



# **SVQ in Pharmacy Services at SCQF level 8**

**Code: GR2C 24**

## **Evidence Requirements**

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# **SVQ in Pharmacy Services at SCQF level 8**

## **Framework**

### **Mandatory units**

## SFHPHARM02: Provide an effective and responsive pharmacy service

<b>Specific evidence requirements for this unit</b>
<b>Simulation:</b>
Simulation is permitted for performance criteria 10, 14 and 15. Simulation should only be undertaken in a minority of situations when the candidate is unable to complete the unit because of lack of opportunity within their normal day to day practice. The use of simulation to support evidence should be agreed in advance by the assessor and candidate at the assessment planning stage where it does not compromise the rigor and integrity of the assessment.
<b>The following forms of evidence are mandatory:</b>
<b>Direct observation:</b> 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.
<b>Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:</b>
<b>Questioning:</b> 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.
<b>Witness testimony:</b> 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, pharmacy support worker, other healthcare professional or a patient/client you have dealt with.
<b>Products:</b> For this unit, products may include any documents used to record or respond to a service query.
<b>Personal statements:</b> You may write a personal statement which will provide an account of how you carried out an activity in a particular way.
<b>Professional discussion:</b> 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.
<b>Expert witness:</b> 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.

## SFHPHARM02: Provide an effective and responsive pharmacy service (cont)

### 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. *Cross referencing between knowledge statements is permitted with approval from the assessor.*

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

<b>You need to show that you know, understand and can apply in practice:</b>	
K1	A working knowledge of the standard operating procedures and the importance of adhering to them at all times
K2	A working knowledge of the importance of working within the limits of your competence and authority, when to seek agreement or permission from others and when to refer on to an appropriate person
K3	A working knowledge of current health and safety legislation and how it applies to the working environment
K4	A working knowledge of legal, organisational and policy requirements relevant to your role, the role of others in your organisation and the activities being carried out
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 importance of adhering to information governance policies and maintaining confidentiality when sharing information about individuals with others
K7	A working knowledge of the duty to report any acts or omissions that could be detrimental to individuals, yourself, colleagues or your employer
K8	A working knowledge of what constitutes good customer service
K9	A working knowledge of the organisation's policy on the service provided to individuals and how this applies to your role
K10	A working knowledge of the organisation's procedure for handling complaints
K11	A working knowledge of methods of enabling effective communication and supporting individuals to communicate their needs, views and preferences
K12	A working knowledge of how to use appropriate types of questioning techniques to obtain the relevant information

<b>You need to show that you know, understand and can apply in practice (cont):</b>	
K13	A working knowledge of the importance of showing empathy with the individual and how to do so
K14	A factual knowledge of the psychological, occupational and social aspects and implications for individuals living with conditions
K15	A working knowledge of how to negotiate with individuals
K16	A working knowledge of the limitations of what you and the service are able to offer individuals
K17	A working knowledge of the importance of collecting the relevant information about the individual and their problem
K18	A working knowledge of the importance of verbal and non-verbal communication when communicating with individuals
K19	A working knowledge of how to give clear and accurate information and check the individual's understanding
K20	A working knowledge of the importance of checking the accuracy of the information you have collected with the individual
K21	A working knowledge of the relevant products and services for which information and/or advice is required
K22	A working knowledge of where to get assistance if you cannot provide the information and advice yourself
K23	A working knowledge of the information that can be given to individuals by you and other colleagues
K24	A working knowledge of how to manage conflict and/or individuals who are distressed
K25	A working knowledge of how to assess complaints and what action to take
K26	A working knowledge of when you should refer complaints and to whom
K27	A working knowledge of the importance of recording, storing and retrieving information in accordance with organisational procedures

**SFHPHARM02: Provide an effective and responsive pharmacy service**

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
<ol style="list-style-type: none"> <li>1 Communicate with the individual and key people at a pace, in a manner and at a level appropriate to the individual's understanding, preferences and needs.</li> <li>2 Adapt to the verbal and non-verbal forms of communication offered by the individual.</li> <li>3 Work within the relevant standard operating procedures including the relevant health and safety procedures and within your own limits of competence.</li> <li>4 Gather and interpret information from individuals about specific needs or concerns they may have.</li> <li>5 Ask individuals appropriate questions to check your understanding of their needs or concerns in accordance with standard operating procedures.</li> <li>6 Work independently and with others to identify issues with systems and procedures to help minimise potential conflict.</li> <li>7 Identify the options available to resolve any service issues or concerns.</li> </ol>		<p><b>Simulation is permitted for performance criteria 10, 14 and 15.</b></p>



**SFHARM02: Provide an effective and responsive pharmacy service (cont)**

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
<p>8 Select the best option for the individual and your organisation.</p> <p>9 Provide information clearly and in a way that the individual can understand, within the limit of your competence.</p> <p>10 Suggest to the individual other ways that their needs could be met or concerns may be addressed if you are unable to help.</p> <p>11 Discuss and agree the proposed option for addressing the needs or concerns with individuals.</p> <p>12 Keep individuals informed of the process to meet their needs.</p> <p>13 Check with the individuals to make sure their needs have been met to their satisfaction.</p> <p>14 In the event that their needs or concerns cannot be met, give a clear explanation to individuals.</p>		

**SFHPHARM02: Provide an effective and responsive pharmacy service (cont)**

<b>Performance criteria</b>	<b>Scope</b>	<b>All performance criteria must be covered and the scope listed below</b>
15 Where any information required is outside the remit of your role, refer the individual to the appropriate person.  16 Where appropriate, complete all relevant documentation and store appropriately in accordance with legal and organisational requirements.		

### SFHPHARM03: Respond to pharmaceutical queries and requests for information

<b>Specific evidence requirements for this unit</b>
<b>Simulation:</b>
Simulation is <b>NOT</b> permitted for any part of this unit.
<b>The following forms of evidence ARE mandatory:</b>
<b>Direct observation:</b> 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.
<b>Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:</b>
<b>Questioning:</b> 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.
<b>Witness testimony:</b> 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, pharmacy support worker, other healthcare professional or a patient/client you have dealt with.
<b>Products:</b> For this unit, products may include patient information leaflets (PILs), healthcare leaflets, pack information or information from other healthcare providers.
<b>Personal statements:</b> You may write a personal statement which will provide an account of how you carried out an activity in a particular way.
<b>Professional discussion:</b> 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.
<b>Expert witness:</b> 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.

### SFHPHARM03: Respond to pharmaceutical queries and requests for information (cont)

#### 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. Cross referencing between knowledge statements is permitted with approval from the assessor.*

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

<b>You need to show that you know, understand and can apply in practice:</b>	
K1	A working knowledge of the standard operating procedures and the importance of adhering to them at all times
K2	A working knowledge of the importance of working within the limits of your competence and authority, when to seek agreement or permission from others and when to refer on to an appropriate person
K3	A working knowledge of the legal, organisational and policy requirements relevant to your role, the role of others in your organisation and the activities being carried out
K4	A working knowledge of the relevant national and local guidelines, policies and procedures that are available and how and when they should be accessed
K5	A working knowledge of the importance of adhering to information governance policies and maintaining confidentiality when sharing information about individuals with others
K6	A working knowledge of the duty to report any acts or omissions that could be detrimental to individuals, yourself, colleagues or your employer
K7	A working knowledge of methods of enabling effective communication and supporting individuals to communicate their needs, views and preferences
K8	A working knowledge of the different ways to respond to requests for information and advice
K9	A working knowledge of how to use appropriate questioning techniques to obtain all the relevant information
K10	A working knowledge of the psychological, occupational and social aspects and implications for individuals living with conditions
K11	A working knowledge of sources of relevant information, how to access and evaluate them
K12	A working knowledge of the action to take if you cannot deal with the enquiry
K13	A working knowledge of how to prepare a concise accurate response, including signposting the individual to further information
K14	A working knowledge of when and by whom your response should be checked with
K15	A working knowledge of the importance of recording, storing and retrieving information in accordance with organisational procedures

**SFHPHARM03: Respond to pharmaceutical queries and requests for information**

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
<ol style="list-style-type: none"> <li>1 Communicate with the individual and key people at a pace, in a manner and at a level appropriate to the individual's understanding, preferences and needs.</li> <li>2 Establish the identity of the individual and the nature of their enquiry.</li> <li>3 Identify:               <ol style="list-style-type: none"> <li>a what information is required</li> <li>b why the information is needed</li> <li>c what they know already if appropriate</li> </ol> </li> <li>4 Treat the enquirer in a courteous manner and in a way that is sensitive to their needs.</li> <li>5 Check their understanding using appropriate questioning techniques, and repeat critical information.</li> <li>6 Agree:               <ol style="list-style-type: none"> <li>a a time scale for the response</li> <li>b a format for the response</li> </ol> </li> </ol>		<p><b>Simulation is NOT permitted for any part of this unit.</b></p>

**SFHPHARM03: Respond to pharmaceutical queries and requests for information (cont)**

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
<p>7 Identify the relevant source of information and document clearly, where appropriate.</p> <p>8 Access relevant information, seeking approval if required, and evaluate to confirm it meets the needs of the individual.</p> <p>9 Prepare a response in a structured and agreed format.</p> <p>10 Confirm your response is relevant to the needs of the individual with an appropriate person, where appropriate.</p> <p>11 Respond to the enquirer within the agreed timescale or give them an update on the progress made.</p> <p>12 Ensure that the information and/or advice offered is accurate, relevant and complies with legal, confidentiality, ethical issues and statutory requirements.</p> <p>13 Confirm with the individual that your response has met their requirements.</p> <p>14 Complete all relevant documentation and store appropriately in accordance with legal and organisational requirements, where appropriate.</p>		

### SFHGEN39: Contribute to effective multidisciplinary team working

<b>Specific evidence requirements for this unit</b>
<b>Simulation:</b>
Simulation is <b>NOT</b> permitted for any part of this unit.
<b>The following forms of evidence are mandatory:</b>
<b>Direct observation:</b> 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.
<b>Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:</b>
<b>Questioning:</b> 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.
<b>Witness testimony:</b> 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.
<b>Products:</b> For this unit, products may include recorded minutes from a multidisciplinary team meeting.
<b>Personal statements:</b> You may write a personal statement which will provide an account of how you carried out an activity in a particular way.
<b>Professional discussion:</b> 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.
<b>Expert witness:</b> 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.



### SFHGEN39: Contribute to effective multidisciplinary team working (cont)

#### 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. Cross referencing between knowledge statements is permitted with approval from the assessor.*

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

<b>You need to show that you know, understand and can apply in practice:</b>	
K1	A working knowledge of the roles, scope, responsibility and availability of members of the multidisciplinary team
K2	A working knowledge of the contribution that different professions can make to the evaluation and planning of patient care
K3	A working knowledge of information needs of other people in the team
K4	A working knowledge of communication structures in the organisation
K5	A working knowledge of the contribution that different disciplines can make to the evaluation and planning of patient care
K6	A working knowledge of how to record agreements, plan of care and other communications to be accessed by all members of the multidisciplinary team
K7	A working knowledge of how to ask open-ended questions, listen carefully and summarise back
K8	A working knowledge of how to adapt communication styles in ways which are appropriate to different people
K9	A working knowledge of how to make decisions from the multiple perspectives of a team
K10	A working knowledge of how effective teams work
K11	A working knowledge of group dynamics
K12	A working knowledge of how different styles can work together in a team
K13	A working knowledge of the different features services must have to meet people's gender, culture, language or other needs

**SFHGEN39: Contribute to effective multidisciplinary team working (cont)**

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
<ol style="list-style-type: none"> <li>1 Ensure that your working practice conforms to decisions taken by the team.</li> <li>2 Communicate effectively with other team members and constructively acknowledge the views of colleagues.</li> <li>3 Provide clear, accurate and sufficient information on work in progress to enable another member of the team to effectively carry out their work.</li> <li>4 Provide colleagues with help and advice when requested and when this is consistent with your other responsibilities.</li> <li>5 Make sure that issues in the team are addressed positively and handled in a constructive manner.</li> <li>6 Agree to maintain confidentiality of information relating to other members of the team.</li> <li>7 Accurately summarise issues in the team that cannot be resolved and pass this information on to someone who has the authority and capability to reach a solution.</li> </ol>		<p><b>Simulation is NOT permitted for any part of this unit.</b></p>

**SFHGEN39: Contribute to effective multidisciplinary team working (cont)**

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
<p>8 Identify examples of good and poor practice and make suggestions of realistic improvements to team practice to others in the team.</p> <p>9 Identify your own development needs against the demands of the work role and the demands/requirements of the team.</p>		

## SFHPHARM12: Order pharmaceutical stock

<b>Specific evidence requirements for this unit</b>
<b>Simulation:</b> Simulation is permitted for performance criteria 4. Simulation should only be undertaken in a minority of situations when the candidate is unable to complete the unit because of lack of opportunity within their normal day to day practice. The use of simulation to support evidence should be agreed in advance by the assessor and candidate at the assessment planning stage where it does not compromise the rigor and integrity of the assessment.
<b>The following forms of evidence are mandatory:</b>
<b>Direct observation:</b> 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.
<b>Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:</b>
<b>Questioning:</b> 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.
<b>Witness testimony:</b> 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, pharmacy support worker or other healthcare professional.
<b>Products:</b> For this unit, products may include a copy of the order being generated for pharmacy or ward stock.
<b>Personal statements:</b> You may write a personal statement which will provide an account of how you carried out an activity in a particular way.
<b>Professional discussion:</b> 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.
<b>Expert witness:</b> 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.

## SFHPHARM12: Order pharmaceutical stock (cont)

### 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. Cross referencing between knowledge statements is permitted with approval from the assessor.*

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

<b>You need to show that you know, understand and can apply in practice:</b>	
K1	A working knowledge of standard operating procedures and the importance of adhering to them at all times
K2	A working knowledge of the importance of working within the limits of your competence and authority, when to seek agreement or permission from others and when to refer on to an appropriate person
K3	A working knowledge of current health and safety legislation and how it applies to the working environment
K4	A working knowledge of legal, organisational and policy requirements relevant to your role, the role of others in your organisation and the activities being carried out
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 importance of adhering to information governance policies and maintaining confidentiality when sharing information about individuals with others
K7	A working knowledge of the duty to report any acts or omissions that could be detrimental to individuals, yourself, colleagues or your employer
K8	A working knowledge of the different procurement processes and legislation that applies to the ordering of pharmaceutical stock
K9	A working knowledge of your responsibilities and current guidelines that apply when ordering pharmaceutical stock
K10	A working knowledge of the difference between proprietary and generic medicines

<b>You need to show that you know, understand and can apply in practice (cont):</b>	
K11	A working knowledge of the different forms of medicines and why it is important to order appropriate quantities of the correct form and strength
K12	A working knowledge of how to place an order with the appropriate supplier
K13	A working knowledge of the importance of ensuring that stock is available based on the needs of individuals
K14	A working knowledge of the impact stock availability may have on the care of individuals
K15	A working knowledge of the importance of taking account of seasonal variations when ordering pharmaceutical stock
K16	A working knowledge of the action to be taken if stock is unavailable
K17	A working knowledge of the input and retrieval of stock data to ensure levels are appropriate for stock management
K18	A working knowledge of the importance of recording, storing and retrieving information in accordance with organisational procedures



**SFHPHARM12: Order pharmaceutical stock**

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
<ol style="list-style-type: none"> <li>1 Work within the relevant standard operating procedures including the relevant health and safety procedures and within your own limits of competence.</li> <li>2 Accurately identify pharmaceutical stock requirements.</li> <li>3 Confirm the order contains the correct:               <ol style="list-style-type: none"> <li>a item</li> <li>b form</li> <li>c strength</li> <li>d amount required</li> </ol> </li> <li>4 Allow for seasonal variations in use of stock when placing the order.</li> <li>5 Check the order with an appropriate person, when necessary.</li> <li>6 Process the order with the correct supplier/location using the documentation/method required in accordance with standard operating procedures.</li> </ol>		<p><b>Simulation is permitted for performance criteria 4.</b></p>

**SFHPHARM12: Order pharmaceutical stock (cont)**

<b>Performance criteria</b>	<b>Scope</b>	<b>All performance criteria must be covered and the scope listed below</b>
<p>7 If stock is unavailable from the supplier/location, take appropriate action to ensure that the care of individuals is not affected.</p> <p>8 Ensure that particular attention is paid to any special orders and the progress of any outstanding orders.</p> <p>9 Act within the limits of your authority and refer any problems to an appropriate person.</p> <p>10 Complete all relevant documentation and store appropriately in accordance with legal and organisational requirements.</p>		

## SFHPHARM08: Confirm prescription validity

<b>Specific evidence requirements for this unit</b>
<b>Simulation:</b>
Simulation is permitted for performance criteria 4, 5 and 6. Simulation should only be undertaken in a minority of situations when the candidate is unable to complete the unit because of lack of opportunity within their normal day to day practice. The use of simulation to support evidence should be agreed in advance by the assessor and candidate at the assessment planning stage where it does not compromise the rigor and integrity of the assessment.
<b>The following forms of evidence ARE mandatory:</b>
<b>Direct observation:</b> 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.
<b>Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:</b>
<b>Questioning:</b> 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.
<b>Witness testimony:</b> 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.
<b>Products:</b> For this unit, products may include a copy of the prescription annotated to confirm validity.
<b>Personal statements:</b> You may write a personal statement which will provide an account of how you carried out an activity in a particular way.
<b>Professional discussion:</b> 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.
<b>Expert witness:</b> 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.

## SFHPHARM08: Confirm prescription validity (cont)

### 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 with the following exceptions. Performance criteria 3c is required to be covered by candidates working in community pharmacy, all other pharmacy sectors are exempt.

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. Cross referencing between knowledge statements is permitted with approval from the assessor.*

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

<b>You need to show that you know, understand and can apply in practice:</b>	
K1	A working knowledge of the standard operating procedures and the importance of adhering to them at all times
K2	A working knowledge of the importance of working within the limits of your competence and authority, when to seek agreement or permission from others and when to refer to an appropriate person
K3	A working knowledge of current health and safety legislation and how it applies to the working environment
K4	A working knowledge of current legal, organisational and policy requirements relevant to your role, the role of others in your organisation and the activities being carried out
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 importance of adhering to information governance policies and maintaining confidentiality when sharing information about individuals with others
K7	A working knowledge of the duty to report any acts or omissions that could be detrimental to individuals, yourself, colleagues or your employer
K8	A working knowledge of the methods of enabling effective communication and supporting individuals to communicate their needs, views and preferences
K9	A working knowledge of current ethical and legal requirements that govern the validating process
K10	A working knowledge of different types of prescribers
K11	A working knowledge of regulations and procedures relating to different types of prescriptions and medicines

<b>You need to show that you know, understand and can apply in practice (cont):</b>	
K12	A working knowledge of the different reference sources that are available including when and how to use them
K13	A working knowledge of the different types of prescriptions and when they are used
K14	A working knowledge of the details required on a prescription and why they are necessary
K15	A working knowledge of the range of medicinal products that may be dispensed on each type of form and reasons for limitations
K16	A working knowledge of the prescribing conventions, abbreviations and medical terminology
K17	A working knowledge of the proprietary and generic names of medicines within your scope of practice
K18	A working knowledge of dosage forms and their properties and use
K19	A working knowledge of how medicines are administered, their use and the effect they have on basic human physiology
K20	A working knowledge of different strengths, forms, doses and quantities of medicines and why they are used
K21	A working knowledge of the actions and use of drugs including different drug interactions and contra-indications
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	working knowledge of how to use patient medication records or other sources of information
K25	A working knowledge of the importance of recording, storing and retrieving information in accordance with organisational procedures

### SFHPHARM08: Confirm prescription validity

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
<p>1 Where appropriate, communicate with the individual and key people at a pace, in a manner and at a level appropriate to the individual's understanding, preferences and needs.</p> <p>2 Work within the relevant standard operating procedures including the relevant health and safety procedures and within your own limits of competence.</p> <p>3 Check the prescription to confirm that the:</p> <ul style="list-style-type: none"> <li>a details on the prescription are clear and correct</li> <li>b prescription is in date</li> <li>c individual has completed the declaration on the prescription, if applicable</li> <li>d prescription complies with legal requirements</li> <li>e prescription is correctly written in respect of meeting national guidelines and local formulary requirements</li> <li>f item is prescribable</li> </ul> <p>4 Take appropriate action if you suspect a prescription is a forgery or invalid.</p>		<p><b>Simulation is permitted for performance criteria 4, 5 and 6.</b></p> <p><b>Performance criteria 3c is required to be covered by candidates working in community pharmacy, all other pharmacy sectors are exempt.</b></p>

**SFHPHARM08: Confirm prescription validity (cont)**

<b>Performance criteria</b>	<b>Scope</b>	<b>All performance criteria must be covered and the scope listed below</b>
<p>5 Refer the prescriptions to the appropriate person if you are unsure about any aspect or if any element of technical validity is not met.</p> <p>6 Make all referrals in a professional manner including any relevant information regarding the prescription's validity.</p> <p>7 Complete all relevant documentation and forward appropriately in accordance with legal and organisational requirements.</p>		



## SFHPHARM09: Assemble prescribed items

<b>Specific evidence requirements for this unit</b>
<b>Simulation:</b>  Simulation is permitted for performance criteria 5 and 10 and any of the scope. Simulation should only be undertaken in a minority of situations when the candidate is unable to complete the unit because of lack of opportunity within their normal day to day practice. The use of simulation to support evidence should be agreed in advance by the assessor and candidate at the assessment planning stage where it does not compromise the rigor and integrity of the assessment.
<b>The following forms of evidence are mandatory:</b>
<b>Direct observation:</b> 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. <b>Workplace learning log:</b> This unit requires the completion of a workplace learning log prior to assessment. The candidate must complete a log showing the assembly of 500 items error-free. If an assembly error is made the item will not be included within the error-free total and the candidate must complete a reflective report approved and signed off by the assessor or expert witness.
<b>Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:</b>
<b>Questioning:</b> 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. <b>Witness testimony:</b> 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 pharmacy support worker. <b>Products:</b> For this unit, products may include the assembled prescription. <b>Personal statements:</b> You may write a personal statement which will provide an account of how you carried out an activity in a particular way.

## SFHPHARM09: Assemble prescribed items

### Specific evidence requirements for this unit (cont)

Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following (cont):

**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.

## SFHPHARM09: Assemble prescribed items (cont)

### 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. Cross referencing between knowledge statements is permitted with approval from the assessor.*

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

<b>You need to show that you know, understand and can apply in practice:</b>	
K1	A working knowledge of standard operating procedures and the importance of adhering to them at all times
K2	A working knowledge of the importance of working within the limits of your competence and authority, when to seek agreement or permission from others and when to refer on to an appropriate person
K3	A working knowledge of current health and safety legislation and how it applies to the working environment
K4	A working knowledge of legal, organisational and policy requirements relevant to your role, the role of others in your organisation and the activities being carried out
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 importance of adhering to information governance policies and maintaining confidentiality when sharing information about individuals with others
K7	A working knowledge of the duty to report any acts or omissions that could be detrimental to individuals, yourself, colleagues or your employer
K8	A working knowledge of the importance of personal hygiene and correct use of protective clothing
K9	A working knowledge of the importance of maintaining a clean working environment and equipment
K10	A factual knowledge of factors which cause deterioration of stock
K11	A factual knowledge of sources of contamination and appropriate corrective action

<b>You need to show that you know, understand and can apply in practice (cont):</b>	
K12	A working knowledge of the prescribing conventions, abbreviations and medical terminology
K13	A working knowledge of the proprietary and generic names of medicines within your scope of practice
K14	A working knowledge of how medicines are administered
K15	A working knowledge of different strengths, forms, doses and quantities of medicines, and why they are used and how to calculate them
K16	A working knowledge of the different stages of the checking procedure
K17	A working knowledge of how to identify near misses and dispensing errors
K18	A working knowledge of the causes and consequences of near misses and dispensing errors
K19	A working knowledge of local and/or national error reporting procedures and communication channels
K20	A working knowledge of the importance of selecting the correct equipment for use
K21	A working knowledge of the properties of different types of container types and when to use each
K22	A working knowledge of the safe handling and storage of hazardous material and procedures to minimise risk
K23	A working knowledge of processes for reconstitution
K24	A working knowledge of labelling requirements and conventions
K25	A working knowledge of when and why patient medication records are used
K26	A working knowledge of the importance of recording, storing and retrieving information in accordance with organisational procedures

**SFHPHARM09: Assemble prescribed items**

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
<p>1 Work within the relevant standard operating procedures including the relevant health and safety procedures and within your own limits of competence.</p> <p>2 Confirm that the preparation area and equipment are clean and maintained ready for use.</p> <p>3 Complete the correct documentation in line with standard operating procedures.</p> <p>4 Select the <b>medicine or product</b> and confirm that it matches the prescription/request including strength and form, and is fit for purpose.</p> <p>5 Take the appropriate action where there are inconsistencies with the medicine or product.</p> <p>6 Prepare the medicine or product using the correct equipment, processes and appropriate calculations if necessary.</p> <p>7 Assemble prescribed items according to the correct instructions and reconstitute items as required.</p> <p>8 Ensure the generated label is correct and label the item, checking it against the prescription/request.</p>	<p><b>Medicine/products</b></p> <p>a tablets/capsules</p> <p>b oral liquids</p> <p>c eye/ear/nose preparations</p> <p>d topical creams/ointments</p> <p>e rectal/vaginal preparations</p> <p>f inhaled medicines</p> <p>g pack downs</p> <p>h reconstitution, eg antibiotics</p> <p>i cytotoxic drugs</p>	<p><b>Simulation is permitted for performance criteria 5 and 10 and any of the scope.</b></p> <p><b>Evidence must be generated to cover all of the medicines/products from the scope.</b></p>

**SFHPHARM09: Assemble prescribed items (cont)**

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
<p>9 Perform an assembly check that all prescribed items have been assembled according to instructions:</p> <ul style="list-style-type: none"> <li>a check that the correct item has been assembled in the correct form and correct strength</li> <li>b check that the correct quantity has been assembled or arrangements for further future supply made as indicated on the prescription/request</li> <li>c check that the label on the item matches the assembled product and the prescription/request requirements including the form and strength</li> <li>d check that the assembled items are fit for purpose</li> <li>e check appropriate packaging has been used</li> <li>f check appropriate selection of medicine devices/sundry items and relevant information to accompany the medicine or product</li> </ul> <p>10 If any assembly errors are identified, rectify in accordance with standard operating procedures.</p>		

**SFHPHARM09: Assemble prescribed items (cont)**

<b>Performance criteria</b>	<b>Scope</b>	<b>All performance criteria must be covered and the scope listed below</b>
11 Annotate and endorse prescription/request in accordance with standard operating procedures. 12 Forward the prescription/request and assembled items for final accuracy checking as identified in the standard operating procedures. 13 Complete all relevant documentation and store appropriately in accordance with legal and organisational requirements.		



## SFHPHARM28: Undertake the final accuracy check of dispensed medicines and products

<b>Specific evidence requirements for this unit</b>
<b>Simulation:</b>  Simulation is permitted for any part of the scope. Simulation should only be undertaken in a minority of situations when the candidate is unable to complete the unit because of lack of opportunity within their normal day to day practice. The use of simulation to support evidence should be agreed in advance by the assessor and candidate at the assessment planning stage where it does not compromise the rigor and integrity of the assessment.
<b>The following forms of evidence are mandatory:</b>
<b>Direct observation:</b> 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. <b>Workplace learning log:</b> This unit requires the completion of a workplace learning log prior to assessment. The candidate must complete a log showing the final accuracy check of 500 items error-free. If a checking error is made the item will not be included within the error-free total and the candidate must complete a reflective report approved and signed off by the assessor or expert witness.
<b>Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:</b>
<b>Questioning:</b> 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. <b>Witness testimony:</b> 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 pharmacy support worker. <b>Products:</b> For this unit, products may include the prescription which has been final accuracy checked. <b>Personal statements:</b> You may write a personal statement which will provide an account of how you carried out an activity in a particular way.

**SFHPHARM28: Undertake the final accuracy check of dispensed medicines and products**

**Specific evidence requirements for this unit (cont)**

**Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following (cont):**

**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.

## SFHPHARM28: Undertake the final accuracy check of dispensed medicines and products (cont)

### 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. Cross referencing between knowledge statements is permitted with approval from the assessor.*

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

<b>You need to show that you know, understand and can apply in practice:</b>	
K1	A working knowledge of standard operating procedures and the importance of adhering to them at all times
K2	A working knowledge of the importance of working within the limits of your competence and authority, when to seek agreement or permission from others and when to refer on to an appropriate person
K3	A working knowledge of current health and safety legislation and how it applies to the working environment
K4	A working knowledge of legal, organisational and policy requirements relevant to your role, the role of others in your organisation and the activities being carried out
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 importance of adhering to information governance policies and maintaining confidentiality when sharing information about individuals with others
K7	A working knowledge of the duty to report any acts or omissions that could be detrimental to individuals, yourself, colleagues or your employer
K8	A working knowledge of the different types of prescribers
K9	A working knowledge of packaging and labelling requirements for medicines and products
K10	A working knowledge of the procedures relating to: a different types of medicines supply b the validity of prescriptions

<b>You need to show that you know, understand and can apply in practice (cont):</b>	
K11	A working knowledge of how to identify near misses and dispensing errors
K12	A working knowledge of the causes and consequences of near misses and dispensing errors
K13	A working knowledge of how to communicate errors to the appropriate person
K14	A working knowledge of local and/or national error reporting procedures and communication channels
K15	A working knowledge of methods of enabling effective communication and supporting individuals to communicate their needs, views and preferences
K16	A working knowledge of the range of medicines and products that may be dispensed on each type of prescription form and reasons for limitations
K17	A working knowledge of importance of storage conditions and expiry dates
K18	A working knowledge of ancillary equipment and supplementary information
K19	A working knowledge of the different types of prescriptions or transcriptions
K20	A working knowledge of how to ensure that calculations are correct
K21	A working knowledge of the prescribing conventions, abbreviations and medical terminology
K22	A working knowledge of the proprietary and generic names of medicines within your scope of practice
K23	A working knowledge of how medicines are administered
K24	A working knowledge of the use of medicines and the effect they have on basic human physiology
K25	A working knowledge of different strengths, forms, doses and quantities of medicines
K26	A working knowledge of the actions of medicines and products including drug interactions and contra-indications
K27	A working knowledge of how to use patient medication records or other sources of information
K28	A working knowledge of prescription endorsements in accordance with standard operating procedures

**You need to show that you know, understand and can apply in practice (cont):**

K29 A working knowledge of discharge policies relevant to your practice

K30 A working knowledge of the importance of recording, storing and retrieving information in accordance with organisational procedures

**SFHPHARM28: Undertake the final accuracy check of dispensed medicines and products**

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
<p>1 Work within the relevant standard operating procedures including the relevant health and safety procedures and within your own limits of competence.</p> <p>2 Ensure that the prescription has had a clinical check by an appropriate person and has been assessed as suitable for dispensing.</p> <p>3 Check that the prescription is valid or has been validated, and is correctly endorsed or annotated.</p> <p>4 Perform a final accuracy check on each of the dispensed <b>medicines/products</b> according to standard operating procedures.</p> <p>5 Annotate the product if required.</p> <p>6 Provide feedback to individuals when errors are identified and arrange for the error to be rectified/reported in accordance with standard operating procedures.</p>	<p><b>Medicine/products</b></p> <p>a tablets/capsules</p> <p>b oral liquids</p> <p>c inhalers and devices</p> <p>d eye/ear/nose preparations</p> <p>e rectal/vaginal preparations</p> <p>f creams/ointments</p> <p>g patches</p> <p>h antibiotics</p>	<p><b>Simulation is permitted for any part of the scope.</b></p> <p><b>Evidence must be generated to cover all of the medicines/products from the scope.</b></p>

**SFHPHARM28: Undertake the final accuracy check of dispensed medicines and products (cont)**

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
<p>7 Ensure error records are maintained according to local policies and guidelines.</p> <p>8 Act within the limits of your authority and refer any problems to an appropriate person.</p> <p>9 Ensure that the appropriate medicine devices/sundry items to accompany the medicine or product have been provided with any relevant patient information leaflets.</p> <p>10 Place medicine or product in the appropriate packaging.</p> <p>11 Annotate the prescription appropriately and forward for appropriate issue.</p> <p>12 Complete all relevant documentation and store appropriately in accordance with legal and organisational requirements.</p>		



## SFHPHARM10: Issue prescribed items

<b>Specific evidence requirements for this unit</b>
<b>Simulation:</b> Simulation is permitted for performance criteria 13 and 14 and any of the scope. Simulation should only be undertaken in a minority of situations when the candidate is unable to complete the unit because of lack of opportunity within their normal day to day practice. The use of simulation to support evidence should be agreed in advance by the assessor and candidate at the assessment planning stage where it does not compromise the rigor and integrity of the assessment.
<b>The following forms of evidence are mandatory:</b>
<b>Direct observation:</b> 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.
<b>Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:</b>
<b>Questioning:</b> 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.
<b>Witness testimony:</b> 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, pharmacy support worker, other healthcare professional or a patient/client you have dealt with.
<b>Products:</b> For this unit, products may include a copy of the prescription issued to the individual and any additional information leaflets.
<b>Personal statements:</b> You may write a personal statement which will provide an account of how you carried out an activity in a particular way.
<b>Professional discussion:</b> 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.
<b>Expert witness:</b> 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.

## SFHPHARM10: Issue prescribed items (cont)

### 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. Cross referencing between knowledge statements is permitted with approval from the assessor.*

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

<b>You need to show that you know, understand and can apply in practice:</b>	
K1	A working knowledge of the standard operating procedures and the importance of adhering to them at all times
K2	A working knowledge of the importance of working within the limits of your competence and authority, when to seek agreement or permission from others and when to refer on to an appropriate person
K3	A working knowledge of current health and safety legislation and how it applies to the working environment
K4	A working knowledge of legal, organisational and policy requirements relevant to your role, the role of others in your organisation and the activities being carried out
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 importance of adhering to information governance policies and maintaining confidentiality when sharing information about individuals with others
K7	A working knowledge of the duty to report any acts or omissions that could be detrimental to individuals, yourself, colleagues or your employer
K8	A working knowledge of current guidelines for issuing prescribed items
K9	A working knowledge of the current ethical and legal requirements that govern the issuing prescribed items
K10	A working knowledge of methods of enabling effective communication and supporting individuals to communicate their needs, views and preferences
K11	A working knowledge of how to meet the needs of the individual

<b>You need to show that you know, understand and can apply in practice (cont):</b>
K12 A working knowledge of how medicines are administered
K13 A working knowledge of how medicines are used and the effect they have on human physiology
K14 A working knowledge the actions and use of prescribed items including different interactions and contra-indications
K15 A working knowledge of the psychological, occupational and social aspects and implications for individuals living with conditions
K16 A working knowledge of the importance of ensuring the prescribed item is issued for the correct individual
K17 A working knowledge of the importance of discussing relevant information with the individual to ensure the prescribed items are used and stored correctly
K18 A working knowledge of how to advise individuals if the strength, form, dose and quantity has changed since the previous issue
K19 A working knowledge of how to advise individuals on the actions and use of prescribed items including different drug interactions and contra-indications
K20 A working knowledge of the importance of recording, storing and retrieving information in accordance with organisational procedures

**SFHPHARM10: Issue prescribed items**

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
<p>1 Communicate with the individual and key people at a pace, in a manner and at a level appropriate to the individual's understanding, preferences and needs.</p> <p>2 Work within the relevant standard operating procedures including the relevant health and safety procedures and within your own limits of competence.</p> <p>3 Maintain the individual's confidentiality at all times.</p> <p>4 Confirm that issuing of the prescribed item is within the limits of your occupational role.</p> <p>5 Confirm the individual's identity and that it correctly matches with the prescription.</p> <p>6 Identify if the individual has previously used the prescribed item.</p> <p>7 Establish whether the individual is taking any other medication either prescribed or non-prescription medicines and take the appropriate action.</p>	<p><b>Medicine/product</b></p> <ul style="list-style-type: none"> <li>a tablets and capsules</li> <li>b oral liquids</li> <li>c inhalers and devices</li> <li>d eye/ear/nose preparations</li> <li>e rectal/vaginal preparations</li> <li>f creams/ointments</li> <li>g patches</li> <li>h antibiotics</li> </ul> <p><b>Appropriate information</b></p> <ul style="list-style-type: none"> <li>a dosage/directions</li> <li>b storage</li> <li>c repeat supply</li> <li>d expiry date</li> <li>e outstanding balance</li> <li>f contra-indications</li> <li>g side effects</li> <li>h food/drink interactions</li> <li>i use and maintenance of appliances</li> <li>j other medications</li> </ul>	<p><b>Simulation is permitted for performance criteria 13 and 14 and any of the scope.</b></p> <p><b>Evidence must be generated to cover all of the medicines/products from the scope.</b></p> <p><b>Evidence must be generated to cover all of the appropriate information from the scope.</b></p>

**SFHPHARM10: Issue prescribed items (cont)**

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
<p>8 Confirm the prescribed item(s) or products match the prescription and are what the individual is expecting.</p> <p>9 Issue the <b>medicine or product</b> in accordance with standard operating procedures.</p> <p>10 Provide advice and <b>appropriate information</b> to the individual relating to the use of the prescribed item clearly and accurately and in the most appropriate format.</p> <p>11 Provide all the necessary sundry items and patient information leaflets.</p> <p>12 Confirm the individual's understanding of any advice or information given.</p> <p>13 Identify when the individual needs <b>further advice</b> or information.</p> <p>14 Refer the individual to an appropriate person providing all the relevant information.</p> <p>15 Complete all relevant documentation and store appropriately in accordance with legal and organisational requirements.</p>	<p><b>Further advice</b></p> <p>a the individual is confused in any way</p> <p>b there are problems with the prescription</p> <p>c the individual asks to see the pharmacist</p>	<p><b>Evidence must be generated to cover two from three of the further advice from the scope.</b></p>

## SFHPHARM31: Confirm the suitability of an individual's medicines for use and ensure sufficient supply

<b>Specific evidence requirements for this unit</b>
<b>Simulation:</b> Simulation is permitted for performance criteria 7, 10 and 11. Simulation should only be undertaken in a minority of situations when the candidate is unable to complete the unit because of lack of opportunity within their normal day to day practice. The use of simulation to support evidence should be agreed in advance by the assessor and candidate at the assessment planning stage where it does not compromise the rigor and integrity of the assessment.
<b>The following forms of evidence are mandatory:</b>
<b>Direct observation:</b> 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. <b>Workplace learning log:</b> This unit requires the completion of a workplace learning log prior to assessment. The candidate must complete a log showing the confirmation of suitability of 100 items error-free. If an error is made the item will not be included within the error-free total and the candidate must complete a reflective report approved and signed off by the assessor or expert witness.
<b>Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:</b>
<b>Questioning:</b> 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. <b>Witness testimony:</b> 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, other healthcare professional or a patient/client you have dealt with. <b>Products:</b> For this unit, products may include the list of the individual's medicines. <b>Personal statements:</b> You may write a personal statement which will provide an account of how you carried out an activity in a particular way. <b>Professional discussion:</b> 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.

**SFHPHARM31: Confirm the suitability of an individual's medicines for use and ensure sufficient supply**

**Specific evidence requirements for this unit (cont)**

**Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following (cont):**

**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.



## SFHPHARM31: Confirm the suitability of an individual's medicines for use and ensure sufficient supply (cont)

### 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. Cross referencing between knowledge statements is permitted with approval from the assessor.*

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

<b>You need to show that you know, understand and can apply in practice:</b>	
K1	A working knowledge of standard operating procedures and the importance of adhering to them at all times
K2	A working knowledge of the importance of working within the limits of your competence and authority, when to seek agreement or permission from others and when to refer on to an appropriate person
K3	A working knowledge of current health and safety legislation and how it applies to the working environment
K4	A working knowledge of legal, organisational and policy requirements relevant to your role, the role of others in your organisation and the activities being carried out
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 importance of adhering to information governance policies and maintaining confidentiality when sharing information about individuals with others
K7	A working knowledge of the duty to report any acts or omissions that could be detrimental to individuals, yourself, colleagues or your employer
K8	A working knowledge of methods of enabling effective communication and supporting individuals to communicate their needs, views and preferences
K9	A working knowledge of the importance of involving individuals in discussion and how this can be achieved

<b>You need to show that you know, understand and can apply in practice (cont):</b>	
K10	A working knowledge of the purpose of confirming the suitability of an individual's own medicines against standard operating procedures
K11	A working knowledge of the appropriate documentation required for recording information following assessment of medicines
K12	A working knowledge of the prescribing conventions, abbreviations and medical terminology
K13	A working knowledge of the different formulations of medicines
K14	A working knowledge of the factors which affect the security and storage of medication including expiry dates
K15	A working knowledge of factors that may affect how medicines are taken
K16	A working knowledge of the psychological, occupational and social aspects and implications for individuals living with conditions
K17	A working knowledge of the labelling requirements for medicines
K18	A working knowledge of legislation surrounding medicines not licensed in the UK within your scope of practice
K19	A working knowledge of the use of compliance aids
K20	A working knowledge of the regulations related to the destruction of medicines
K21	A working knowledge of legislation and organisational processes relating to obtaining valid consent
K22	A working knowledge of the actions to take if valid consent is not obtained
K23	A working knowledge of the importance of recording, storing and retrieving information in accordance with organisational procedures

**SFHPHARM31: Confirm the suitability of an individual's medicines for use and ensure sufficient supply**

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
<ol style="list-style-type: none"> <li>1 Work within the relevant standard operating procedures including the relevant health and safety procedures and within your own limits of competence.</li> <li>2 Communicate with the individual and key people at a pace, in a manner and at a level appropriate to the individual's understanding, preferences and needs.</li> <li>3 Obtain valid consent from the individual or their carer for use, removal or destruction of the individual's own medicines if they are not appropriate for use.</li> <li>4 Explain the purpose of checking the individual's own medicines and answer any questions related to the process.</li> <li>5 Obtain appropriate information about the individual's medicines.</li> </ol>		<p><b>Simulation is permitted for performance criteria 7, 10 and 11.</b></p>

**SFHPHARM31: Confirm the suitability of an individual's medicines for use and ensure sufficient supply (cont)**

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
<p>6 Assess the individual's own medicines to ensure they are fit for purpose, have an adequate supply and complete appropriate documentation as appropriate.</p> <p>7 Refer any unidentifiable medicines or products to an appropriate person.</p> <p>8 Identify any discrepancies between the individual's own medicines and prescribed items.</p> <p>9 Record and report any discrepancies and other issues identified to an appropriate person.</p> <p>10 Identify the individual's unlabeled medicines that are appropriate for use and label according to standard operating procedures.</p> <p>11 Arrange for medicines to be re-labelled where appropriate.</p> <p>12 Arrange for medicines not appropriate for use to be removed and/or destroyed and recorded in accordance with standard operating procedures.</p>		

**SFHPHARM31: Confirm the suitability of an individual's medicines for use and ensure sufficient supply (cont)**

<b>Performance criteria</b>	<b>Scope</b>	<b>All performance criteria must be covered and the scope listed below</b>
13 Arrange for any new medicines required to be issued in accordance with standard operating procedures.  14 Complete all relevant documentation and store appropriately in accordance with legal and organisational requirements.		

## SFHPHARM33: Order medicines and products for individuals

<b>Specific evidence requirements for this unit</b>
<b>Simulation:</b>
<p><b>Simulation</b> is permitted for performance criteria 7f and 8. Simulation should only be undertaken in a minority of situations when the candidate is unable to complete the unit because of lack of opportunity within their normal day to day practice. The use of simulation to support evidence should be agreed in advance by the assessor and candidate at the assessment planning stage where it does not compromise the rigor and integrity of the assessment.</p>
<b>The following forms of evidence are mandatory:</b>
<p><b>Direct observation:</b> 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.</p> <p><b>Workplace learning log:</b> This unit requires the completion of a workplace learning log prior to assessment. The candidate must complete a log showing the order of medicines or products for individuals of 50 items error-free. If an error is made the item will not be included within the error-free total and the candidate must complete a reflective report approved and signed off by the assessor or expert witness.</p>
<b>Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:</b>
<p><b>Questioning:</b> 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.</p> <p><b>Witness testimony:</b> 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, other healthcare professional or a patient/client you have dealt with.</p> <p><b>Products:</b> For this unit, products may include the order for a supply of medicines or products for the individual.</p> <p><b>Personal statements:</b> You may write a personal statement which will provide an account of how you carried out an activity in a particular way.</p> <p><b>Professional discussion:</b> 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.</p>

### SFHPHARM33: Order medicines and products for individuals

<b>Specific evidence requirements for this unit (cont)</b>
<b>Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following (cont):</b>
<b>Expert witness:</b> 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.



### SFHPHARM33: Order medicines and products for individuals (cont)

#### 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. Cross referencing between knowledge statements is permitted with approval from the assessor.*

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

<b>You need to show that you know, understand and can apply in practice:</b>	
K1	A working knowledge of standard operating procedures and the importance of adhering to them at all times
K2	A working knowledge of the importance of working within the limits of your competence and authority, when to seek agreement or permission from others and when to refer on to an appropriate person
K3	A working knowledge of current health and safety legislation and how it applies to the working environment
K4	A working knowledge of legal, organisational and policy requirements relevant to your role, the role of others in your organisation and the activities being carried out
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 importance of adhering to information governance policies and maintaining confidentiality when sharing information about individuals with others
K7	A working knowledge of the duty to report any acts or omissions that could be detrimental to individuals, yourself, colleagues or your employer
K8	A working knowledge of the local procedure for ordering medicines for individuals
K9	A working knowledge of the local documentation required for placing an order
K10	A working knowledge of the different forms of medicines and why it is important to order appropriate quantities of the correct form and strength
K11	A working knowledge of the factors which affect the storage of medication including expiry dates

<b>You need to show that you know, understand and can apply in practice (cont):</b>	
K12	A working knowledge of issues that may affect how medicines are taken
K13	A working knowledge of the labelling requirements for medicines
K14	A working knowledge of legislation surrounding medicines not licensed in the UK within your scope of practice
K15	A working knowledge of the use of compliance aids
K16	A working knowledge of the regulations related to the destruction of medicines
K17	A working knowledge of legislation and organisational processes relating to obtaining valid consent
K18	A working knowledge of the actions to take if valid consent is not obtained
K19	A working knowledge of methods of enabling effective communication and supporting individuals to communicate their needs, views and preferences
K20	A working knowledge of the use of appropriate questioning techniques to obtain relevant information
K21	A working knowledge of the importance of establishing the requirements of individuals clearly and accurately
K22	A working knowledge of the importance of verbal and non-verbal communication when communicating with individuals
K23	A working knowledge of how to give clear and accurate information and check the individual's understanding
K24	A working knowledge of the source(s) of information that can be accessed and the information that can be given to individuals by you and other colleagues
K25	A working knowledge of the importance of recording, storing and retrieving information in accordance with organisational procedures

### SFHPHARM33: Order medicines and products for individuals

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
<ol style="list-style-type: none"> <li>1 Communicate with the individual and key people at a pace, in a manner and at a level appropriate to the individual's understanding, preferences and needs.</li> <li>2 Work within the relevant standard operating procedures including the relevant health and safety procedures and within your own limits of competence.</li> <li>3 Explain to the individual the purpose of ordering their individual medicines or products.</li> <li>4 Review the individual's medication record to identify the correct medicines or products to be ordered.</li> <li>5 Assess the individual's current supply of medicines or products prior to placing the order.</li> <li>6 Identify any issues with the individual's current supply of medicines or products and take the appropriate action to rectify any issues.</li> </ol>		<p><b>Simulation is permitted for performance criteria 7f and 8.</b></p>

**SFHPHARM33: Order medicines and products for individuals (cont)**

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
<p>7 Order the medicines or products in accordance with organisational procedures, to include:</p> <ul style="list-style-type: none"> <li>a the correct details of the individual</li> <li>b appropriate dosage form</li> <li>c correct strength</li> <li>d correct quantity</li> <li>e correct instructions</li> <li>f correct medicine brand, where appropriate</li> <li>g timescale for the order, if appropriate</li> </ul> <p>8 Where any issue required is outside the remit of your role, refer on to the appropriate person.</p> <p>9 Complete all relevant documentation and store appropriately in accordance with legal and organisational requirements.</p> <p>10 Confirm the accuracy of the generated order including transcription, where appropriate.</p>		

## SFHPHARM29: Retrieve and reconcile information about an individual's medicines

<b>Specific evidence requirements for this unit</b>
<b>Simulation:</b> Simulation is permitted for performance criteria 10 and 11. Simulation should only be undertaken in a minority of situations when the candidate is unable to complete the unit because of lack of opportunity within their normal day to day practice. The use of simulation to support evidence should be agreed in advance by the assessor and candidate at the assessment planning stage where it does not compromise the rigor and integrity of the assessment.
<b>The following forms of evidence are mandatory:</b>
<b>Direct observation:</b> 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. <b>Workplace learning log:</b> This unit requires the completion of a workplace learning log prior to assessment. The candidate must complete a log showing the medicines reconciliation of 20 patients error-free. If an error is made the medicines reconciliation will not be included within the error-free total and the candidate must complete a reflective report approved and signed off by the assessor or expert witness.
<b>Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:</b>
<b>Questioning:</b> 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. <b>Witness testimony:</b> 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, other healthcare professional or a patient/client you have dealt with. <b>Products:</b> For this unit, products may include the completed medicines reconciliation document. <b>Personal statements:</b> You may write a personal statement which will provide an account of how you carried out an activity in a particular way. <b>Professional discussion:</b> 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.

**SFHPHARM29: Retrieve and reconcile information about an individual's medicines**

**Specific evidence requirements for this unit (cont)**

**Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following (cont):**

**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.

## SFHPHARM29: Retrieve and reconcile information about an individual's medicines (cont)

### 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. Cross referencing between knowledge statements is permitted with approval from the assessor.*

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

<b>You need to show that you know, understand and can apply in practice:</b>	
K1	A working knowledge of standard operating procedures and the importance of adhering to them at all times
K2	A working knowledge of the importance of working within the limits of your competence and authority, when to seek agreement or permission from others and when to refer on to an appropriate person
K3	A working knowledge of current health and safety legislation and how it applies to the working environment
K4	A working knowledge of legal, organisational and policy requirements relevant to your role, the role of others in your organisation and the activities being carried out
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 importance of adhering to information governance policies and maintaining confidentiality when sharing information about individuals with others
K7	A working knowledge of the duty to report any acts or omissions that could be detrimental to individuals, yourself, colleagues or your employer
K8	A working knowledge of how to confirm and record the individual's allergy status

<b>You need to show that you know, understand and can apply in practice (cont):</b>	
K9	A working knowledge of the use of medicines including: a dosing b adverse effects c common drug-drug interactions d common drug-food interactions e common drug-disease interactions f cautions and contra-indications
K10	A working knowledge of the prescribing conventions, abbreviations and medical terminology
K11	A working knowledge of factors that may affect how medicines are taken
K12	A working knowledge of the psychological, occupational and social aspects and implications for individuals living with conditions
K13	A working knowledge of legislation and organisational processes relating to obtaining valid consent
K14	A working knowledge of the actions to take if valid consent is not obtained
K15	A working knowledge of methods of enabling effective communication and supporting individuals to communicate their needs, views and preferences
K16	A working knowledge of how to create a suitable environment for an open and confidential discussion
K17	A working knowledge of the need to confirm your role and responsibilities and the individual's identification prior to retrieving a relevant medication history
K18	A working knowledge of when and how to retrieve the individual's identity and information from a third party where an individual is unable to participate themselves and/or where there are communication difficulties
K19	A working knowledge of what evidence you should seek to demonstrate a third party's ability and authority to provide information about an individual
K20	A working knowledge of the types of information that needs to be retrieved and why each is necessary

**You need to show that you know, understand and can apply in practice (cont):**

K21 A working knowledge of the steps you would take to try to clarify and confirm any information which is ambiguous or missing from an individual's or third party's narrative

K22 A working knowledge of how to use patient medication records or other sources of information to retrieve and confirm a medication history

K23 A working knowledge of local and/or national error reporting procedures and communication channels

K24 A working knowledge of the importance of recording, storing and retrieving information in accordance with organisational procedures and reporting any inconsistencies

**SFHPHARM29: Retrieve and reconcile information about an individual's medicines**

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
<ol style="list-style-type: none"> <li>1 Work within the relevant standard operating procedures including the relevant health and safety procedures and within your own limits of competence.</li> <li>2 Ensure that the environment and timing is suitable for open and confidential discussion with the individual or third party about their medicines.</li> <li>3 Communicate with the individual and key people at a pace, in a manner and at a level appropriate to the individual's understanding, preferences and needs.</li> <li>4 Explain your role and responsibilities, introduce yourself and check the individual's identity according to local guidelines before retrieving an individual's medication history relevant to your work area.</li> <li>5 Obtain valid consent from the individual or third party in accordance with standard operating procedures.</li> <li>6 Check the individual's or third party understanding of the purpose of retrieving an individual's relevant history.</li> </ol>		<p><b>Simulation is permitted for performance criteria 10 and 11.</b></p>

**SFHPHARM29: Retrieve and reconcile information about an individual's medicines (cont)**

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
<p>7 Check and record the individual's allergy status.</p> <p>8 Use appropriate questions to explore, clarify and confirm any unusual or ambiguous information and record the information clearly and accurately in a systematic manner.</p> <p>9 Identify and document the medicines and other substances, and ascertain from appropriate sources when and how they are taken by the individual.</p> <p>10 Use appropriate sources to identify details that are relevant to the individual's medication history including:</p> <ul style="list-style-type: none"> <li>a medicines that have been started recently</li> <li>b medicines that have stopped</li> <li>c medicines that have changed</li> <li>d medicines that are used regularly</li> <li>e medicines that are used occasionally</li> <li>f medicines that are swapped or shared between individuals or their family and friends</li> <li>g medicines that are bought from other sources</li> <li>h if the individual drinks alcohol, smokes or uses other substances.</li> <li>i if the individual has experienced any problems or difficulties with their medication</li> </ul>		

**SFHPHARM29: Retrieve and reconcile information about an individual's medicines (cont)**

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
<p>11 Report any problems, inconsistencies or adverse reactions that the individual may have experienced from their medication in line with standard operating procedures.</p> <p>12 Reconcile and compare the medication history to the individual's current list of medicines.</p> <p>13 Identify and document any discrepancies, changes, deletions or additions.</p> <p>14 Complete all relevant documentation and store appropriately in accordance with legal and organisational requirements.</p>		

### SCDHSC0033: Develop your practice through reflection and learning

<b>Specific evidence requirements for this unit</b>
<b>Simulation:</b>
Simulation is <b>NOT</b> permitted for any part of this unit.
<b>The following forms of evidence are mandatory:</b>
<b>Direct observation:</b> 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.
<b>Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:</b>
<b>Questioning:</b> 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.
<b>Witness testimony:</b> 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, pharmacy support worker, other healthcare professional or a patient/client you have dealt with.
<b>Products:</b> For this unit, products may include a personal development plan.
<b>Personal statements:</b> You may write a personal statement which will provide an account of how you carried out an activity in a particular way.
<b>Professional discussion:</b> 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.
<b>Expert witness:</b> 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.

### SCDHSC0033: Develop your practice through reflection and learning (cont)

#### 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. Cross referencing between knowledge statements is permitted with approval from the assessor.*

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

<b>You need to show that you know, understand and can apply in practice:</b>	
K1	A working knowledge of legal and work setting requirements on equality, diversity, discrimination and rights
K2	A working knowledge of your role in promoting individuals' rights, choices, wellbeing and active participation
K3	A working knowledge of conflicts and dilemmas that may arise in relation to rights and how to address them
K4	A working knowledge of legislation, statutory codes, standards, frameworks and guidance relevant to your work, your work setting and the content of this standard
K5	A working knowledge of your own background, experiences and beliefs that may have an impact on your practice
K6	A working knowledge of your own roles, responsibilities and accountabilities with their limits and boundaries
K7	A working knowledge of how to work in partnership with individuals, key people and others
K8	A working knowledge of principles of reflective practice and why it is important
K9	A working knowledge of how to access information and support on knowledge and best practice relevant to your work
K10	A working knowledge of your role and the role of others in evaluating and developing your skills and knowledge through supervision and appraisal or other arrangements
K11	A working knowledge of the range of learning opportunities and how to access them
K12	A working knowledge of how to use learning opportunities effectively to improve your knowledge and practice, including learning from day to day experiences
K13	A working knowledge of how to apply learning and transfer skills into new situations

**SCDHSC0033: Develop your practice through reflection and learning**

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
<ol style="list-style-type: none"> <li>1 Communicate to others the importance of being a reflective practitioner.</li> <li>2 Analyse with individuals, key people and others what is required for competent, effective and safe practice in your job role.</li> <li>3 Use reflection to review your own knowledge, skills, attitudes and behaviors.</li> <li>4 Reflect on how any life experiences and personal beliefs might affect your work.</li> <li>5 Evaluate with individuals, key people and others how well you carry out your work to achieve outcomes and promote active participation.</li> <li>6 Analyse the areas of your work where literacy, numeracy and information technology skills are necessary.</li> <li>7 Demonstrate where you have used literacy, numeracy and information technology skills in your work.</li> </ol>		<p><b>Simulation is NOT permitted for any part of this unit.</b></p>

**SCDHSC0033: Develop your practice through reflection and learning (cont)**

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
<p>8 Evaluate with others how your practice and skills could be improved.</p> <p>9 Use support to identify strengths within your practice.</p> <p>10 Use support to reflect on and identify ways that your practice can be enhanced.</p> <p>11 Prioritise aspects of your practice that need to be strengthened.</p> <p>12 Take action, with support, to identify development opportunities that will enhance your knowledge and practice.</p> <p>13 Agree with others your personal development plan.</p> <p>14 Access development opportunities.</p> <p>15 Apply new learning to your practice.</p>		

**SCDHSC0033: Develop your practice through reflection and learning (cont)**

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
<p>16 Evaluate how effective the development opportunities have been in enhancing your practice.</p> <p>17 Share with others how reflection has led to improved ways of working.</p> <p>18 Revise your personal development plan to take account of personal growth, skills enhancement and new challenges.</p> <p>19 Keep up-to-date records of your personal and professional development, according to legal and work setting requirements.</p>		

# **SVQ in Pharmacy Services**

**at SCQF level 8**

**Additional units**

## SFHPHARM04: Provide advice on non-prescribed medicines and products

<b>Specific evidence requirements for this unit</b>
<b>Simulation:</b>
Simulation is permitted for performance criteria 7, 10, 11 and 12. Simulation should only be undertaken in a minority of situations when the candidate is unable to complete the unit because of lack of opportunity within their normal day to day practice. The use of simulation to support evidence should be agreed in advance by the assessor and candidate at the assessment planning stage where it does not compromise the rigor and integrity of the assessment.
<b>The following forms of evidence are mandatory:</b>
<b>Direct observation:</b> 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.
<b>Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:</b>
<b>Questioning:</b> 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.
<b>Witness testimony:</b> 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, pharmacy support worker, other healthcare professional or a patient/client you have dealt with.
<b>Products:</b> For this unit, products may include patient information leaflets (PILs), healthcare leaflets and pack information.
<b>Personal statements:</b> You may write a personal statement which will provide an account of how you carried out an activity in a particular way.
<b>Professional discussion:</b> 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.
<b>Expert witness:</b> 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.

## SFHPHARM04: Provide advice on non-prescribed medicines and products (cont)

### 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. *Cross referencing between knowledge statements is permitted with approval from the assessor.*

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

<b>You need to show that you know, understand and can apply in practice:</b>	
K1	A working knowledge of the standard operating procedures and the importance of adhering to them at all times
K2	A working knowledge of the importance of working within the limits of your competence and authority, when to seek agreement or permission from others and when to refer on to an appropriate person
K3	A working knowledge of current health and safety legislation and how it applies to the working environment
K4	A working knowledge of legal, organisational and policy requirements relevant to your role, the role of others in your organisation and the activities being carried out
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 importance of adhering to information governance policies and maintaining confidentiality when sharing information about individuals with others
K7	A working knowledge of the duty to report any acts or omissions that could be detrimental to individuals, yourself, colleagues or your employer
K8	A working knowledge of methods of enabling effective communication and supporting individuals to communicate their needs, views and preferences
K9	A working knowledge of when and how to use the relevant protocols for the safe sale of medicines
K10	A working knowledge of the main actions and side effects of the active ingredients within the most commonly used non-prescription medicines



<b>You need to show that you know, understand and can apply in practice (cont):</b>	
K11	A working knowledge of the different classes of medicines
K12	A working knowledge of the interactions, cautions and contra-indications of commonly used non-prescribed medicines
K13	A working knowledge of which medicines or products are liable to misuse or abuse by individuals
K14	A working knowledge of how to give advice on the appropriate use of non-prescribed medicines and products
K15	A working knowledge of how to maintain the privacy of the individual when asking questions related to their needs
K16	A working knowledge of the use of appropriate questioning techniques to obtain relevant information
K17	A working knowledge of the divergent needs of individuals
K18	A working knowledge of the sources of information that can be accessed and the information that can be given to individuals by you and other colleagues
K19	A working knowledge of when you should refer for information/advice and to whom
K20	A working knowledge of importance of recording, storing and retrieving information in accordance with organisational procedures

**SFHPHARM04: Provide advice on non-prescribed medicines and products**

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
<ol style="list-style-type: none"> <li>1 Communicate with the individual and key people at a pace, in a manner and at a level appropriate to the individual's understanding, preferences and needs.</li> <li>2 Work within the relevant standard operating procedures including the relevant health and safety procedures and within your own limits of competence.</li> <li>3 Use appropriate questioning techniques to ascertain the individual's requirements and needs.</li> <li>4 Offer the individual medicines/products to meet their requirements, where appropriate.</li> <li>5 Provide the individual with relevant information and advice regarding the medicine or product.</li> <li>6 Confirm with the individual that:               <ol style="list-style-type: none"> <li>a they have understood the information you have provided</li> <li>b the information you have provided to them meets their requirements</li> </ol> </li> </ol>		<p><b>Simulation is permitted for performance criteria 7, 10, 11 and 12.</b></p>

**SFHPHARM04: Provide advice on non-prescribed medicines and products (cont)**

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
<p>7 If necessary, refer to the appropriate person, passing on all relevant information.</p> <p>8 Place the medicine/product in the appropriate packaging before giving it to the individual.</p> <p>9 Process payment in line with your organisational policies.</p> <p>10 Where the standard operating procedure, legislation and/or your experience requires you to refer on to an appropriate person, explain to the individual the action being taken and why.</p> <p>11 Inform the appropriate person when excessive or regular quantities of medicines liable to abuse or misuse, are requested before completing the request.</p> <p>12 Inform the individual politely when the request for a medicine/product cannot be completed and take appropriate action.</p>		

**SFHPHARM04: Provide advice on non-prescribed medicines and products (cont)**

<b>Performance criteria</b>	<b>Scope</b>	<b>All performance criteria must be covered and the scope listed below</b>
13 Treat all information in confidence. 14 Provide lifestyle and other relevant advice in relation to symptoms. 15 Complete all relevant documentation and store appropriately in accordance with legal and organisational requirements where appropriate.		

## SFHHT2: Communicate with individuals about promoting their health and wellbeing

<b>Specific evidence requirements for this unit</b>
<b>Simulation:</b>
Simulation is <b>NOT</b> permitted for any part of this unit.
<b>The following forms of evidence are mandatory:</b>
<b>Direct observation:</b> 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.
<b>Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:</b>
<b>Questioning:</b> 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.
<b>Witness testimony:</b> 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, pharmacy support worker, other healthcare professional or a patient/client you have dealt with.
<b>Products:</b> For this unit, products may include a healthcare promotion leaflet.
<b>Personal statements:</b> You may write a personal statement which will provide an account of how you carried out an activity in a particular way.
<b>Professional discussion:</b> 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.
<b>Expert witness:</b> 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.

## SFHHT2: Communicate with individuals about promoting their health and wellbeing (cont)

### 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. Cross referencing between knowledge statements is permitted with approval from the assessor.*

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

<b>You need to show that you know, understand and can apply in practice:</b>	
K1	A factual knowledge of how health and illness is affected by people's perceptions and is different in different societies and groups
K2	A factual knowledge of the kinds of misinformation that people may have about health and wellbeing and the effect of this on their behavior
K3	A factual knowledge of the things that affect health and wellbeing — individual determinants (eg behaviour and lifestyle) and the wider determinants on health (eg poverty, employment, etc.)
K4	A working knowledge of the different ways in which the health and wellbeing of individuals is promoted
K5	A factual knowledge of the evidence about how individuals can promote their own health, including by changing behavior
K6	A working knowledge of the contributions of different agencies to promoting individuals' health and wellbeing and how to contact these agencies
K7	A working knowledge of the different arguments that people have against promoting health and wellbeing and how to use counter-arguments
K8	A working knowledge of how to apply negotiating and influencing skills in working with others to promote health and wellbeing and reduce inequalities
K9	A factual knowledge of the financial and social costs of poor health and wellbeing and the need to identify the benefits of improving health

<b>You need to show that you know, understand and can apply in practice (cont):</b>	
K10	A working knowledge of the legislation that relates to own work and how it affects own work
K11	A working knowledge of the policies and procedures of the employing organisation (including those relating to confidentiality, health and safety, equality and diversity)
K12	A working knowledge of the data storage and retrieval systems in own organisation
K13	A working knowledge of the principles of effective communication with: <ul style="list-style-type: none"> <li>a communities</li> <li>b people in own and other agencies</li> </ul>
K14	A working knowledge of own role and responsibilities and from whom assistance and advice should be sought if necessary
K15	A factual knowledge of the principles of equality, diversity and anti-discriminatory practice to work and how to apply these in own work
K16	A working knowledge of how to develop your own competence and the benefits of doing this



**SFHHT2: Communicate with individuals about promoting their health and wellbeing**

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
<p>1 Communicate in a way that:</p> <ul style="list-style-type: none"> <li>a is appropriate to the individuals</li> <li>b encourages an open and frank exchange of views</li> <li>c minimises any constraints</li> <li>d is free from discrimination and oppression</li> <li>e is open to the range of issues that individuals wish to explore</li> <li>f acknowledges their right to make their own decisions</li> <li>g helps them to make their own decisions</li> </ul> <p>2 Provide clear, up-to-date and relevant information to individuals about:</p> <ul style="list-style-type: none"> <li>a health and wellbeing</li> <li>b things that might affect their health and wellbeing</li> <li>c the things they can do to improve their health and wellbeing</li> <li>d other people and agencies who might be able to help them improve their health and wellbeing</li> </ul>		<p><b>Simulation is NOT permitted for any part of this unit.</b></p>

**SFHHT2: Communicate with individuals about promoting their health and wellbeing (cont)**

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
<p>3 Encourage individuals to:</p> <ul style="list-style-type: none"> <li>a identify the things that are affecting their health and wellbeing</li> <li>b identify their views about health and wellbeing</li> <li>c identify their knowledge and skills about health and wellbeing and any gaps in these</li> <li>d take responsibility for changing their own behaviour</li> <li>e learn how to change their behavior</li> </ul> <p>4 Enable individuals to:</p> <ul style="list-style-type: none"> <li>a get hold of up-to-date appropriate information and advice when they need it</li> <li>b access appropriate support</li> </ul>		

## SFHPHARM25: Supply dressings and appliances

<b>Specific evidence requirements for this unit</b>
<b>Simulation:</b> Simulation is permitted for performance criteria 3, 8, 12 and 13. Simulation should only be undertaken in a minority of situations when the candidate is unable to complete the unit because of lack of opportunity within their normal day to day practice. The use of simulation to support evidence should be agreed in advance by the assessor and candidate at the assessment planning stage where it does not compromise the rigor and integrity of the assessment.
<b>The following forms of evidence ARE mandatory:</b>
<b>Direct observation:</b> 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.
<b>Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:</b>
<b>Questioning:</b> 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.
<b>Witness testimony:</b> 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, pharmacy support worker, other healthcare professional or a patient/client you have dealt with.
<b>Products:</b> For this unit, products may include a copy of the prescription endorsed with the appliance supplied.
<b>Personal statements:</b> You may write a personal statement which will provide an account of how you carried out an activity in a particular way.
<b>Professional discussion:</b> 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.
<b>Expert witness:</b> 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.

## SFHPHARM25: Supply dressings and appliances (cont)

### 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. Cross referencing between knowledge statements is permitted with approval from the assessor.*

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

<b>You need to show that you know, understand and can apply in practice:</b>	
K1	A working knowledge of the standard operating procedures and the importance of adhering to them at all times
K2	A working knowledge of the importance of working within the limits of your competence and authority, when to seek agreement or permission from others and when to refer on to an appropriate person
K3	A working knowledge of current health and safety legislation and how it applies to the working environment
K4	A working knowledge of legal, organisational and policy requirements relevant to your role, the role of others in your organisation and the activities being carried out
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 importance of adhering to information governance policies and maintaining confidentiality when sharing information about individuals with others
K7	A working knowledge of the duty to report any acts or omissions that could be detrimental to individuals, yourself, colleagues or your employer
K8	A working knowledge of legislation and organisational processes relating to obtaining valid consent
K9	A working knowledge of the actions to take if valid consent is not obtained
K10	A working knowledge of methods of enabling effective communication and supporting individuals to communicate their needs, views and preferences

<b>You need to show that you know, understand and can apply in practice (cont):</b>	
K11	A factual knowledge of the psychological, occupational and social aspects and implications for individuals living with conditions
K12	A working knowledge of the individual's right to privacy and respect
K13	A working knowledge of the purpose of the Drug Tariff, including: <ul style="list-style-type: none"> <li>a which items are allowed on prescriptions</li> <li>b the classifications and criteria for the payment</li> </ul>
K14	A working knowledge of the importance of the correct methods to measure individuals for appliances
K15	A working knowledge of the range of products, appliances, devices and their uses and maintenance within your scope of practice
K16	A working knowledge of wound management and stoma policies
K17	A working knowledge of the importance of recording, storing and retrieving information in accordance with organisational procedures

## SFHPHARM25: Supply dressings and appliances

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
<p>1 Work within the relevant standard operating procedures including the relevant health and safety procedures and within your own limits of competence.</p> <p>2 Confirm that the appliance/device/product prescribed on the prescription form matches the Drug Tariff criteria.</p> <p>3 Clarify any missing information with the appropriate person.</p> <p>4 Carry out all the necessary preparations, as required including arranging a convenient time for the appointment if required.</p> <p>5 Communicate with the individual and key people at a pace, in a manner and at a level appropriate to the individual's understanding, preferences and needs.</p> <p>6 Match the <b>appliance/device/product</b> to the requirements of the individual and/or the prescriber.</p>	<p><b>Appliance/device/product</b></p> <ul style="list-style-type: none"> <li>a hosiery</li> <li>b ostomy care items</li> <li>c continence care appliances</li> <li>d dressings</li> <li>e compliance aids</li> </ul>	<p><b>Simulation is permitted for performance criteria 3, 8, 12 and 13.</b></p> <p><b>Evidence generated must cover three from five of the appliance/device/ product from the scope.</b></p>

**SFHPHARM25: Supply dressings and appliances (cont)**

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
<p>7 Obtain valid consent from the individual or third party in accordance with standard operating procedures.</p> <p>8 Where appropriate, take the individual's measurements to ensure that the appliance/device/product is appropriate for their needs.</p> <p>9 Provide all relevant information on the use, maintenance and care of the appliance/device/product in a manner that is clear and at an appropriate level for the individual.</p> <p>10 Explain how the appliance/device/product should be used, and check the individual's understanding of any instructions given.</p> <p>11 Respect individuals' privacy, dignity, wishes and beliefs, minimising any unnecessary discomfort.</p>		



**SFHPHARM25: Supply dressings and appliances (cont)**

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
<p>12 Conduct all operations, which involve physical contact with the individual, in a manner which is professional and puts the individual at ease.</p> <p>13 Check that the new appliance/device/product can be used appropriately and make any adjustments necessary to ensure:</p> <ul style="list-style-type: none"> <li>a the individual's comfort</li> <li>b the correct use of appliance</li> </ul> <p>14 Confirm that the individual can fit and use the appliance/device/product correctly.</p> <p>15 Complete all relevant documentation and store appropriately in accordance with legal and organisational requirements.</p>		

## SFHARM26: Process pharmacy information for appropriate reimbursement and remuneration

<b>Specific evidence requirements for this unit</b>
<b>Simulation:</b> Simulation is permitted for performance criteria 9. Simulation should only be undertaken in a minority of situations when the candidate is unable to complete the unit because of lack of opportunity within their normal day to day practice. The use of simulation to support evidence should be agreed in advance by the assessor and candidate at the assessment planning stage where it does not compromise the rigor and integrity of the assessment.
<b>The following forms of evidence ARE mandatory:</b>
<b>Direct observation:</b> 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.
<b>Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:</b>
<b>Questioning:</b> 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.
<b>Witness testimony:</b> 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 pharmacy support worker.
<b>Products:</b> For this unit, products may include a copy of the paperwork you have completed to accompany the prescriptions for payment.
<b>Personal statements:</b> You may write a personal statement which will provide an account of how you carried out an activity in a particular way.
<b>Professional discussion:</b> 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.
<b>Expert witness:</b> 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.

## SFHPHARM26: Process pharmacy information for appropriate reimbursement and remuneration (cont)

### 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. Cross referencing between knowledge statements is permitted with approval from the assessor.*

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

<b>You need to show that you know, understand and can apply in practice:</b>	
K1	A working knowledge of the standard operating procedures and the importance of adhering to them at all times
K2	A working knowledge of the importance of working within the limits of your competence and authority, when to seek agreement or permission from others and when to refer on to an appropriate person
K3	A working knowledge of current health and safety legislation and how it applies to the working environment
K4	A working knowledge of the legal, organisational and policy requirements relevant to your role, the role of others in your organisation and the activities being carried out
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 importance of adhering to information governance policies and maintaining confidentiality when sharing information about individuals with others
K7	A working knowledge of the duty to report any acts or omissions that could be detrimental to individuals, yourself, colleagues or your employer
K8	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 reimbursement/remuneration of prescriptions
K9	A working knowledge of the proprietary and generic names of medicines and the difference between them
K10	A working knowledge of resources to assist with the submission of prescription and service reimbursement claims

<b>You need to show that you know, understand and can apply in practice (cont):</b>	
K11	A working knowledge of the action to take when presented with an incomplete or unclear prescription
K12	A working knowledge of the systems and documentation required to complete the returns for reimbursement
K13	A working knowledge of the systems and documentation required to complete the returns for remuneration
K14	A working knowledge of the correct procedures to ensure reimbursement of prescriptions and services
K15	A working knowledge of the reasons why reimbursement/remuneration may not be made by the relevant authority
K16	A working knowledge of the implications of incorrect claims for reimbursement of prescription charges and services where appropriate
K17	A working knowledge of the importance of recording, storing and retrieving information in accordance with organisational procedures

**SFHPHARM26: Process pharmacy information for appropriate reimbursement and remuneration**

Performance criteria	Scope	All performance criteria must covered and the scope listed below
<ol style="list-style-type: none"> <li>1 Work within the relevant standard operating procedures including the relevant health and safety procedures and within your own limits of competence.</li> <li>2 Clarify any missing information with the appropriate person.</li> <li>3 Confirm items allowed on prescription with the appropriate section of the Drug Tariff or local formulary if appropriate.</li> <li>4 Make accurate and appropriate claims for prescription or service reimbursement/remuneration.</li> <li>5 Check that any information on the prescription meets legal requirements and is complete and legible.</li> <li>6 Record the number of prescription forms, items and or charges in accordance with standard operating procedures.</li> </ol>		<p><b>Simulation is permitted for performance criteria 9.</b></p>

**SFHPHARM26: Process pharmacy information for appropriate reimbursement and remuneration (cont)**

Performance criteria	Scope	All performance criteria must covered and the scope listed below
<p>7 Complete accurate reimbursement/remuneration returns in accordance with standard operating procedures.</p> <p>8 Submit reimbursement/remuneration returns to the relevant authority according to specified guidance where required.</p> <p>9 Promptly deal with any prescriptions rejected by the relevant authority in accordance with standard operating procedures.</p> <p>10 Complete all relevant documentation and store appropriately in accordance with legal and organisational requirement.</p>		

## SFHPHARM11: Prepare extemporaneous medicines

<b>Specific evidence requirements for this unit</b>
<b>Simulation:</b>
Simulation is permitted for performance criteria 8 and 9 and any of the scope. Simulation should only be undertaken in a minority of situations when the candidate is unable to complete the unit because of lack of opportunity within their normal day to day practice. The use of simulation to support evidence should be agreed in advance by the assessor and candidate at the assessment planning stage where it does not compromise the rigor and integrity of the assessment.
<b>The following forms of evidence are mandatory:</b>
<b>Direct observation:</b> 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.
<b>Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:</b>
<b>Questioning:</b> 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.
<b>Witness testimony:</b> 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 pharmacy support worker.
<b>Products:</b> 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.
<b>Personal statements:</b> You may write a personal statement which will provide an account of how you carried out an activity in a particular way.
<b>Professional discussion:</b> 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.
<b>Expert witness:</b> 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.



## SFHPHARM11: Prepare extemporaneous medicines (cont)

### 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. Cross referencing between knowledge statements is permitted with approval from the assessor.*

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

<b>You need to show that you know, understand and can apply in practice:</b>	
K1	A working knowledge of the standard operating procedures and the importance of adhering to them at all times
K2	A working knowledge of the importance of working within the limits of your competence and authority, when to seek agreement or permission from others and when to refer on to an appropriate person
K3	A working knowledge of current health and safety legislation and how it applies to the working environment
K4	A working knowledge of legal, organisational and policy requirements relevant to your role, the role of others in your organisation and the activities being carried out
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 importance of adhering to information governance policies and maintaining confidentiality when sharing information about individuals with others
K7	A working knowledge of the duty to report any acts or omissions that could be detrimental to individuals, yourself, colleagues or your employer
K8	A working knowledge of current ethical and legal requirements that govern the preparation of extemporaneous medicines
K9	A working knowledge of the principles of good manufacturing practice, including pharmaceutical quality systems and your role within that
K10	A factual knowledge of chemical and physical properties of ingredients relevant to formulation and compounding

<b>You need to show that you know, understand and can apply in practice (cont):</b>	
K11	A working knowledge of factors which cause deterioration of stock including: a environmental conditions b storage conditions c microbial contamination
K12	A working knowledge of sources of contamination and appropriate methods of prevention
K13	A working knowledge of the importance of maintaining a clean working environment
K14	A working knowledge of how to clean the preparation area and equipment, before and after use
K15	A working knowledge of the importance of personal hygiene and correct use of personal protective clothing
K16	A working knowledge of the importance of selecting the correct equipment for use
K17	A working knowledge of the importance of correctly using and maintaining equipment
K18	A working knowledge of the properties of different types of container and when to use each type
K19	A working knowledge of the safe handling and storage of hazardous material and procedures to minimise risk
K20	A working knowledge of the principles of formulae calculations, weights and measures and the importance of carrying out in process checks
K21	A working knowledge of labelling requirements and conventions
K22	A working knowledge of guidelines for the safe disposal of waste materials
K23	A working knowledge of when and why patient medication records are used
K24	A working knowledge of how to report, record and take action in response to potential and actual errors using the appropriate documentation
K25	A working knowledge of the causes and consequences of near misses and errors
K26	A working knowledge of local and/or national error reporting procedures and communication channels
K27	A working knowledge of the importance of recording, storing and retrieving information in accordance with organisational procedures

### SFHPHARM11: Prepare extemporaneous medicines

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
<ol style="list-style-type: none"> <li>1 Work within the relevant standard operating procedures including the relevant health and safety procedures and within your own limits of competence.</li> <li>2 Check the prescription/order to confirm it indicates clearly the product required.</li> <li>3 Select the correct formula in respect of the prescription/order.</li> <li>4 Confirm the preparation area and equipment are clean and ready for use.</li> <li>5 Select and use the correct equipment for the process and the product.</li> <li>6 Confirm that the correct documentation, raw materials, equipment and consumables are available and ready for use, before you start the preparation.</li> </ol>	<p><b>Products</b></p> <ol style="list-style-type: none"> <li>a topical preparations</li> <li>b oral liquid preparations</li> <li>c powders</li> </ol>	<p><b>Simulation is permitted for performance criteria 8 and 9 and any of the scope.</b></p> <p><b>Evidence must be generated to cover all of the products from the scope.</b></p>

**SFHPHARM11: Prepare extemporaneous medicines (cont)**

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
<p>7 Confirm that the ingredients you select match the formula and are fit for purpose.</p> <p>8 Take the appropriate action where there are inconsistencies, near misses or errors with the medicine or product.</p> <p>9 Act within the limits of your authority and refer any problems to an appropriate person.</p> <p>10 Accurately calculate and measure the ingredients to meet the formula requirements.</p> <p>11 Ensure checks are carried out by an appropriate person on calculations and measurements.</p> <p>12 Prepare the <b>product</b> according to the correct formula using the correct equipment and the correct process.</p> <p>13 Pack and label the product correctly.</p> <p>14 Ensure the relevant checks have been completed by the appropriate person and forward for the final accuracy check.</p>		

**SFHPHARM11: Prepare extemporaneous medicines (cont)**

<b>Performance criteria</b>	<b>Scope</b>	<b>All performance criteria must be covered and the scope listed below</b>
15 Clean and decontaminate all work areas using the appropriate method and equipment and remove all waste.  16 Complete all relevant documentation and store appropriately in accordance with legal and organisational requirements.		

## SFHPHARM23: Check documentation and materials prior to the preparation of aseptic products

<b>Specific evidence requirements for this unit</b>
<b>Simulation:</b>  Simulation is permitted for performance criteria 9, 10 and 11 and any scope. Simulation should only be undertaken in a minority of situations when the candidate is unable to complete the unit because of lack of opportunity within their normal day to day practice. The use of simulation to support evidence should be agreed in advance by the assessor and candidate at the assessment planning stage where it does not compromise the rigor and integrity of the assessment.
<b>The following forms of evidence ARE mandatory:</b>
<b>Direct observation:</b> 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.
<b>Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:</b>
<b>Questioning:</b> 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. <b>Witness testimony:</b> 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 pharmacy support worker. <b>Products:</b> For this unit, products may include a copy of the worksheet you have checked. <b>Personal statements:</b> You may write a personal statement which will provide an account of how you carried out an activity in a particular way. <b>Professional discussion:</b> 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. <b>Expert witness:</b> 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.

## SFHPHARM23: Check documentation and materials prior to the preparation of aseptic products (cont)

### 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. Cross referencing between knowledge statements is permitted with approval from the assessor.*

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

<b>You need to show that you know, understand and can apply in practice:</b>	
K1	A working knowledge of the standard operating procedures and the importance of adhering to them at all times
K2	A working knowledge of the importance of working within the limits of your competence and authority, when to seek agreement or permission from others and when to refer on to an appropriate person
K3	A working knowledge of current health and safety legislation and how it applies to the working environment
K4	A working knowledge of legal, organisational and policy requirements relevant to your role, the role of others in your organisation and the activities being carried out
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 importance of adhering to information governance policies and maintaining confidentiality when sharing information about individuals with others
K7	A working knowledge of the duty to report any acts or omissions that could be detrimental to individuals, yourself, colleagues or your employer
K8	A working knowledge of the principles of good manufacturing practice, including pharmaceutical quality systems and your role within that
K9	A working knowledge of recognised guidelines for the aseptic process
K10	A working knowledge of the difference between preparation for individual patients and preparation for stock and how this is generally implemented in the workplace

<b>You need to show that you know, understand and can apply in practice (cont):</b>	
K11	A working knowledge of the importance of maintaining a clean working environment
K12	A working knowledge of the importance of personal hygiene and the correct use of protective/clean room clothing
K13	A working knowledge of the different types of environmentally controlled areas and when they should be used
K14	A working knowledge of the possible sources of contamination and appropriate methods of prevention
K15	A working knowledge of the various types of products
K16	A factual knowledge of chemical and physical properties of ingredients relevant to formulation and compounding, including any interactions between raw materials and components
K17	A working knowledge of the principles of formulae calculations, weights and measures
K18	A working knowledge of the materials and equipment necessary for the preparation of aseptic products
K19	A working knowledge of aseptic techniques and when to use the different processes to minimise any associated risks
K20	A working knowledge of the importance of carrying out accuracy and quality checks
K21	A working knowledge of the reasons for safe systems of work including the quarantine requirements and the appropriate checking processes
K22	A working knowledge of the importance of using approved documentation
K23	A working knowledge of how to identify near misses and errors
K24	A working knowledge of the causes and consequences of near misses and errors
K25	A working knowledge of local and/or national error reporting procedures and communication channels
K26	A working knowledge of the importance of recording, storing and retrieving information in accordance with organisational procedures

**SFHPHARM23: Check documentation and materials prior to the preparation of aseptic products**

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
<p>1 Work within the relevant standard operating procedures including the relevant health and safety procedures and within your own limits of competence.</p> <p>2 Check that you have the correct documentation for the <b>product</b>.</p> <p>3 Ensure that the starting materials have been collected correctly and are ready for the aseptic process.</p> <p>4 Check that the transcriptions, calculations, batch numbers and expiry dates are all correct.</p> <p>5 Check the allocated batch number and expiry date for the product.</p> <p>6 Check that the documentation and labels generated are correct, complete, accurate, and legible.</p>	<p><b>Products</b></p> <p>a intravenous additives</p> <p>b parenteral nutrition</p> <p>c cytotoxic drugs</p>	<p><b>Simulation is permitted for performance criteria 9, 10 and 11 and any scope.</b></p> <p><b>Evidence must be generated to cover two from three of the products from the scope.</b></p>

**SFHPHARM23: Check documentation and materials prior to the preparation of aseptic products (cont)**

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
<p>7 Ensure the correct raw materials and equipment/ consumables have been assembled for the product and are fit for purpose.</p> <p>8 Quarantine product in accordance with organisational requirements.</p> <p>9 Record and report any near misses or errors in line with organisational procedures.</p> <p>10 Feedback any near misses or errors to colleagues to minimise potential future errors.</p> <p>11 Act within the limits of your authority and refer any problems to an appropriate person.</p> <p>12 Complete all relevant documentation and store appropriately in accordance with legal and organisational requirements.</p>		

## SFHPHARM19: Prepare aseptic products

<b>Specific evidence requirements for this unit</b>
<b>Simulation:</b>  Simulation is permitted for performance criteria 3, 9, 10, 11 and 12 and any of the scope. Simulation should only be undertaken in a minority of situations when the candidate is unable to complete the unit because of lack of opportunity within their normal day to day practice. The use of simulation to support evidence should be agreed in advance by the assessor and candidate at the assessment planning stage where it does not compromise the rigor and integrity of the assessment.
<b>The following forms of evidence are mandatory:</b>
<b>Direct observation:</b> 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.
<b>Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:</b>
<b>Questioning:</b> 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. <b>Witness testimony:</b> 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 pharmacy support worker. <b>Products:</b> For this unit, products may include the worksheet of the preparation being made. <b>Personal statements:</b> You may write a personal statement which will provide an account of how you carried out an activity in a particular way. <b>Professional discussion:</b> 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. <b>Expert witness:</b> 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.

## SFHPHARM19: Prepare aseptic products (cont)

### 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. Cross referencing between knowledge statements is permitted with approval from the assessor.*

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

<b>You need to show that you know, understand and can apply in practice:</b>	
K1	A working knowledge of the standard operating procedures and the importance of adhering to them at all times
K2	A working knowledge of the importance of working within the limits of your competence and authority, when to seek agreement or permission from others and when to refer on to an appropriate person
K3	A working knowledge of current health and safety legislation and how it applies to the working environment
K4	A working knowledge of legal, organisational and policy requirements relevant to your role, the role of others in your organisation and the activities being carried out
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 importance of adhering to information governance policies and maintaining confidentiality when sharing information about individuals with others
K7	A working knowledge of the duty to report any acts or omissions that could be detrimental to individuals, yourself, colleagues or your employer
K8	A working knowledge of the principles of good manufacturing practice, including pharmaceutical quality systems and your role within that
K9	A working knowledge of the difference between preparation for individual patients and preparation for stock and how this is generally implemented in the workplace
K10	A working knowledge of the recognised guidelines relating to aseptic preparation

<b>You need to show that you know, understand and can apply in practice (cont):</b>	
K11	A working knowledge of the importance of maintaining a clean working environment
K12	A working knowledge of the importance of personal hygiene and the correct use of protective/clean room clothing
K13	A working knowledge of the different types of environmental areas and when they should be used
K14	A working knowledge of the possible sources of contamination and the appropriate methods of prevention
K15	A working knowledge of the importance of storing products correctly especially in relation to maintaining the cold chain from both chemical and microbiological aspects
K16	A working knowledge of the various types of products
K17	A factual knowledge of chemical and physical properties of ingredients relevant to formulation and compounding, including any interactions between raw materials and components
K18	A working knowledge of the different types of equipment and consumables and which products they must be used for
K19	A working knowledge of the procedures for preparing, cleaning and decontaminating equipment and work areas
K20	A working knowledge of the importance of storing equipment safely and in a condition ready for use
K21	A working knowledge of the principles of formulae calculations, weights and measures
K22	A working knowledge of the importance of environmental parameters, how to carry out their monitoring and the referral procedures if they are outside the set limits
K23	A working knowledge of aseptic techniques and when to use the different processes to minimise any associated risks
K24	A working knowledge of the importance of carrying out accuracy and quality checks
K25	A working knowledge of the importance of label and product reconciliation
K26	A working knowledge of the reasons for safe systems of work including the quarantine requirements and the appropriate checking processes
K27	A working knowledge of the methods and materials used for packaging
K28	A working knowledge of the procedures for the safe handling and disposal of waste materials



**You need to show that you know, understand and can apply in practice (cont):**

K29 A working knowledge of the importance of using approved documentation

K30 A working knowledge of how to identify near misses and errors

K31 A working knowledge of the causes and consequences of near misses and errors

K32 A working knowledge of local and/or national error reporting procedures and communication channels

K33 A working knowledge of the importance of recording, storing and retrieving information in accordance with organisational procedures

### SFHPHARM19: Prepare aseptic products

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
<ol style="list-style-type: none"> <li>1 Work within the relevant standard operating procedures including the relevant health and safety procedures and within your own limits of competence.</li> <li>2 Undertake relevant environmental monitoring checking that the parameters, where appropriate, are within the set limits.</li> <li>3 Take appropriate action if the environmental parameters are outside the set limits.</li> <li>4 Put on the appropriate clean room clothing and follow the correct gowning procedure.</li> <li>5 Clean and prepare the environmental areas using the correct materials.</li> <li>6 Disinfect starting materials and equipment prior to introduction and transfer at each stage within the work area.</li> </ol>	<p><b>Products</b></p> <ol style="list-style-type: none"> <li>a intravenous additives</li> <li>b parenteral nutrition</li> <li>c cytotoxic drugs</li> </ol>	<p><b>Simulation is permitted for performance criteria 3, 9, 10, 11 and 12 and any of the scope.</b></p> <p><b>Evidence must be generated to cover two from three of the products from the scope.</b></p>

**SFHARM19: Prepare aseptic products (cont)**

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
<p>7 Prepare the <b>product</b> using the correct process and equipment according to the documentation and standard operating procedures.</p> <p>8 Ensure that the appropriate in process checks have been carried out by the relevant person.</p> <p>9 Take corrective action, within limits of your own responsibility, in the event of an accident/incident/error during the preparation, including the completion of required documentation.</p> <p>10 Act within the limits of your authority and refer any problems to an appropriate person.</p> <p>11 Record and report any near misses or errors in line with organisational procedures.</p> <p>12 Feedback any near misses or errors to colleagues to minimise potential future errors.</p> <p>13 Clean and decontaminate all work areas using the appropriate method and equipment and remove all waste in accordance with standard operating procedures.</p>		

**SFHPHARM19: Prepare aseptic products (cont)**

<b>Performance criteria</b>	<b>Scope</b>	<b>All performance criteria must be covered and the scope listed below</b>
<p>14 Label product and complete documentation in line with local policy.</p> <p>15 Quarantine product in accordance with organisational requirements.</p> <p>16 Complete all necessary reconciliation and calculations correctly and accurately on all the relevant documentation.</p> <p>17 Correctly store and/or transport the product, paying particular attention to maintenance of the 'cold chain' if appropriate.</p> <p>18 Complete all relevant documentation and store appropriately in accordance with legal and organisational requirements.</p>		

## SFHPHARM17: Manufacture and assemble medicinal products

<b>Specific evidence requirements for this unit</b>
<b>Simulation:</b>
Simulation is permitted for performance criteria 16,17, 18 and 19. Simulation should only be undertaken in a minority of situations when the candidate is unable to complete the unit because of lack of opportunity within their normal day to day practice. The use of simulation to support evidence should be agreed in advance by the assessor and candidate at the assessment planning stage where it does not compromise the rigor and integrity of the assessment.
<b>The following forms of evidence ARE mandatory:</b>
<b>Direct observation:</b> 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.
<b>Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:</b>
<b>Questioning:</b> 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.
<b>Witness testimony:</b> 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 pharmacy support worker.
<b>Products:</b> For this unit, products may include a copy of the completed worksheet with the candidate's signature.
<b>Personal statements:</b> You may write a personal statement which will provide an account of how you carried out an activity in a particular way.
<b>Professional discussion:</b> 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.
<b>Expert witness:</b> 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.

## SFHPHARM17: Manufacture and assemble medicinal products (cont)

### 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. Cross referencing between knowledge statements is permitted with approval from the assessor.*

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

<b>You need to show that you know, understand and can apply in practice:</b>	
K1	A working knowledge of the standard operating procedures and the importance of adhering to them at all times
K2	A working knowledge of the importance of working within the limits of your competence and authority, when to seek agreement or permission from others and when to refer on to an appropriate person
K3	A working knowledge of current health and safety legislation and how it applies to the working environment
K4	A working knowledge of legal, organisational and policy requirements relevant to your role, the role of others in your organisation and the activities being carried out
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 importance of adhering to information governance policies and maintaining confidentiality when sharing information about individuals with others
K7	A working knowledge of the duty to report any acts or omissions that could be detrimental to individuals, yourself, colleagues or your employer
K8	A working knowledge of the principles of good manufacturing practice, including pharmaceutical quality systems and your role within that
K9	A working knowledge of the difference between preparation for individual patients and preparation for stock and how this is generally implemented in the workplace
K10	A working knowledge of guidelines relating to manufacture of medicinal products

<b>You need to show that you know, understand and can apply in practice (cont):</b>	
K11	A working knowledge of the importance of using approved documentation
K12	A working knowledge of the importance of maintaining a clean working environment
K13	A working knowledge of personal hygiene and the use of protective/clean room clothing
K14	A working knowledge of the possible sources of contamination and the appropriate methods of prevention
K15	A working knowledge of the importance of environmental parameters, how to carry out their monitoring and the referral procedures if they are outside the set limits
K16	A factual knowledge of chemical and physical properties of ingredients relevant to formulation and compounding, including any interactions between raw materials and components
K17	A working knowledge of the principles of formulae calculations, weights and measures
K18	A working knowledge of the preparation, assembly and maintenance of equipment
K19	A working knowledge of the principles, properties and uses of different types of containers and when to use the various types
K20	A working knowledge of the nature and use of different product forms
K21	A working knowledge of the preparation and use of environmentally controlled conditions
K22	A working knowledge of the principles and procedures for preparing medicinal products
K23	A working knowledge of reconciliation of materials, labelling and packaging requirements
K24	A working knowledge of the reasons for safe systems of work including the quarantine requirements and the appropriate checking processes
K25	A working knowledge of how to identify near misses and errors
K26	A working knowledge of the causes and consequences of near misses and errors
K27	A working knowledge of local and/or national error reporting procedures and communication channels



**You need to show that you know, understand and can apply in practice (cont):**

K28 A working knowledge of principles and procedures for the sterilisation of products

K29 A working knowledge of the safe disposal of waste materials and cleaning materials

K30 A working knowledge of how to dismantle, clean, decontaminate and store equipment correctly

K31 A working knowledge of how to clean and decontaminate the preparation area

K32 A working knowledge of the importance of recording, storing and retrieving information in accordance with organisational procedures

**SFHARM17: Manufacture and assemble medicinal products**

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
<p>1 Work within the relevant standard operating procedures including the relevant health and safety procedures and within your own limits of competence.</p> <p>2 Ensure that equipment is checked as calibrated and validated before use.</p> <p>3 Before you start the preparation, confirm that the correct documentation, raw materials, equipment and consumables are available and ready for use.</p> <p>4 Monitor relevant environmental parameters and ensure that where appropriate they are within the set limits.</p> <p>5 Take appropriate action if the environmental parameters are outside the set limits.</p> <p>6 Put on the appropriate clothing relevant to the area of work, following the correct procedure.</p> <p>7 Ensure the environmental areas are clean and prepared using the correct materials.</p>	<p><b>Products</b></p> <p>a topical fluids</p> <p>b intravenous products using terminal sterilisation</p> <p>c solid dose forms (capsules, tablets, powders, suppositories)</p> <p>d ointments and creams</p> <p>e oral mixtures/solutions</p>	<p><b>Simulation is permitted for performance criteria 16,17, 18 and 19.</b></p> <p><b>Evidence must be generated to cover three from five of the products from the scope.</b></p>

**SFHPHARM17: Manufacture and assemble medicinal products (cont)**

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
<p>8 Prepare <b>products</b> in accordance with the documentation using the correct process and equipment and undertaking all process checks at the relevant stages.</p> <p>9 Complete any necessary sterilisation/sanitisation processes to meet the quality assurance requirements.</p> <p>10 Label product, pack and if necessary label into any secondary packaging and prepare quality control samples as appropriate.</p> <p>11 Complete all necessary reconciliation and calculations correctly and accurately for the product, packaging and labels.</p> <p>12 Complete all documentation clearly and accurately, ready for checking.</p> <p>13 Quarantine product in accordance with organisational requirements.</p>		

**SFHPHARM17: Manufacture and assemble medicinal products (cont)**

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
<p>14 Ensure that the environmental areas are cleaned and decontaminated using the appropriate method and equipment.</p> <p>15 Ensure that all equipment is dismantled, cleaned, decontaminated and correctly stored or disposed of correctly in accordance with standard operating procedures.</p> <p>16 Report any out of specification results, unusual events or defects to an appropriate person in accordance with standard operating procedures.</p> <p>17 Record and report any near misses or errors in line with organisational procedures.</p> <p>18 Feedback any near misses or errors to colleagues to minimise potential future errors.</p> <p>19 Take appropriate action following an unusual event, within the limits of your authority.</p> <p>20 Complete all relevant documentation and store appropriately in accordance with legal and organisational requirements.</p>		