	**Environmental areas** a laminar flow cabinets b clean room c isolators d non-sterile preparation room **Environmental parameters** a air pressure differentials b temperature c air flow d microbiological monitoring **Sources of contamination** a microbial b chemical cross-contamination c particulate **Products** a topical fluids b intravenous products using terminal sterilisation c solid dose forms (capsules, tablets, powders, suppositories) d ointments and creams e oral mixtures/solutions	**Evidence must be generated to cover two from four of the environmental areas from the scope** **Evidence must be generated to cover two from four of the environmental parameters from the scope** **Evidence must be generated to cover two from three of the sources of contamination from the scope** **Evidence must be generated to cover three from five of the products from the scope**

10 Confirm the raw materials and **consumables/equipment** are **fit for purpose** 11 Make clear and accurate entries on all the relevant **documentation** 12 Ensure the 'first check' is carried out by the **appropriate person** 13 Disinfect the raw materials, consumables for transfer into the clean room, if applicable 14 Report to the appropriate person any problems outside your area of responsibility 15 Calculate the quantities of different raw materials 16 Transfer materials into the clean room, if applicable 17 Take appropriate action following an **unusual event**, within the limits of your authority	**Consumables/equipment** a measures b mixers c pumps d filters e syringes f needles g filters h transfer devices i venting devices j giving sets k alcohol wipes **Equipment** a balances b measures c mixers d pumps e filters f tablet counters g steriliser eg autoclave, dry heat oven **Fit for purpose** a intact packaging b clean, non-contaminated packaging c within expiry date **Documentation** a batch work sheets b batch number allocation records	**Evidence must be generated to cover six from 11 of the consumables/equipment from the scope** **Evidence must be generated to cover four from seven of the equipment from the scope** **Evidence must be generated to cover two from three of the fit for purpose from the scope** **Evidence must be generated to cover three from six of the documentation from the scope**

	c environmental monitoring records eg air pressure differential logs d cleaning records e equipment logs f quality exception reports	
	Appropriate Person a pharmacist b pharmacy technician c healthcare professional	**Evidence must be generated to cover two from three of the appropriate person from the scope**
	Unusual Events a wastage/spills b errors c differences in resultant batch size d environmental issues e failure of equipment	**Evidence must be generated to cover three from five of the unusual events from the scope**
	Waste materials a sharps b cytotoxic drugs c other hazardous waste d general waste	**Evidence must be generated to cover two from four of the waste materials from the scope**

Pharm 21: Prepare Documentation, Materials, Components and Other Items for the Preparation of Aseptic Products

SPECIFIC Evidence Requirements for this Unit
Simulation:
Simulation is **NOT** permitted for any part of this Unit.
The following forms of evidence ARE mandatory:
Direct observation: There must be direct observation of performance by an assessor or expert witness. If all the direct observation is undertaken by an expert witness then a professional discussion between the candidate and the assessor must be undertaken.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
Questioning: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or personal statements. In addition the assessor or expert witness may also ask questions to clarify aspects of your practice. **Witness testimony:** Can be a confirmation/authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a pharmacist, pharmacy technician or other healthcare professional. **Products:** For this Unit, products may include a copy of the environmental monitoring records eg air pressure differential log. **Personal Statements:** You may write a personal statement which will provide an account of how you carried out an activity in a particular way. **Professional Discussion:** It is a requirement that professional discussion, of which record has been made, between the assessor and the candidate must take place at some stage during the delivery of the qualification if the work-based assessor has not worked directly with the candidate. **Expert witness:** It may not always be practicable for the work-based assessor to be present when a candidate is ready for assessment. If this is the case an expert witness may be used.
General guidance
Prior to commencing this Unit you should agree and complete an assessment plan with your assessor which details the assessment methods you will be using, and the tasks you will be undertaking to demonstrate your competence. Evidence must be provided for **ALL** of the Performance Criteria, **ALL** of the knowledge and the parts of the scope as defined below that are relevant to your job role. The evidence must reflect the policies and procedures of your workplace and be linked to current legislation and the principles of best practice within the Pharmacy Sector. All evidence must relate to your own work practice.

Knowledge specification for this Unit

Competent practice is a combination of the application of skills and knowledge informed by values and attitudes. This specification details the knowledge and understanding required to carry out competent practice in the performance described in this Unit.

You need to provide evidence for ALL knowledge statements listed below.

You need to show that you know, understand and can apply in practice:	
Legislation, policy and good practice	
K1	A working knowledge of the basic principles of quality assurance including current good manufacturing practice (cGMP)
K2	A working knowledge of the difference between preparation for individual patients and preparation for stock and how this is generally implemented in the workplace
K3	A working knowledge and understanding of the recognised guidelines relating to aseptic preparation
K4	A factual knowledge of your responsibilities under COSHH and current health and safety legislation and how it applies to the working environment
K5	A working knowledge of the importance of SOPs and why you must always work within these procedures
K6	A working knowledge of the importance of working within the limits of your own role
Specific health related knowledge and skills	
K7	A working knowledge of basic hygiene and the importance of maintaining a clean working environment
K8	A working knowledge of the importance of personal hygiene and the correct use of protective/clean room clothing
K9	A working knowledge of the different types of environmental areas and when they should be used
K10	A working knowledge of the possible sources of contamination
K11	A working knowledge of the various types of products
Materials and equipment	
K12	A working knowledge of the materials and equipment necessary for the preparation of aseptic products
K13	A working knowledge of the principles of formulae calculations, weights and measures
K14	A working knowledge for the safe handling of cytotoxic drugs
Procedures and techniques	
K15	A working knowledge of the procedures for cleaning, decontamination, and preparing the environment and components
Records and documentation	
K16	A working knowledge of the importance of recording information clearly, accurately and in a systematic, timely manner and of the storing of this information

Pharm 21: Prepare Documentation, Materials, Components and Other Items for the Preparation of Aseptic Products

Performance Criteria	Scope	All Performance Criteria must be covered and the scope listed below
1 Work within the relevant SOPs including the relevant health and safety and COSHH procedures and within own limits of responsibility 2 Ensure the appropriate clothing is worn at all times 3 Clean the appropriate **environmental areas** using the correct equipment and materials 4 Ensure that you work using the correct prescription/order 5 Generate worksheets according to local guidelines and protocols 6 Generate the labels and ensure that all labels produced are accounted for and complete, accurate and legible 7 Ensure that the environmental area is always clean and tidy 8 Monitor relevant **environmental parameters** and ensure that where appropriate they are within the set limits 9 Confirm you have the correct worksheet for the **product**, completing any calculations as appropriate 10 Allocate the batch number and expiry date for the product	**Environmental areas** a laminar flow cabinets b clean room c isolators d non-sterile preparation room **Environmental parameters** a air pressure differentials b temperature c air flow d microbiological monitoring **Sources of contamination** a microbial b chemical cross-contamination c particulate **Products** a intravenous additives b parenteral nutrition c cytotoxic drugs d PCA (Patient Controlled Analgesia) syringes e aseptic topical preparations eg irrigations	**Evidence must be generated to cover two from four of environmental areas from the scope** **Evidence must be generated to cover two from four of the environmental parameters from the scope** **Evidence must be generated to cover two from three of the sources of contamination from the scope** **Evidence must be generated to cover three from five of the products from the scope**

11 Select the correct starting materials and **consumables**, for the product, recording the relevant information on the worksheet 12 Confirm the starting 13 Report any problems outside your area of materials and consumables are **fit for purpose** 14 Make clear and accurate entries on all the relevant **documentation** 15 Disinfect the starting materials and consumables for transfer into the clean room responsibility to an **appropriate person**	**Consumables** a measures b mixers c pumps d filters e syringes f needles g transfer devices h venting devices i giving sets j k alcohol wipes **Fit for purpose** a intact packaging b clean, non-contaminated packaging c within expiry date **Documentation** a environmental monitoring records eg air pressure differential log b cleaning records c work sheets d equipment logs e quality exception reports **Appropriate person** a pharmacist b pharmacy technician c healthcare professional	**Evidence must be generated to cover five from 10 of the consumables from the scope** **Evidence must be generated to cover two from three of the fit for purpose from the scope** **Evidence must be generated to cover three from five of the documentation from the scope** **Evidence must be generated to cover two from three of the appropriate person from the scope**

Pharm 23: Check Documentation, Materials, Components and Other Consumables for the Production of Aseptic Products

SPECIFIC Evidence Requirements for this Unit
Simulation:
Simulation is **NOT** permitted for any part of this Unit.
The following forms of evidence ARE mandatory:
Direct observation: There must be direct observation of performance by an assessor or expert witness. If all the direct observation is undertaken by an expert witness then a professional discussion between the candidate and the assessor must be undertaken.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
Questioning: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or personal statements. In addition the assessor or expert witness may also ask questions to clarify aspects of your practice. **Witness testimony:** Can be a confirmation/authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a pharmacist, pharmacy technician or other healthcare professional. **Products:** For this Unit, products may include a copy of the cleaning record. **Personal Statements:** You may write a personal statement which will provide an account of how you carried out an activity in a particular way. **Professional Discussion:** It is a requirement that professional discussion, of which record has been made, between the assessor and the candidate must take place at some stage during the delivery of the qualification if the work-based assessor has not worked directly with the candidate. **Expert witness:** It may not always be practicable for the work-based assessor to be present when a candidate is ready for assessment. If this is the case an expert witness may be used.
GENERAL GUIDANCE
Prior to commencing this Unit you should agree and complete an assessment plan with your assessor which details the assessment methods you will be using, and the tasks you will be undertaking to demonstrate your competence. Evidence must be provided for **ALL** of the Performance Criteria, **ALL** of the knowledge and the parts of the scope as defined below that are relevant to your job role. The evidence must reflect the policies and procedures of your workplace and be linked to current legislation and the principles of best practice within the Pharmacy Sector. All evidence must relate to your own work practice.

Knowledge specification for this Unit

Competent practice is a combination of the application of skills and knowledge informed by values and attitudes. This specification details the knowledge and understanding required to carry out competent practice in the performance described in this Unit.

You need to provide evidence for ALL knowledge statements listed below.

You need to show that you know, understand and can apply in practice:	
Legislation, policy and good practice	
K1	A working knowledge of the basic principles of quality assurance including current good manufacturing practice (cGMP) and recognised guidelines for the aseptic process
K2	An factual awareness of the difference between preparation for individual patients and preparation for stock and how this is generally implemented in the workplace
K3	A working knowledge of your responsibilities under COSHH and the current health and safety legislation and how it applies to the working environment
K4	A working knowledge of the importance of SOPs and why you must always work within these procedures
K5	A working knowledge of the importance of working within the limits of your own role
Specific health related knowledge and skills	
K6	A working knowledge of basic hygiene and the importance of maintaining a clean working environment
K7	A working knowledge of the importance of personal hygiene and the correct use of protective/clean room clothing
K8	A working knowledge of the different types of work/environmental areas and when they should be used
K9	A working knowledge of the possible sources of contamination
Materials and equipment	
K10	A factual knowledge of the materials and equipment necessary for the preparation of aseptic products
K11	A working knowledge for the safe handling of cytotoxic drugs
K12	A working knowledge of the principles of formulae calculations, weights and measures
Procedures and techniques	
K13	A working knowledge of the procedures for cleaning, decontamination, and preparing the environment and components
Records and documentation	
K14	A working knowledge of the importance of recording information clearly, accurately and in a systematic, timely manner and of the storing of this information

Pharm 23: Check Documentation, Materials, Components and Other Consumables for the Production of Aseptic Products

Performance Criteria	Scope	All Performance Criteria must be covered and the scope listed below
1 Work within the relevant SOPs including the relevant health and safety and COSHH procedures and within own limits of responsibility 2 Check that you have the correct worksheets for the **product** 3 Ensure that the starting materials have been collected correctly and are ready for the aseptic process 4 Check that the transcriptions, calculations, batch numbers and expiry dates are all correct 5 Check that the entries on the worksheets and labels are correct 6 Check the label(s) against worksheet which has the individual's details on it and on the master worksheet 7 Check the allocated batch number and expiry date for the product 8 Check that the labels generated are correct, complete, accurate, and legible 9 Ensure the correct raw materials and **equipment/consumables** have been assembled for the product, and the relevant information has been recorded on the worksheet	**Products** a intravenous additives b parenteral nutrition c cytotoxic drugs d PCA (Patient Controlled Analgesia) syringes e aseptic topical preparations eg irrigations **Equipment/consumables** a measures b mixers c pumps d filters e syringes f needles g filters h transfer devices i venting device **Fit for purpose** a intact packaging b clean, non-contaminated packaging c in date (not expired) d product ready for use at point of administration	**Evidence must be generated to cover three from five of the products from the scope** **Evidence must be generated to cover four from eight of the equipment/consumables from the scope** **Evidence must be generated to cover two from four of the fit for purpose from the scope**

10 Check the raw materials and consumables/equipment and ensure that they are **fit for purpose** 11 Make clear and accurate entries on all the relevant **documentation** 12 Feedback any near misses or errors to colleagues to minimise future errors 13 Report any problems outside your area of responsibility to an **appropriate person**	**Documentation** a batch work sheets b batch number allocation record c environmental monitoring records eg air pressure differential logs d cleaning records e equipment logs f work sheets **Appropriate person** a pharmacist b pharmacy technician c healthcare professional	**Evidence must be generated to cover three from six of the documentation from the scope** **Evidence must be generated to cover two from three of the appropriate person from the scope**

Pharm 24: Provide an Effective Service in a Setting Outside the Pharmacy

SPECIFIC Evidence Requirements for this Unit
Simulation:
Simulation is **NOT** permitted for any part of this Unit.
The following forms of evidence ARE mandatory:
Direct observation: There must be direct observation of performance by an assessor or expert witness. If all the direct observation is undertaken by an expert witness then a professional discussion between the candidate and the assessor must be undertaken.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
Questioning: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or personal statements. In addition the assessor or expert witness may also ask questions to clarify aspects of your practice. **Witness testimony:** Can be a confirmation/authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a work colleague or a patient/client you have dealt with. **Products:** For this Unit, may include a paper copy of the stock order. **Personal Statements:** You may write a personal statement which will provide an account of how you carried out an activity in a particular way. **Professional Discussion:** It is a requirement that professional discussion, of which record has been made, between the assessor and the candidate must take place at some stage during the delivery of the qualification if the work-based assessor has not worked directly with the candidate. **Expert witness:** It may not always be practicable for the work-based assessor to be present when a candidate is ready for assessment. If this is the case an expert witness may be used.
General guidance
Prior to commencing this Unit you should agree and complete an assessment plan with your assessor which details the assessment methods you will be using, and the tasks you will be undertaking to demonstrate your competence. Evidence must be provided for **ALL** of the Performance Criteria, **ALL** of the knowledge and the parts of the scope as defined below that are relevant to your job role. The evidence must reflect the policies and procedures of your workplace and be linked to current legislation and the principles of best practice within the Pharmacy Sector. All evidence must relate to your own work practice.

Knowledge specification for this Unit

Competent practice is a combination of the application of skills and knowledge informed by values and attitudes. This specification details the knowledge and understanding required to carry out competent practice in the performance described in this Unit.

You need to provide evidence for ALL knowledge statements listed below.

You need to show that you know, understand and can apply in practice:	
Knowledge and Understanding	
K1	A working knowledge of the importance of SOPs and why it is important that they should be followed at all times
	a providing a pharmacy service in a setting outside the pharmacy
	b the collection and delivery of prescriptions
	c the collection and disposal of unwanted medicines
K2	A working knowledge of health and safety related to provision of a pharmacy service outside a pharmacy
K3	A working knowledge of security of self and pharmaceuticals when providing a service outside a pharmacy
K4	A working knowledge of the importance to follow the SOP and Medicines Ethics and Practice guidance on monitored dosage systems
K5	A working knowledge of the importance of telling people at work:
	a where you are going
	b what time you expect to be back
K6	A working knowledge of the importance of working within the limits of your authority
K7	A working knowledge of how to provide clear and accurate information and check the individual's understanding of the information provided
K8	A working knowledge of the importance of confidentiality

Pharm 24: Provide an Effective Service in a Setting Outside the Pharmacy

Performance Criteria	Scope	All Performance Criteria must be covered and the scope listed below
1 Correctly identify the **service** required by the individual 2 Carry out all the necessary preparations prior to the visit, including, if appropriate: a collecting dispensed items to take to the individual at the request of the **individual** b preparing/collecting monitored dosage systems c arranging a convenient time for the delivery 3 Deliver the service in accordance with the needs of the individual and within SOPs and the Medicines, Ethics and Practice Guide (MEP) 4 Ensure that you maintain security of items in transit, where appropriate 5 Provide information clearly and in a way that the individual can understand, within the limit of your responsibility 6 Confirm that the individual understands the information you have given them and obtain any necessary signatures of recipients 7 Complete all **relevant records** accurately and clearly in accordance with SOPs	**Services** a collection of prescriptions b delivery of dispensed items/stock orders/requisitions c monitored dosage systems **Individual** a the patient b the patients' representative **Relevant records** a manual b electronic records	**Evidence must be generated to cover two from three of the services from the scope** **Evidence must be generated to cover one from two of the individuals from the scope** **Evidence must be generated to cover one from two of the relevant records from the scope**

8 Ensure you repeat any issues or questions from the individual to a relevant **appropriate person** 9 Work within the parameters of your own role recognising when you should seek advice from an appropriate person 10 Respect individuals' privacy, dignity, wishes and beliefs, minimising any unnecessary discomfort 11 Maintain your own safety when working in isolation by informing an appropriate person at work: a where you are going b what time you expect to be back c ensure that you have some means of calling for help 12 Report any errors to an appropriate person in accordance with SOPs	**Appropriate person** a the carer b a healthcare professional c an individual from social care d a pharmacist e a pharmacy technician	**Evidence must be generated to cover three from five of the appropriate person from the scope**

Pharm 25: Assist in the Supply of Pharmaceutical Appliances

SPECIFIC Evidence Requirements for this Unit
Simulation:
Simulation is **NOT** permitted for any part of this Unit.
The following forms of evidence ARE mandatory:
Direct observation: There must be direct observation of performance by an assessor or expert witness. If all the direct observation is undertaken by an expert witness then a professional discussion between the candidate and the assessor must be undertaken.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
Questioning: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or personal statements. In addition the assessor or expert witness may also ask questions to clarify aspects of your practice. **Witness testimony:** Can be a confirmation/authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a work colleague or a patient/client you have dealt with. **Products:** For this Unit, products may include a copy of the prescription endorsed with what appliance was supplied. **Personal Statements:** You may write a personal statement which will provide an account of how you carried out an activity in a particular way. **Professional Discussion:** It is a requirement that professional discussion, of which record has been made, between the assessor and the candidate must take place at some stage during the delivery of the qualification if the work-based assessor has not worked directly with the candidate. **Expert witness:** It may not always be practicable for the work-based assessor to be present when a candidate is ready for assessment. If this is the case an expert witness may be used.
GENERAL GUIDANCE
Prior to commencing this Unit you should agree and complete an assessment plan with your assessor which details the assessment methods you will be using, and the tasks you will be undertaking to demonstrate your competence. Evidence must be provided for **ALL** of the Performance Criteria, **ALL** of the knowledge and the parts of the scope as defined below that are relevant to your job role. The evidence must reflect the policies and procedures of your workplace and be linked to current legislation and the principles of best practice within the Pharmacy Sector. All evidence must relate to your own work practice.

Knowledge specification for this Unit

Competent practice is a combination of the application of skills and knowledge informed by values and attitudes. This specification details the knowledge and understanding required to carry out competent practice in the performance described in this Unit.

You need to provide evidence for ALL knowledge statements listed below.

You need to show that you know, understand and can apply in practice:	
Knowledge and Understanding	
K1	A working knowledge of SOPs for dispensing and issuing appliances and the importance of adhering to them at all times
K2	A working knowledge of the purpose of the drug tariff, including:
	a which items are allowed on prescriptions
	b the classifications and criteria for the payment
K3	A working knowledge of the correct methods to measure individuals for appliances, including elastic hosiery
K4	A working knowledge of the importance of the correct methods to measure individuals for appliances, including elastic hosiery
K5	A working knowledge of the sources of information and how they can be accessed
K6	A working knowledge of the use and maintenance of appliances
K7	A factual awareness of the use and maintenance of devices
K8	A working knowledge of codes of practice and conduct, and standards and guidance relevant to your own and the roles, responsibilities, accountability and duties to others
K9	A working knowledge of valuing and respecting individuals
K10	A working knowledge of confidentiality and ethical issues
K11	A working knowledge of the rights that individuals have to:
	a be respected
	b privacy
	c communicate using their preferred methods of communication and language

Pharm 25: Assist in the Supply of Pharmaceutical Appliances

Performance Criteria	Scope	All Performance Criteria must be covered and the scope listed below
1 Carry out all the necessary preparations, as required including arranging a convenient time for the visit if required, in accordance with SOPs 2 Match the **appliance** to the requirements of the individual and/or the prescriber 3 Where appropriate take the individual's measurements to ensure that the appliance will fit correctly 4 Confirm that the appliance prescribed on the **prescription form** matches the drug tariff Criteria 5 Clarify any missing information with the **appropriate person** 6 Provide all relevant information on the use, maintenance and care of the appliance in a manner that is clear and at an appropriate level for the **individual** 7 Explain how the appliance should be used in a calm manner with empathy 8 Respect individuals' privacy, dignity, wishes and beliefs, minimising any unnecessary discomfort (eg arrange a suitable setting for the consultation to preserve privacy and confidentiality) 9 Confirm that the individual has understood the information	**Appliance** a hosiery b ostomy care items c continence care appliances d dressings e sutures f sundries g inhaler devices h compliance aids **Prescription form** a general practitioners b nurse prescribers c pharmacist prescribers d doctors from clinics or hospitals e doctors from drug addiction clinics f general practitioners for drug addiction g dentists h other registered prescribers i repeat dispensing prescription form **Appropriate person** a a pharmacist b a pharmacy technician c the prescriber	**Evidence generated must cover four from eight of the appliance from the scope** **Evidence generated must cover five from nine of the prescription form from the scope** **Evidence generated must cover two from four of the appropriate person from the scope**

10 Conduct all operations, which involve physical contact with the individual, in a manner which is polite, puts the individual at ease 11 Check that the new appliance can be used appropriately and make any adjustments necessary to ensure: a) the individual's comfort b) the correct use of appliance 12 Confirm that the individual can fit and use the appliance correctly 13 Complete the required **records** and receipts clearly and accurately 14 Communicate with the individual in an appropriate, open, accurate and straightforward manner 15 Maintain confidentiality at all times	d a more senior colleague **Individual** a the patient b the patients' representative **Records** a manual b electronic records related to: a the issuing of equipment b owing items c financial transactions	**Evidence generated must cover one from two of the individual from the scope** **Evidence generated must cover 1 from two of the records and two from three of the 'related to' from the scope**

Pharm 26: Process Prescriptions for Payment

SPECIFIC Evidence Requirements for this Unit
Simulation:
Simulation is **NOT** permitted for any part of this Unit.
The following forms of evidence ARE mandatory:
Direct observation: There must be direct observation of performance by an assessor or expert witness. If all the direct observation is undertaken by an expert witness then a professional discussion between the candidate and the assessor must be undertaken.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
Questioning: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or personal statements. In addition the assessor or expert witness may also ask questions to clarify aspects of your practice. **Witness testimony:** Can be a confirmation/authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a pharmacist, pharmacy technician or other healthcare professional. **Products:** For this Unit, products may include a copy of the paperwork you have completed to accompany the prescriptions for payment. **Personal Statements:** You may write a personal statement which will provide an account of how you carried out an activity in a particular way. **Professional Discussion:** It is a requirement that professional discussion, of which record has been made, between the assessor and the candidate must take place at some stage during the delivery of the qualification if the work-based assessor has not worked directly with the candidate. **Expert witness:** It may not always be practicable for the work-based assessor to be present when a candidate is ready for assessment. If this is the case an expert witness may be used.
General guidance
Prior to commencing this Unit you should agree and complete an assessment plan with your assessor which details the assessment methods you will be using, and the tasks you will be undertaking to demonstrate your competence. Evidence must be provided for **ALL** of the Performance Criteria, **ALL** of the knowledge and the parts of the scope as defined below that are relevant to your job role. The evidence must reflect the policies and procedures of your workplace and be linked to current legislation and the principles of best practice within the Pharmacy Sector. All evidence must relate to your own work practice.

Knowledge specification for this Unit

Competent practice is a combination of the application of skills and knowledge informed by values and attitudes. This specification details the knowledge and understanding required to carry out competent practice in the performance described in this Unit.

You need to provide evidence for ALL knowledge statements listed below.

You need to show that you know, understand and can apply in practice:	
Knowledge and Understanding	
K1	A working knowledge of the purpose of the Drug Tariff including:
	a the regulations that govern the supply of items that are allowed on prescriptions
	b the classifications and criteria for the payment
K2	A working knowledge of generic and brand names and the difference between them
K3	A working knowledge of approved reference sources and how to access relevant information
K4	A working knowledge of sources of help when endorsing prescriptions
K5	A working knowledge of the action to take when presented with an incomplete or unclear prescription
K6	A working knowledge of SOPs for the end of month returns
K7	A working knowledge of the paperwork necessary to complete the end of month returns
K8	A working knowledge of the correct packaging of prescriptions
K9	A working knowledge of the reasons for the return of items for clarification by the pricing authority
K10	A working knowledge of the implications of incorrect endorsing of prescriptions

Pharm 26: Process Prescriptions for Payment

Performance Criteria	Scope	All Performance Criteria must covered and the scope listed below
1 Complete all **necessary records** accurately and clearly in accordance with SOPs 2 Work within the parameters of your own role recognising when you should seek advice from an **appropriate person** 3 Clarify any missing information with the appropriate person 4 Confirm **items allowed on prescription** with the appropriate section of the Drug Tariff or local formulary if appropriate 5 Make accurate and appropriate **endorsements** on prescriptions following agreed SOPs 6 Check that any information written on the prescription meets legal requirements and are complete and legible 7 Record the number of **prescription forms**, items and or charges according to SOPs 8 Complete accurate end of month returns in accordance with SOPs 9 Submit end of month returns to the pricing authority according to specified guidance where required 10 Promptly deal with any prescriptions returned by the pricing authority according to appropriate procedures	**Necessary records** a issuing equipment b owing items c financial transactions **Appropriate person** a a pharmacist b the prescriber c a more senior colleague d a pharmacy technician e staff from the pricing authority **Items allowed on prescription** a items not blacklisted b items included in the Drug tariff c items prescribable in primary care **Endorsements** a by computer b manually **Prescription forms** a general practitioners b nurse prescribers c pharmacist prescribers	**Evidence must be generated to cover two from three of the necessary records from the scope** **Evidence must be generated to cover three from five of the appropriate person from the scope** **Evidence must be generated to cover two from four of the items allowed on prescription** **Evidence must be generated to cover one from two of the endorsements from the scope** **Evidence must be generated to cover five from nine of the prescriptions forms from the scope**

	d doctors from clinics or hospitals e doctors from drug addiction clinics f general practitioners for drug addiction g dentists h other registered prescribers i repeat dispensing prescription forms	

Pharm 30: Prepare to Conduct a Review of an Individual's Medicines

SPECIFIC Evidence Requirements for this Unit
Simulation:
Simulation is **NOT** permitted for any part of this Unit.
The following forms of evidence ARE mandatory:
Direct observation: There must be direct observation of performance by an assessor or expert witness. If all the direct observation is undertaken by an expert witness then a professional discussion between the candidate and the assessor must be undertaken.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
Questioning: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or personal statements. In addition the assessor or expert witness may also ask questions to clarify aspects of your practice. **Witness testimony:** Can be a confirmation/authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a work colleague or a patient/client you have dealt with. **Products:** For this Unit, products may a copy of the consent form signed by the patient or carer. **Personal Statements:** You may write a personal statement which will provide an account of how you carried out an activity in a particular way. **Professional Discussion:** It is a requirement that professional discussion, of which record has been made, between the assessor and the candidate must take place at some stage during the delivery of the qualification if the work-based assessor has not worked directly with the candidate. **Expert witness:** It may not always be practicable for the work-based assessor to be present when a candidate is ready for assessment. If this is the case an expert witness may be used.
General guidance
Prior to commencing this Unit you should agree and complete an assessment plan with your assessor which details the assessment methods you will be using, and the tasks you will be undertaking to demonstrate your competence. Evidence must be provided for **ALL** of the Performance Criteria, **ALL** of the knowledge and the parts of the scope as defined below that are relevant to your job role. The evidence must reflect the policies and procedures of your workplace and be linked to current legislation and the principles of best practice within the Pharmacy Sector. All evidence must relate to your own work practice.

Knowledge specification for this Unit

Competent practice is a combination of the application of skills and knowledge informed by values and attitudes. This specification details the knowledge and understanding required to carry out competent practice in the performance described in this Unit.

You need to provide evidence for ALL knowledge statements listed below.

You need to show that you know, understand and can apply in practice:	
Specific health related knowledge and skills	
K1	An in-depth understanding of the purposes of reviewing an individual's medicines
K2	An in-depth understanding of the appropriate documentation required for recording information from the review
K3	A working knowledge of relevant national and local guidelines, policies, procedures that are available including
	a when they should be used
	b how to use them
K4	A working knowledge of the different classifications of medicines
K5	An in-depth understanding of the factors which affect the storage of medication including expiry dates
K6	A working knowledge of issues that may affect how medicines are taken including:
	a problems with reading
	b swallowing difficulties
	c dexterity problems
	d personal beliefs about taking medicines
Consent	
K7	An in-depth understanding of legislation and legal processes relating to valid consent
K8	An in-depth understanding of the importance of maintaining confidentiality when sharing information about individuals with others
Care and support of the individual	
K9	A working knowledge of the importance of involving individuals in discussion and how this can be achieved
K10	A working knowledge of how to create a suitable environment for an open and confidential discussion
K11	A working knowledge of the importance of encouraging individuals to ask questions
Communication	
K12	A working knowledge of the importance of obtaining full and accurate information about individuals
Legislation, policy and good practice	
K13	A critical understanding of the need to work in accordance with standard operating procedures
K14	A critical understanding of the limitations of your scope of practice and when to refer to others
K15	An in-depth understanding of organisational policies and professional standards

Records and documentation	
K16	A working knowledge of when and why patient medication records (pmrs) are used
K17	A working knowledge of the importance of maintaining accurate patient records which may be
	a written
	b electronic
K18	An in-depth understanding of the importance of maintaining confidentiality of an individual and the medication records

Pharm 30: Prepare to Conduct a Review of an Individual's Medicines

Performance Criteria	Scope	All Performance Criteria must be covered and the scope listed below
1 Ensure that you work in accordance with the Standard Operating Procedures and within the scope of your responsibility and practice at all times 2 Comply with legal, professional and organisational policies at all times 3 Respect individuals' privacy, dignity, wishes and beliefs, minimising any unnecessary discomfort 4 Create an environment suitable for open and confidential discussion with the individual or their carer about their **medicines** 5 Adapt your communication style according to the communication needs of the individual 6 Explain to the individual or their carer the purpose of conducting a review of their medicines and answer any questions related to the process 7 Obtain valid consent from the individual or their carer 8 Encourage and support individuals or carer's to discuss their needs and understanding of their medicines in preparation for the medicines review 9 Obtain personal details from the individual, their carer 10 Identify and record on **appropriate documentation**	**Medicines** a prescribed medicines b over the counter purchased c medicines which are Pharmacy (P) medicines d General Sales List Medicines (GSL) e homeopathic medicines f herbal medicines g vitamins and dietary supplements h medicines liable to be misused **Appropriate Documentation**	**Evidence generated must cover four from seven of the medicines in the scope**

the medicines taken by the individual 11 Mark the individuals Patient Medication Record with date and other appropriate information	a paper based records b electronic records **Classification of medicines** a Prescription only medicines (POMs) b Pharmacy only (P) medicines frequently referred to as over the counter (OTC) medicines c General Sales List Medicines (GSL) d herbal medicines e homeopathic medicines f vitamins and dietary supplements g clinical trial medicines h controlled drugs	**Evidence generated must include one from two of the appropriate documentation from the scope** **Evidence generated must include five from nine of the classifications of medicines.**

LLUK L11: Enable Learning Through Demonstrations and Instruction

SPECIFIC Evidence Requirements for this Unit
Simulation:
Simulation is **NOT** permitted for any part of this Unit.
The following forms of evidence ARE mandatory:
Direct observation: There must be direct observation of performance by an assessor or expert witness. If all the direct observation is undertaken by an expert witness then a professional discussion between the candidate and the assessor must be undertaken.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
Questioning: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or personal statements. In addition the assessor or expert witness may also ask questions to clarify aspects of your practice. **Witness testimony:** Can be a confirmation/authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a work colleague or a patient/client you have dealt with. **Products:** For this Unit, products may include patient information leaflets (PILs) that you have used to support a demonstration on how to use a medicine to support patient concordance eg eye drops. **Personal Statements:** You may write a personal statement which will provide an account of how you carried out an activity in a particular way. **Professional Discussion:** It is a requirement that professional discussion, of which record has been made, between the assessor and the candidate must take place at some stage during the delivery of the qualification if the work-based assessor has not worked directly with the candidate. **Expert witness:** It may not always be practicable for the work-based assessor to be present when a candidate is ready for assessment. If this is the case an expert witness may be used.
General guidance
Prior to commencing this Unit you should agree and complete an assessment plan with your assessor which details the assessment methods you will be using, and the tasks you will be undertaking to demonstrate your competence. Evidence must be provided for **ALL** of the Performance Criteria, **ALL** of the knowledge and the parts of the scope as defined below that are relevant to your job role. The evidence must reflect the policies and procedures of your workplace and be linked to current legislation and the principles of best practice within the Pharmacy Sector. All evidence must relate to your own work practice.

Knowledge specification for this Unit

Competent practice is a combination of the application of skills and knowledge informed by values and attitudes. This specification details the knowledge and understanding required to carry out competent practice in the performance described in this Unit.

You need to provide evidence for ALL knowledge statements listed below.

You need to show that you know, understand and can apply in practice:	
The nature and role of demonstrations and instruction:	
K1	A working knowledge of the separate areas of demonstrations which encourage learning
K2	A working knowledge of which types of learning are best achieved and supported through demonstrations
K3	A working knowledge of how to identify and use different learning opportunities
K4	A working knowledge of how to structure demonstrations and instruction sessions
K5	A working knowledge of how to choose from a range of demonstration techniques
Principles and concepts:	
K6	A working knowledge of how to put learners at their ease and encourage them to take part
K7	A working knowledge of how to choose between demonstration and instruction as learning methods
K8	A working knowledge of how to identify individual learning needs
K9	A working knowledge of which factors are likely to prevent learning and how to overcome them
K10	A working knowledge of how to check learners' understanding and progress
K11	A working knowledge of how to put information in order and decide whether the language you will be using is appropriate for the learners
K12	A working knowledge of how to choose and prepare appropriate materials, including technology-based materials
K13	A working knowledge of the separate area of instructional techniques which encourage learning
K14	A working knowledge of which types of learning are best achieved and supported through instruction
External factors influencing human resource development:	
K15	A working knowledge of how to make sure everybody acts in line with health, safety and environmental protection legislation and best practice
K16	A working knowledge of how to analyse and use developments in learning and new ways of delivery, including technology-based learning

LLUK L11: Enable Learning Through Demonstrations and Instruction

Performance Criteria	Scope	All Performance Criteria must covered and the scope listed below
1 Base the demonstration on an analysis of the skills needed and the order they must be learned in 2 Ensure that the demonstration is accurate and realistic 3 Structure the demonstration so the individual can get the most out of it 4 Encourage learners to ask questions and get explanation at appropriate stages in the demonstration 5 Give learners the opportunities to practise the skill being demonstrated and give them positive feedback 6 Give extra demonstrations of the skills being taught to reinforce learning 7 Ensure that demonstrations take place in a safe environment and allow learners to see the demonstration clearly 8 Respond to the needs of learners during the demonstration 9 Reduce distractions and disruptions as much as possible 10 Match instruction to the needs of the learners 11 Identify which learning outcomes will be achieved through instruction	Although there is no scope defined within this workforce competence. For the purpose of this workforce competence, in the health care context, **learners may be patients/clients or carers.** This involves: a demonstrating how equipment is used b showing an individual how to do something c giving learners instructions on what to do or how to carry out a particular activity d deciding when you should use demonstration or instruction to encourage learning e reviewing the potential use of technology based learning f checking on the progress of learners g giving feedback to learners	**Evidence must be generated to cover four from seven of the statements listed in the scope column. However, a demonstration and instruction must be covered within the four**

12 Ensure that the manner, level and speed of the instruction encourages learners to take part 13 Regularly check that learners understand and adapt instruction as appropriate 14 Give learners positive feedback on the learning experience and the outcomes achieved 15 Identify anything that prevents learning and review this with the learners		

HSC 241: Contribute to the Effectiveness of Teams

SPECIFIC Evidence Requirements for this Unit
Simulation:
Simulation is **NOT** permitted for any part of this Unit.
The following forms of evidence ARE mandatory:
Direct observation: There must be direct observation of performance by an assessor or expert witness. If all the direct observation is undertaken by an expert witness then a professional discussion between the candidate and the assessor must be undertaken
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
Questioning: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or personal statements. In addition the assessor or expert witness may also ask questions to clarify aspects of your practice. **Witness testimony:** Can be a confirmation/authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a work colleague or a patient/client you have dealt with. **Products:** For this Unit, products may include minutes of meetings were suggestions to make an improvement have been made by yourself and recorded. **Personal Statements:** You may write a personal statement which will provide an account of how you carried out an activity in a particular way. **Professional Discussion:** It is a requirement that professional discussion, of which record has been made, between the assessor and the candidate must take place at some stage during the delivery of the qualification if the work-based assessor has not worked directly with the candidate. **Expert witness:** It may not always be practicable for the work-based assessor to be present when a candidate is ready for assessment. If this is the case an expert witness may be used.
General guidance
Prior to commencing this Unit you should agree and complete an assessment plan with your assessor which details the assessment methods you will be using, and the tasks you will be undertaking to demonstrate your competence. Evidence must be provided for **ALL** of the Performance Criteria, **ALL** of the knowledge and the parts of the scope as defined below that are relevant to your job role. The evidence must reflect the policies and procedures of your workplace and be linked to current legislation and the principles of best practice within the Pharmacy Sector. All evidence must relate to your own work practice.

Knowledge specification for this Unit

Competent practice is a combination of the application of skills and knowledge informed by values and attitudes. This specification details the knowledge and understanding required to carry out competent practice in the performance described in this Unit.

You need to provide evidence for ALL knowledge statements listed below.

You need to show that you know, understand and can apply in practice:	
Values	
K1	A working knowledge of legal and organisational requirements on equality, diversity, discrimination and rights when working in teams
Legislation and organisational policy and procedures	
K2	A working knowledge of codes of practice and conduct, and standards and guidance relevant to your own and the roles, responsibilities, accountability and duties of others when working in teams to support individuals
K3	A working knowledge of current local, UK and European legislation, and organisational requirements, procedures and practices for:
	a accessing records
	b recording, reporting, confidentiality and sharing information, including data protection
	c team working
K4	A working knowledge of how to access up-to-date copies of the organisation's workplace policies, procedures and systems, and practice and service standards related to team working
Theory and practice	
K5	A working knowledge of the principles that underpin effective team working
K6	A working knowledge of individuals' styles of interaction and how these can affect team working
K7	A working knowledge of barriers to developing relationships within the team and how these can be overcome
K8	A working knowledge of problems which may be encountered when relating to and interacting with other team members and how these can best be handled
K9	A working knowledge of your own strengths and weaknesses as an individual worker and as a team member
K10	A working knowledge of development and learning opportunities available to support you in team working and activities

HSC 241: Contribute to the Effectiveness of Teams

Performance Criteria	Scope	All Performance Criteria must covered and the scope listed below
1 Review information and seek advice about the **team**, its objectives and its purpose 2 Work with others within the team to identify, agree and clarify: a your role and responsibilities b the roles and responsibilities of others c how your role and responsibilities contributes to the overall objectives and purpose of the team 3 How you can and should contribute to team activities, objectives and purposes 4 Carry out your agreed role and responsibilities within the team 5 Evaluate and use feedback from others constructively, to enable you to carry out your role and responsibilities within the team more effectively 6 Agree, seek support and take responsibility for any development and learning that will enable you to carry out your role and responsibilities within the team more effectively 7 Inform other members of the team of your activities 8 Ensure your behaviour to others in the team supports the effective functioning of the team	**Team** a work team; b a multidisciplinary team; c broader multi agency team	**Evidence must generated to cover two from three of the team from the scope**

9	Accept and use suggestions and information offered by others constructively, and to improve your practice within the team		
10	Offer supportive and constructive assistance to team members		
11	Complete your commitments to other team members effectively and according to overall work priorities		
12	When you cannot complete any commitments with timescales specified you immediately inform appropriate team members		
13	Present suggestions and offer ideas and information to benefit team members and improve team working		
14	Deal with differences of opinion and conflicts constructively and in ways which respects other team members' points of view		

5 Further information

What else should I read?

The publications listed here provide additional information on how to implement SVQs. Details of these and other SQA publications are available on our website at **www.sqa.org.uk** on the 'Publications, Sales and Downloads' section. They can be ordered from SQA's Customer Contact Centre — telephone 0845 279 1000. Please note that there may be a charge for some of these publications.

Assessor/Verifier Units: assessment guidance

External Assessment Moderation in National Qualifications and Higher National Qualifications: a guide for centres

Guide to Assessment and Quality Assurance for Colleges of Further Education

Guide to Assessment and Quality Assurance for Employers and Training Providers

Arrangements for Candidates with Disabilities and/or Additional Support Needs in Examinations and Assessments

Quality Assurance Principles, Elements and Criteria

Operational Help Centre

The Operational Guide for Centres has been replaced by the online Operational Help Centre on **www.sqa.org.uk**

Appendix 1: Blank recording forms

Unit progress record

Qualification and level _____

Candidate _____

To achieve the whole qualification, you must prove competence in ___ **mandatory** Units and ___ **optional** Units.

Unit Checklist

Mandatory									
Optional									

Mandatory Units achieved

Unit number	Title	Assessor's signature	Date

Optional Units achieved

Unit number	Title	Assessor's signature	Date

Index of evidence

SVQ title and level	

Evidence number	Description of evidence	Included in portfolio (Yes/No) If no, state location	Sampled by the IV (initials and date)

Element achievement record

Unit

Element

Evidence Index No	Description of Evidence	PC/performance statements						Areas of knowledge and understanding/scope													

Unit

Element

Notes/Comments

The candidate has satisfied the assessor and internal verifier that the performance evidence has been met.

Candidate's signature _____ **Date** _____

Assessor's signature _____ **Date** _____

Internal verifier's signature _____ **Date** _____

Assessment plan

Units	
Elements	

Activities	**Performance Criteria (PC)**	**Method of assessment/Sources of evidence**	**Date of assessment**	**Evidence already available**	**Links to other Units (Performance Criteria and Range)**
Questioning for knowledge and understanding not apparent from performance to be identified from 2nd review					

Assessor's signature _____ **1st review due** _____

Candidate's signature _____ **2nd review due** _____

Date of agreement _____ **Date of completion** _____

Personal statement

Date	Evidence index number	Details of statement	Links to other evidence (enter numbers)	Unit, Elements, Performance Criteria, Performance statements, scope covered

Candidate's signature _____ **Date** _____

Observation record

Unit/Element(s) _____

Candidate _____

Evidence index number _____

Date of observation _____

Skills/activities observed	Performance Criteria covered

Knowledge and understanding apparent from this observation

Other Units/Elements to which this evidence may contribute

Assessor's comments and feedback to candidate

I can confirm the candidate's performance was satisfactory.

Assessor's signature _____ **Date** _____

Candidate's signature _____ **Date** _____

Witness testimony

SVQ title and level	
Candidate's name	
Evidence index no	
Index no of other evidence which this testimony relates to (if any)	
Element(s)	
Date of evidence	
Name of witness	
Designation/relationship to candidate	
Details of testimony	

I can confirm the candidate's performance was satisfactory.

Witness's signature _____ **Date** _____

Witness (please select the appropriate box)**:**

☐ Holds A1/A2 or D32/D33 qualifications

☐ Is familiar with the SVQ standards to which the candidate is working

Record of questions and candidate's answers

Unit	
Element(s)	
Evidence index number	
Circumstances of assessment	
List of questions and candidate's responses	
Q	
A	
Q	
A	
Q	
A	
Q	
A	
Q	
A	

Assessor's signature _____ **Date** _____

Candidate's signature _____ **Date** _____