



Assessor's Guidelines for the:

SVQ in Pharmacy Services at SCQF levels 6 and 8

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About this guide

This guide provides some practical examples of how to assess your candidates for the **SVQ in Pharmacy Services at SCQF levels 6 and 8**. You may be able to think of other ways of assessing your candidates and recording your decisions about their competence.

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

Introduction

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

About SVQs and the SCQF

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

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

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

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

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

Explanation of levels

SVQ1 (SCQF level 4)	Competence involves the application of knowledge and skills in the performance of a range of varied work activities, most of which may be routine or predictable.
SVQ2 (SCQF level 5)	Competence involves the application of knowledge and skills in a significant range of varied work activities, performed in a variety of contexts. At this level, there will be activities, which are complex or non-routine and there is some individual responsibility and autonomy. Collaboration with others, perhaps through membership of a work group or team, may often be a requirement.
SVQ3 (either SCQF level 6 or 7)	Competence involves the application of knowledge and skills in a broad range of varied work activities, most of which are complex and non-routine. There is considerable responsibility and autonomy, and control or guidance of others is often present.
SVQ4 (either SCQF level 8 or 9)	Competence involves the application of knowledge and skills in a broad range of complex technical or professional work activities, performed in a wide variety of contexts and with a substantial degree of personal responsibility and autonomy. Responsibility for the work of others and the allocation of resources is often present.
SVQ5 (SCQF level 11)	Competence involves the application of skills and a significant range of fundamental principles across a wide and often unpredictable variety of contexts. Very substantial personal autonomy and often significant responsibility for the work of others and for the allocation of substantial resources feature strongly, as do personal accountability.

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

How are standards defined in SVQs?

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

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

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

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

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

Increasingly, you may see changes to this format as standards become more user-friendly and are written in plain English. For example, there may be some standards containing **range statements** or **evidence requirements**, but over time these should disappear. You may, however, find that information on the context, nature and amount of evidence which is required to prove competence (which used to be given in range statements and evidence requirements) is now defined in the **assessment guidance** for the qualification. Assessment guidance is drawn up by the awarding body and is packaged along with the standards to form the SVQ.

Who is involved in SVQs?

There are several roles:

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

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

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

The steps involved in assessing a candidate for an SVQ

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

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

1 The SVQ in Pharmacy Services at SCQF levels 6 and 8

The SVQs in Pharmacy Services have been developed by Skills for Health and SQA and approved by the General Pharmaceutical Council. They are intended for people working in the pharmacy sector.

These people may be working as pharmacy support staff or pre-registration trainee pharmacy technicians. They will require skills and knowledge in the medicines supply chain, common diseases, the actions and uses of medicines, supporting person-centred healthcare, health promotion, clinical governance and risk management, working effectively as part of the multi-professional healthcare team all underpinned by the responsibilities of pharmacy professionals.

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

Structure of the SVQs

This section lists the units which form the SVQ in Pharmacy Services at SCQF level 6 (GT0E 23).

SVQ in Pharmacy Services at SCQF level 6

Candidates must complete all four mandatory units plus a minimum of three optional units.

Additional units can be selected if required and should reflect the job role of the candidate.

Mandatory units

SQA ref	SCQF level	SCQF credit points	SSC ref	Title
J5DV 04	6	6	SFHPPH ARM01	Assist with the Provision of a Pharmacy Service
J5DW 04	5	8	PROH SS1	Make Sure Your Own Actions Reduce Risks to Health and Safety
J5DX 04	6	9	SCDHS C241	Contribute to the Effectiveness of Teams
J5DY 04	6	8	SCDHS C023	Develop Your Own Knowledge and Practice

Level 6 — One unit must be selected from Group A and the remaining two units can be chosen from either Group A or Group B.

Group A — One unit must be selected from Group A

SQA ref	SCQF level	SCQF credit points	SSC ref	Title
J829 04	6	8	SFHPH ARM12	Order Pharmaceutical Stock
J5E1 04	6	8	SFHPH ARM13	Receive Pharmaceutical Stock
J5E2 04	6	8	SFHPH ARM14	Maintain Pharmaceutical Stock
J5E3 04	6	8	SFHPH ARM15	Supply Pharmaceutical Stock
J5E0 04	5	6	SFHPH ARM07	Receive Prescriptions
J826 04	6	12	SFHPH ARM09	Assemble Prescribed Items
J5E7 04	6	5	SFHPH ARM32	Assist in the Issuing of Prescribed Items
J5E6 04	5	8	SFHPH ARM24	Provide an Effective Pharmacy Collection and Delivery Service
J44M 04	7	11	SFHPH ARM04	Provide Advice on Non-prescribed Medicines and Products
J5E5 04	5	9	SFHPH ARM21	Prepare Documentation and Materials for the Production of Aseptic Products
J44R 04	7	11	SFHPH ARM19	Prepare Aseptic Products
J5E4 04	5	9	SFHPH ARM20	Prepare Documentation and Materials for the Manufacture and Assembly of Medicinal Products
J44P 04	7	11	SFHPH ARM17	Manufacture and Assemble Medicinal Products
J79C 04	6	9	SFHPh arm34	Contribute to the Management of Medication Audit and Review
J79D 04	6	10	SFHPh arm35	Contribute to the Non-clinical Medication Review
J79E 04	6	11	SFHPh arm36	Support the Prescription Administration Process

Group B — A maximum of two units can be selected from group B.

SQA ref	SCQF level	SCQF credit points	SSC ref	Title
J449 04	7	10	SFHHT 2	Communicate with Individuals about Promoting their Health and Wellbeing
J5E9 04	5	6	CFACS A5	Promote Additional Services or Products To Customers
J5E8 04	6	6	SFJCP S8.12	Search Databases and Sources of Information
J5EA 04	6	8	GEN21	Interact with Individuals Using Telecommunications
J5EB 04	7	8	GEN39	Contribute to Effective Multidisciplinary Team Working
J5EC 04	7	8	GEN98	Promote Effective Communication in a Healthcare Environment

This section lists the units which form the SVQ in Pharmacy Services at SCQF level 8 (GR2C 24).

SVQ in Pharmacy Services at SCQF level 8

Candidates must complete all twelve mandatory units. Additional units can be selected if required and should reflect the job role of the candidate.

Mandatory units

SQA ref	SCQF level	SCQF credit points	SSC ref	Title
J44K 04	7	8	SFHPH ARM02	Provide an Effective and Responsive Pharmacy Service
J44A 04	6	8	SFHPH ARM03	Respond to Pharmaceutical Queries and Requests for Information
HD3D 04	7	8	SFHGE N39	Contribute to Effective Multidisciplinary Team Working
J82A 04	6	8	SFHPH ARM12	Order Pharmaceutical Stock
J44S 04	8	13	SFHPH ARM08	Confirm Prescription Validity
J828 04	6	12	SFHPH ARM09	Assemble Prescribed Items
J44T 04	8	13	SFHPH ARM28	Undertake the Final Accuracy Check of Dispensed Medicines and Products
J44L 04	7	12	SFHPH ARM10	Issue Prescribed Items
J78K 04	8	12	SFHPH ARM31	Confirm the Suitability of an Individual's Medicines for Use and Ensure Sufficient Supply
J44X 04	8	12	SFHPH ARM33	Order Medicines and Products for Individuals
J44V 04	8	14	SFHPH ARM29	Retrieve and Reconcile Information about an Individual's Medicines
H4R9 04	7	9	SCDHS C0033	Develop Your Practice Through Reflection and Learning

Level 8 — Additional units

SQA ref	SCQF level	SCQF credit points	SSC ref	Title
J44M 04	7	11	SFHPH ARM04	Provide Advice on Non-prescribed Medicines and Products
J449 04	7	10	SFHHT 2	Communicate with Individuals about Promoting their Health and Wellbeing
J44F 04	6	8	SFHPH ARM25	Supply Dressings and Appliances
J44G 04	6	6	SFHPH ARM26	Process Pharmacy Information for Appropriate Reimbursement and Remuneration
J44N 04	7	11	SFHPH ARM11	Prepare Extemporaneous Medicines
J44J 04	6	9	SFHPH ARM23	Check Documentation and Materials Prior to the Preparation of Aseptic Products
J44R 04	7	11	SFHPH ARM19	Prepare Aseptic Products
J44P 04	7	11	SFHPH ARM17	Manufacture and Assemble Medicinal Products

An assessment strategy for the SVQ

As part of its review of the SVQ(s), the standards-setting body Skills for Health has developed an assessment strategy which defines a range of requirements:

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

The assessment strategy is published on SQA's website (www.sqa.org.uk), and both SQA and centres must comply with these requirements.

Why would people be interested in the SVQ?

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

How do candidates begin?

Choosing the SVQ

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

Example

Sophie was interested in a career in healthcare as she enjoyed helping people. She saw an advert for a job as a pharmacy support staff (PSS) in her local hospital and as she had the entry criteria she decided to apply. At the interview Sophie discovered that PSS must complete an induction pack and work according to the Healthcare Support Workers Code of Conduct. She also found out that she would need to commence a pharmacy training programme within the first three months of employment — an SVQ in Pharmacy Services at SCQF level 6. Sophie told the interviewer that before the interview she had been worried that there would be so much to learn but finding out about the training programme put her mind at rest because she would be learning on the job. Sophie was offered the post and was looking forward to learning her new role.

After two months in post Sophie had completed the HCSW induction pack and her manager told her it was time to get started on her SVQ. They sat down together to discuss Sophie's role and which of the units were relevant. Sophie's manager was a work-based assessor and was familiar with all of the units. They agreed that Sophie would undertake the following units from the SVQ in Pharmacy Services at SCQF level 6 group award:

- ◆ Assist With the Provision of a Pharmacy Service
- ◆ Make Sure Your Own Actions Reduce Risks to Health and Safety
- ◆ Contribute to the Effectiveness of Teams
- ◆ Develop Your Own Knowledge and Practice
- ◆ Receive Prescriptions
- ◆ Assemble Prescribed Items
- ◆ Assist in the Issuing of Prescribed Items

Sophie's manager explained that she would act as Sophie's training supervisor, she developed an individual training plan for Sophie with allocated study time and assigned an experienced pharmacy support staff as a mentor. Over the next year Sophie met with her training supervisor every two months to review her progress and to agree assessments, discuss feedback and plan for the next two months. She also met regularly with her mentor and received advice about how to generate good evidence and make the best use of her study time.

After a year, Sophie completed her programme and was awarded the SVQ in Pharmacy Services at SCQF level 6. She found that she enjoyed working within the pharmacy team and wanted to develop herself further. At her annual appraisal with her line manager Sophie raised that she was interested in becoming a pharmacy technician. Her manager told her that pharmacy technicians were a registered profession and after a two year training programme as a pre-registration trainee pharmacy technician she would be required to join the register and to maintain registration in order to practice.

Unfortunately Sophie did not have the entry requirements for a pre-registration trainee pharmacy technician post but her manager advised her that there was a step-up course available and if she was sure that she wanted to pursue a career as a pharmacy technician then the workplace would be willing to support her. Sophie thought carefully about whether she was able to commit to the further learning or whether she should stay in her current post that she enjoyed. Her manager arranged a work-shadow opportunity so that Sophie could see what the pharmacy technician role involved, she asked lots of questions and this helped her to decide that she definitely wanted to pursue a career as a pharmacy technician. She signed up to the distance learning college course and completed the step-up programme over the next year then waited for an opportunity to apply for the next pre-registration trainee pharmacy technician post.

Six months later her employer advertised some training opportunities for a pharmacy technician career. Sophie now had all of the entry requirements, applied and was successful. She was looking forward to learning the pharmacy technician role and joining a registered profession.

2 Preparing to assess the SVQ

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

Your role and your candidate's role

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

Your role

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

Candidates' role

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

Planning

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

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

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

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

To help you plan for assessment, we have produced an assessment plan which covers the following units.

- ◆ Receive Prescriptions (optional at level 6)
- ◆ Make Sure Your Own Actions Reduce Risks to Health and Safety (mandatory at level 6)

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

Workplace learning logs

There are five units that require the completion of a workplace learning log to ensure that candidates complete a sufficient standard of learning prior to assessment. The requirements for the learning logs are outlined within the specific evidence requirements for these units:

SFHPHARM09	Assemble Prescribed Items
SFHPHARM28	Undertake the Final Accuracy Check of Dispensed Medicines and Products
SFHPHARM29	Retrieve and Reconcile Information about an Individual's Medicines
SFHPHARM31	Confirm the Suitability of an Individual's Medicines for Use and Ensure Sufficient Supply
SFHPHARM33	Order Medicines and Products for Individuals

Assessment plan

Units	SFHPharm07 Receive Prescriptions PROHSS1 Make Sure Your Own Actions Reduce Risks to Health and Safety				
Activities	Performance criteria (PC)	Method of assessment/sources of evidence	Date of assessment	Evidence already available	Links to other units (PC and range)
Receive prescriptions in different pharmacy settings	PC 1–5, 7–9 All scope	Observation Questioning Witness testimony Personal statement	09/03/2021 23/04/2021 13/04/2021 23/04/2021	Successful completion of in-house training programme	Make sure your own actions reduce risks to health and safety SFHPharm01 Assist with Provision of a Pharmacy Service PCs 1–12 and scope Different situations Verbal and non-verbal forms of communication Needs of the individual
Questioning for knowledge and understanding not apparent from performance to be identified from 2nd review	PC 6 still to be covered				

Assessor's signature Stewart Smith

1st review due 25/04/2021

Candidate's signature Sophie Button

2nd review due _____

Date of agreement 02/03/2021

Date of completion _____

Selecting methods of assessment

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

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

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

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

The benefits might be:

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

The challenges might be:

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

Example

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

Methods of assessment

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

Observation

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

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

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

Observation could be used to demonstrate the candidate's competence in assembling prescribed items. This would give the assessor the opportunity to authenticate the candidate's evidence against the performance criteria.

Product evidence

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

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

Questioning

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

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

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

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

Q What would you do if you were assembling a prescribed item and you noticed that the syrup was a different colour than usual?

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

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

A The company may have changed the formulation or it may have been stored incorrectly.

Other methods of assessment

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

Personal statements

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

Professional discussion

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

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

Expert witness

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

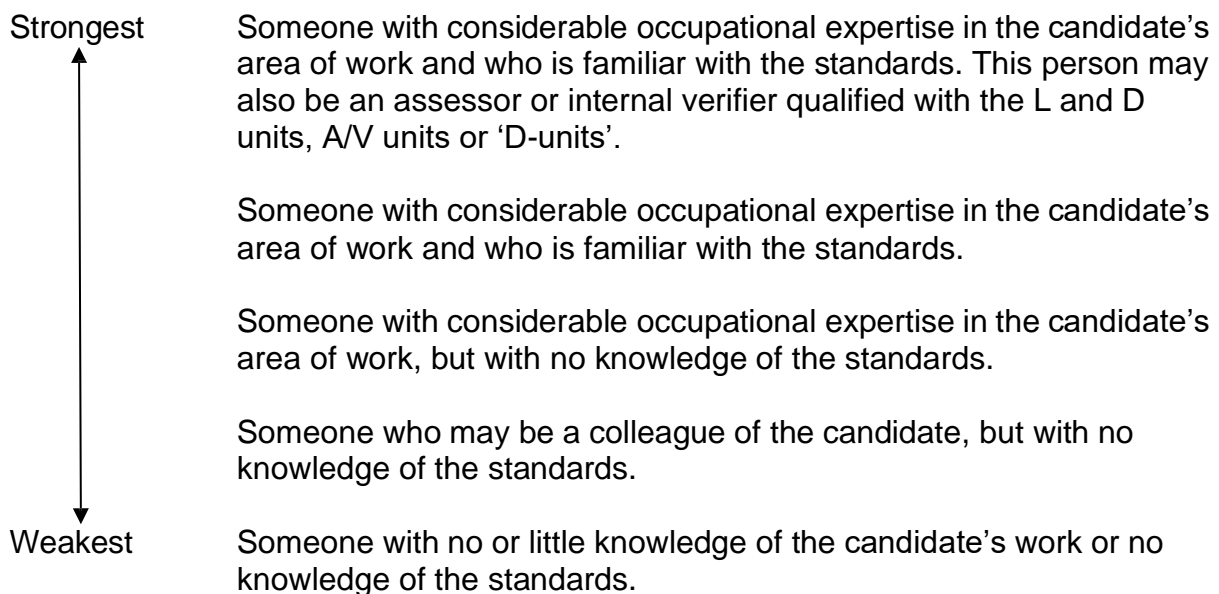
They must be familiar with the standards for those units they are to be expert witnesses for. They must also understand the learning provider's recording requirements and will need guidance on how to provide valid, fair, reliable and practicable evidence.

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

Witness testimony

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

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



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

Simulation

Simulation is any structured assessment exercise involving a specific task which reproduces real-life situations.

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

Simulation will normally **only be permitted** in the following units:

- ◆ Make sure your own actions reduce risks to health and safety
- ◆ Provide an effective and responsive pharmacy service
- ◆ Contribute to the effectiveness of teams
- ◆ Order pharmaceutical stock
- ◆ Confirm prescription validity
- ◆ Assemble prescribed items
- ◆ Undertake the final accuracy check of dispensed medicines and products
- ◆ Assist in the issuing of prescribed items
- ◆ Issue prescribed items
- ◆ Prepare extemporaneous medicines
- ◆ Prepare documentation and materials for the production of aseptic products
- ◆ Prepare documentation and materials for the manufacture and assembly of medicinal products
- ◆ Check documentation and materials prior to the preparation of aseptic products
- ◆ Prepare aseptic products
- ◆ Manufacture and assemble medicinal products
- ◆ Provide advice on non-prescribed medicines and products
- ◆ Supply dressings and appliances
- ◆ Promote additional services or products to customers
- ◆ Process pharmacy information for appropriate reimbursement and remuneration
- ◆ Order medicines and products for individuals
- ◆ Retrieve and reconcile information about an individual's medicines

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

- ◆ where events occur infrequently and yet a high degree of confidence is required that the candidate would act appropriately, ie when responding to complaints, or
- ◆ where events may happen frequently but where there is a risk of harm to the candidate or service user in a real situation, ie dealing with hazards

Where simulations are used they must replicate work activities in realistic (but not necessarily actual) workplace environments and must be approved by the internal verifier before being used. Where simulations are required out with what has been permitted within the guidelines then approval must be received from the external verifier.

The Skills for Health Assessment Strategy for the SVQs in Pharmacy Services has defined what it regards as simulation, and has specified when simulation is and is not acceptable. The assessment strategy also states that candidates must demonstrate competence in the workplace.

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

Other sources of evidence

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

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

3 Generating evidence

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

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

- ◆ observation (by the assessor)
- ◆ questions and candidate responses
- ◆ personal statement (produced by the candidate)
- ◆ witness testimony

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

Observation

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

Observation record

Unit SFHPHARM07 Receive Prescriptions

Candidate Sophie Button

Evidence index number 1A

Date of observation 09/03/21

Skills/activities observed	Performance criteria covered
<i>When receiving the prescription, Sophie asked the client if the prescription was for herself or for someone else in a polite and courteous manner and did not discuss any details on the prescription with anyone else.</i>	PC 1, 2 and 3
<i>Sophie confirmed the client's name and address were correct and that the prescription met all legal requirements.</i>	PC 4a and b
<i>Sophie told the client that the medicine was available and would take approximately 15 minutes to dispense. Sophie then asked her if she wanted to wait or come back later. The client wished to wait.</i>	PC 5c and e
<i>Sophie asked her to complete the back of the prescription in accordance with government requirements.</i>	PC 4c
<i>Sophie entered the prescription onto the dispensary computer system following SOPs.</i>	PC 9
<i>Sophie forwarded the prescription to the pharmacist for validation.</i>	PC 7

Knowledge and understanding apparent from this observation

K1, K2, K4, K6, K8, K9, K11, K12, K13 and K16

Other units to which this evidence may contribute

Assessor's comments and feedback to candidate

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

There are still some PCs that you will still need to cover such as providing information on alternative delivery services and issuing a receipt for prescription collection. You will also need to cover a referral.

I can confirm the candidate's performance was satisfactory.

Assessor's signature Stewart Smith **Date** 09/03/2021

Candidate's signature Sophie Button **Date** 09/03/2021

Questions and candidate responses

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

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

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

Record of questions and candidate's answers

Unit	PROHSS1 Make Sure Your Own Actions Reduce Risks to Health and Safety
Evidence index number	1B
Circumstances of assessment	
<i>While working in the dispensary Sophie will dispense prescriptions for the oncology out-patients clinic.</i>	
List of questions and candidate's responses	
Q	Who is responsible for health and safety in your workplace? (K2, K3 K8, K10, K12)
A	Everyone is responsible for health and safety, ensuring they report any hazards to a senior colleague.
Q	What protective clothing should you wear when handling cytotoxic medicines in the dispensary? (K5, K9, K15)
A	Gloves
Q	What equipment would you use when dispensing cytotoxic tablets from a bulk container? (K4, K5, K9, K12)
A	I would ensure that I used the designated tablet counter for cytotoxic tablets and that it was clean and free from contamination before and after using it.
Q	What would you do if when taking medicines from the fridge to dispense for a prescription you noticed it stated on the label 'store at room temperature'? (K7, K10, K13, K14)
A	I would report this to a senior colleague and then carry out any actions they told me to do, eg quarantine the medicines until the company was contacted to identify if the medicine was safe to use or not.
Q	
A	

Assessor's signature Stewart Smith

Date 23/04/2021

Candidate's signature Sophie Button

Date 23/04/2021

Candidate's personal statement

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

Personal statement

Date	Evidence index number	Details of statement SFHPharm07 Receive Prescriptions	Links to other evidence (enter numbers)	Unit, elements, performance criteria, performance statements, scope covered
23/4/21	1C	<p><i>I received a prescription from an outpatient at the dispensary hatch who was attending the oncology clinic. First of all, I checked with the patient in a courteous and polite manner that their name and address were correct and that the prescription had been signed by a doctor. When I was doing this, I spoke quietly to the patient so that other people could not hear in order to maintain patient confidentiality. I knew that we did not have one of the medicines in stock as there was a supply problem from the company and that we would not have stock until later that day. I asked them if they would prefer to come back later or if they would like us to deliver the medicine to their community health centre as soon as our supplies came in from the supplier. They said that their son worked locally and that he would get him to collect it if we phone him when the medicines came in.</i></p> <p><i>I gave the patient a receipt for his prescription, in line with the department procedures, to ensure that he received the correct items when he came back.</i></p> <p><i>I then logged the prescription in the diary, annotated it to</i></p>	SFHPharm01 Assist with the Provision of a Pharmacy Service	<p>SFHPharm07 Receive Prescriptions</p> <p>PCs 1, 2, 3, 4a, 4b, 5c, 5d, 5e, 5f, 7, 9</p>

Date	Evidence index number	Details of statement SFHPharm07 Receive Prescriptions	Links to other evidence (enter numbers)	Unit, elements, performance criteria, performance statements, scope covered
		<i>say that the patient was to be telephoned once his prescription was ready for collection. I then put the prescription in the tray for validation by the pharmacist ensuring I followed departmental SOPs at all times.</i>		

Candidate's signature Sophie Button

Date 23/04/2021

Witness testimony

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

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

Witness testimony

SVQ title and level	Pharmacy Services at SCQF level 6 SFHPHARM07 Receive Prescriptions
Candidate's name	Sophie Button
Evidence index no	1D
Index no of other evidence which this testimony relates to (if any)	May be cross referenced to 'PHARM01 Assist With the Provision of a Pharmacy Service'
Date of evidence	13/04/2021
Name of witness	Sara McDermott
Designation/relationship to candidate	Senior colleague
Details of testimony <p><i>I can confirm that while working with Sophie in the dispensary during her community work placement I observed Sophie receive a prescription from a regular client. She spoke to them in a courteous manner asking them how they were doing. She then checked the prescription to ensure it had been signed by the doctor and that the client had signed the section on the reverse of the GP10. Sophie remembered that there was a manufacturer's supply problem with one of the items on the prescription, so she spoke to me asking me what she should do. I told her to ask the client if they had any of the medicine at home. Sophie did this and then realised that the client would have enough until our order arrived from an emergency supplier. She then asked the client if they were happy for us to deliver the outstanding medicine to their home once it had arrived. The client was very happy with this and thanked Sophie for her help.</i></p> <p><i>I asked Sophie what she would do once the prescription had been dispensed. She replied 'I would check it had been completed properly and then file it with the other prescriptions to be sent to the prescribing bureau at the end of the month for payment.'</i></p>	

I can confirm the candidate's performance was satisfactory.

Witness's signature Sara McDermott

Date 13/04/2021

Witness (please select the appropriate box):

☐

Holds L and D unit 9D/9D1, A1/A2 or D32/D33 qualifications

☒

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

Filling the gaps

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

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

- ◆ dealing with inconsistencies with the medicine/product in *Assemble prescribed items*
- ◆ referring a person who needs further advice in *Issue prescribed items*
- ◆ assembling cytotoxic drugs in *Assemble prescribed items* when they come up infrequently

You may be able to overcome these by:

- ◆ setting up a simulation to cover dealing with inconsistencies with the medicine/product
- ◆ setting up a simulation to cover referral situations
- ◆ arranging a placement to cover the assembly of cytotoxic drugs

Guidance and support to candidates

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

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

Judging candidate evidence and making an assessment decision

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

Evidence must:

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

Insufficient evidence

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

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

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

Authenticating candidates' evidence

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

You can check whether a candidate has produced evidence which they claim shows their competence by questioning them or, if this is appropriate, asking them to produce a personal statement, using witness testimony, or seeking peer reports from other colleagues of the candidate. The assessor should record on the evidence how it has been authenticated, eg authenticated through questioning, then sign and date.

4 Recording achievement

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

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

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

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

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

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

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

- ◆ completing the unit progress record
- ◆ using the evidence index
- ◆ completing the element achievement record

These forms are also used in SQA's portfolio.

Completing the unit progress record

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

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

Unit progress record

Qualification and level Pharmacy Services at SCQF level 6

Candidate Sophie Button

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

Unit checklist

Mandatory	SFHPHARM01	PROHSS1	SCDHSC241	SCDHSC023
Optional	SFHPHARM07	SFHPHARM09	SFHPHARM32	

Mandatory units achieved

Unit number	Title	Assessor's signature	Date
SFHPHARM01	Assist With the Provision of a Pharmacy Service	<i>Stewart Smith</i>	<i>25/05/2021</i>
PROHSS1	Make Sure Your Own Actions Reduce Risks to Health and Safety	<i>Stewart Smith</i>	<i>25/05/2021</i>
SCDHSC241	Contribute to the Effectiveness of Teams		
SCDHSC023	Develop Your Own Knowledge and Practice		

Optional units achieved

Unit number	Title	Assessor's signature	Date
SFHPHARM12	Order Pharmaceutical Stock		
SFHPHARM13	Receive Pharmaceutical Stock		
SFHPHARM14	Maintain Pharmaceutical Stock		
SFHPHARM15	Supply Pharmaceutical Stock		
SFHPHARM07	Receive Prescriptions		
SFHPHARM09	Assemble Prescribed Items	<i>Stewart Smith</i>	<i>25/05/2021</i>
SFHPHARM32	Assist in the Issuing of Prescribed Items		
SFHPHARM24	Provide an Effective Pharmacy Collection and Delivery Service		

Optional units achieved (continued)

Unit number	Title	Assessor's signature	Date
SFHPHARM04	Provide Advice on Non-prescribed Medicines and Products		
SFHHT2	Communicate With Individuals about Promoting their Health and Wellbeing		
CFACSA5	Promote Additional Services or Products to Customers		
SFHPHARM34	Contribute to the Management of Medication Audit and Review		
SFHPHARM35	Contribute to the Non-clinical Medication Review		
SFHPHARM36	Support the Prescription Administration Process		
SFJCPS8.12	Search Databases and Sources of Information		
SFHPHARM21	Prepare Documentation and Materials for the Production of Aseptic Products		
SFHPHARM19	Prepare Aseptic Products		
SFHPHARM20	Prepare Documentation and Materials for the Manufacture and Assembly of Medicinal Products		
SFHPHARM17	Manufacture and Assemble Medicinal Products		

Unit progress record

Qualification and level Pharmacy Services at SCQF level 8

Candidate Susan Perfect

To achieve the whole qualification, you must prove competence in 12 **mandatory** units. Additional units do not contribute to the achievement of the SVQ but candidates may choose to add additional units.

Unit checklist

Mandatory	SFHPHARM02	SFHPHARM03	SFHGEN39	SFHPHARM12
	SFHPHARM08	SFHPHARM09	SFHPHARM28	SFHPHARM10
	SFHPHARM31	SFHPHARM33	SFHPHARM29	SCDHSC0033
Additional				

Mandatory units achieved

Unit number	Title	Assessor's signature	Date
SFHPHARM02	Provide an Effective and Responsive Pharmacy Service		
SFHPHARM03	Respond to Pharmaceutical Queries and Requests for Information		
SFHGEN39	Contribute to Effective Multidisciplinary Team Working		
SFHPHARM12	Order Pharmaceutical Stock		
SFHPHARM08	Confirm Prescription Validity		
SFHPHARM09	Assemble Prescribed Items		
SFHPHARM28	Undertake the Final Accuracy Check of Dispensed Medicines and Products		
SFHPHARM10	Issue Prescribed Items		
SFHPHARM31	Confirm the Suitability of an Individual's Medicines for Use and Ensure Sufficient Supply		
SFHPHARM33	Order Medicines and Products for Individuals		
SFHPHARM29	Retrieve and Reconcile Information about an Individual's Medicines		
SCDHSC0033	Develop Your Practice Through Reflection and Learning		

Additional units achieved

Unit number	Title	Assessor's signature	Date
SFHPHARM04	Provide Advice on Non-prescribed Medicines and Products		
SFHHT2	Communicate with Individuals about Promoting their Health and Wellbeing		
SFHPHARM25	Supply Dressings and Appliances		
SFHPHARM26	Process Pharmacy Information for Appropriate Reimbursement and Remuneration		
SFHPHARM11	Prepare Extemporaneous Medicines		
SFHPHARM23	Check Documentation and Materials Prior to the Preparation of Aseptic Products		
SFHPHARM19	Prepare Aseptic Products		
SFHPHARM17	Manufacture and Assemble Medicinal Products		

Using the index of evidence

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

The index of evidence should be completed by entering:

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

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

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

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

Index of evidence

SVQ title and level		Pharmacy Services at SCQF level 6	
Evidence number	Description of evidence	Included in portfolio (Yes/No) If no, state location	Sampled by the IV (initials and date)
1A	Observation — <i>Receive Prescriptions</i>	Y	JF 25/05/2021
1B	Questions — <i>Make Sure Your Own Actions Reduce Risks to Health and Safety</i>	N Health and Safety Folder	JF 25/05/2021
1C	Personal statement — <i>Receive Prescriptions</i>	Y	JF 25/05/2021
1D	Witness testimony — <i>Receive Prescriptions</i>	Y	JF 25/05/2021

Completing the element achievement record

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

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

If integrated assessment is used (linking performance criteria or elements across different units) the evidence should be cross-referenced back to the relevant units.

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

Unit achievement record

Unit SFHPHARM07 Receive Prescriptions[illegible]

Unit SFHPHARM07 Receive Prescriptions

Notes/comments

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

Candidate's signature Sophie Button Date 25/05/21

Assessor's signature Stewart Smith Date 25/05/21

Internal verifier's signature Jennifer Francis Date 25/05/21

Evidence requirements

SVQ in Pharmacy Services

SCQF level 6

Framework

Mandatory units

SFHPHARM01: Assist with the provision of a pharmacy service

Specific evidence requirements for this unit
Simulation:
Simulation is NOT permitted for any part of this unit.
The following forms of evidence are mandatory:
Direct observation: There must be direct observation of performance by an assessor or expert witness. If all the direct observation is undertaken by an expert witness then a professional discussion between the candidate and the assessor must be undertaken.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
<p>Questioning: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or personal statements. In addition the assessor or expert witness may also ask questions to clarify aspects of your practice.</p> <p>Witness testimony: Can be a confirmation/authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a pharmacist, pharmacy technician, pharmacy support worker, other healthcare professional or a patient/client you have dealt with.</p> <p>Products: For this unit, products may include patient information leaflets (PILs).</p> <p>Personal statements: You may write a personal statement which will provide an account of how you carried out an activity in a particular way.</p> <p>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.</p> <p>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.</p>

SFHPHARM01: Assist with the provision of a pharmacy service (continued)

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.

You need to show that you know, understand and can apply in practice:	
K1	A working knowledge of SOPs and the importance of adhering to them at all times
K2	A working knowledge of the importance of 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 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 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 how to assess complaints and what action to take

You need to show that you know, understand and can apply in practice (continued):
K12 A working knowledge of when you should refer complaints and to whom
K13 A working knowledge of methods of enabling effective communication and supporting individuals to communicate their needs, views and preferences
K14 A working knowledge of the importance of establishing the requirements of individuals clearly and accurately
K15 A working knowledge of the importance of collecting the relevant information about the individual and their problem
K16 A working knowledge of the importance of verbal and non-verbal communication when communicating with individuals
K17 A working knowledge of how to give clear and accurate information and check the individual's understanding
K18 A working knowledge of how to manage conflict and/or individuals who are distressed
K19 A working knowledge of relevant products and services or advice for which information and/or advice is required
K20 A working knowledge of where to get assistance if you cannot provide information and advice yourself
K21 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
K22 A working knowledge of the importance of recording, storing and retrieving information in accordance with organisational procedures

SFHPHARM01: Assist with the provision of a pharmacy service

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
<ol style="list-style-type: none">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.2 Adapt to the verbal and non-verbal forms of communication offered by the individual.3 Work within the relevant standard operating procedures including the relevant health and safety procedures and within your own limits of competence.4 Acknowledge requests for information from individuals in a professional manner.5 Identify the needs of individuals accurately through appropriate questioning.6 Check and agree with the individual your perceptions of their needs.7 Discuss and confirm with the individual the next steps.		Simulation is NOT permitted for any part of this unit.

SFHARM01: Assist with the provision of a pharmacy service (continued)

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
<p>8 Provide information clearly and in a way that the individual can understand, within the limit of your competence.</p> <p>9 Check that the information you have given meets the needs of the individual.</p> <p>10 Where any information required is outside the remit of your role, refer the individual to the appropriate person as identified in the standard operating procedures.</p> <p>11 Where the individual has a query, complaint or concern, take action to resolve it in line with standard operating procedures and the organisational policies for customer service.</p> <p>12 Where appropriate, complete all relevant documentation and store appropriately in accordance with legal and organisational requirements.</p>		

PROHSS1: Make sure your own actions reduce risks to health and safety

Specific evidence requirements for this unit
Simulation: Simulation is permitted for performance criteria 5 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.
The following forms of evidence are mandatory: Direct observation: There must be direct observation of performance by an assessor or expert witness. If all the direct observation is undertaken by an expert witness then a professional discussion between the candidate and the assessor must be undertaken.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following: Questioning: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or personal statements. In addition the assessor or expert witness may also ask questions to clarify aspects of your practice. Witness testimony: Can be a confirmation/authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a pharmacist, pharmacy technician, pharmacy support worker, other healthcare professional or a patient/client you have dealt with. Products: For this unit, products may include a report on health and safety in your workplace where you have identified any hazards Personal statements: You may write a personal statement which will provide an account of how you carried out an activity in a particular way. Professional discussion: It is a requirement that professional discussion, of which record has been made, between the assessor and the candidate must take place at some stage during the delivery of the qualification if the work-based assessor has not worked directly with the candidate. Expert witness: It may not always be practicable for the work-based assessor to be present when a candidate is ready for assessment. If this is the case an expert witness may be used.

PROHSS1: Make sure your own actions reduce risks to health and safety (continued)

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.

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

You need to show that you know, understand and can apply in practice (continued):	
K14	A working knowledge of suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
K15	A working knowledge of the importance of personal presentation in maintaining health and safety at work
K16	A working knowledge of the importance of personal behaviour in maintaining the health and safety of you and others

PROHSS1: Make sure your own actions reduce risks to health and safety

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
<p>Identify the hazards and evaluate the risks in your workplace</p> <ol style="list-style-type: none">1 Identify which workplace instructions are relevant to your job.2 Identify those working practices in your job which could harm you or others.3 Identify those aspects of your workplace which could harm you or others.4 Check which of the potentially harmful working practices and aspects of your workplace present the highest risks to you or to others.5 Deal with hazards in accordance with workplace instructions and legal requirements.6 Correctly name and locate the people responsible for health and safety in your workplace.		<p>Simulation is permitted for performance criteria 5 and 12.</p>

PROHSS1: Make sure your own actions reduce risks to health and safety (continued)

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
<p>Reduce the risks to health and safety in your workplace</p> <p>7 Control those health and safety risks within your capability and job responsibilities.</p> <p>8 Carry out your work in accordance with your level of competence, workplace instructions, suppliers or manufacturer's instructions and legal requirements.</p> <p>9 Pass on suggestions for reducing risks to health and safety to the responsible people.</p> <p>10 Make sure your behaviour does not endanger the health and safety of you or others in your workplace.</p> <p>11 Follow the workplace instructions and suppliers' or manufacturer's instructions for the safe use of equipment, materials and products.</p> <p>12 Report any differences between workplace instructions and suppliers' or manufacturers' instructions.</p>		

PROHSS1: Make sure your own actions reduce risks to health and safety (continued)

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
<p>13 Make sure that your personal presentation and behaviour at work:</p> <ul style="list-style-type: none">a protects the health and safety of you and othersb meets any legal responsibilities, andc is in accordance with workplace instructions		

SCDHSC241: Contribute to the effectiveness of teams

Specific evidence requirements for this unit
Simulation: Simulation is permitted for performance criteria 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.
The following forms of evidence are mandatory: Direct observation: There must be direct observation of performance by an assessor or expert witness. If all the direct observation is undertaken by an expert witness then a professional discussion between the candidate and the assessor must be undertaken.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following: Questioning: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or personal statements. In addition the assessor or expert witness may also ask questions to clarify aspects of your practice. Witness testimony: Can be a confirmation/authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a pharmacist, pharmacy technician, pharmacy support worker, other healthcare professional or a patient/client you have dealt with. Products: For this unit, products may include minutes of meetings were suggestions to make an improvement have been made by yourself and recorded. Personal statements: You may write a personal statement which will provide an account of how you carried out an activity in a particular way. Professional discussion: It is a requirement that professional discussion, of which record has been made, between the assessor and the candidate must take place at some stage during the delivery of the qualification if the work-based assessor has not worked directly with the candidate. Expert witness: It may not always be practicable for the work-based assessor to be present when a candidate is ready for assessment. If this is the case an expert witness may be used.

SCDHSC241: Contribute to the effectiveness of teams (continued)

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.

You need to show that you know, understand and can apply in practice:	
K1	A working knowledge of legal and work setting requirements on equality, diversity, discrimination and rights
K2	A working knowledge of your duty to report any acts or omissions that could infringe the rights of individuals
K3	A working knowledge of how to deal with and challenge discrimination
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 the roles, responsibilities and accountabilities of others with whom you work
K8	A working knowledge of how to access and work to procedures and agreed ways of working
K9	A working knowledge of how to manage ethical conflicts and dilemmas in your work
K10	A working knowledge of how to challenge poor practice
K11	A working knowledge of how and when to seek support in situations beyond your experience and expertise
K12	A working knowledge of principles of reflective practice and why it is important
K13	A working knowledge of methods to promote effective communication and enable individuals to communicate their needs, views and preferences

You need to show that you know, understand and can apply in practice (continued):	
K14	A working knowledge of legal requirements, policies and procedures for the security and confidentiality of information
K15	A working knowledge of legal and work setting requirements for recording information and producing reports
K16	A working knowledge of the principles of confidentiality and when to pass on otherwise confidential information
K17	A working knowledge of principles that underpin effective team working
K18	A working knowledge of how to work in partnership with team members
K19	A working knowledge of styles of interaction and how these can affect team working
K20	A working knowledge of barriers to developing relationships within the team and how these can be overcome
K21	A working knowledge of problems which may be encountered when relating to and interacting with other team members and how these can best be handled
K22	A working knowledge of your own strengths and development needs as an individual worker and as a team member
K23	A working knowledge of opportunities available for continuing learning and development to support you in team working and activities

SCDHSC241: Contribute to the effectiveness of teams

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
<ol style="list-style-type: none"> 1 Access information about the team, its objectives and its purpose. 2 Ensure you understand the information about the team, its objectives and its purpose. 3 Work with other team members to agree your role and responsibilities and how they contribute to the overall objectives and purpose of the team. 4 Work with other team members to agree their roles and responsibilities. 5 Work with other team members to clarify how you can and should contribute to team activities, objectives and purposes. 6 Carry out your agreed role and responsibilities within the team. 7 Inform other members of the team about your activities. 8 Ensure your behaviour towards other team members helps the team to function effectively. 		<p>Simulation is permitted for performance criteria 10,11 and 12.</p>

SCDHSC241: Contribute to the effectiveness of teams (continued)

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
<p>9 Complete your commitments to other team members effectively and according to overall work priorities.</p> <p>10 Where you cannot complete any commitments with timescales specified you immediately inform appropriate team members.</p> <p>11 Respond to differences of opinion constructively and in ways which respect other team members' points of view.</p> <p>12 Where you experience problems in working effectively with other team members, seek appropriate advice and guidance.</p> <p>13 Offer supportive and constructive assistance to team members.</p> <p>14 Offer suggestions, ideas and information that will benefit team members and improve team working.</p> <p>15 Invite feedback from others about how you carry out your role in the team.</p>		

SCDHSC241: Contribute to the effectiveness of teams (continued)

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
<p>16 Use suggestions and information from others to improve your practice as a team member.</p> <p>17 Take responsibility for agreeing and undertaking any development and learning that will enable you to carry out your role and responsibilities within the team more effectively.</p>		

SCDHSC0023: Develop your knowledge and practice

Specific evidence requirements for this unit
Simulation:
Simulation is NOT permitted for any part of this unit.
The following forms of evidence are mandatory:
Direct observation: There must be direct observation of performance by an assessor or expert witness. If all the direct observation is undertaken by an expert witness then a professional discussion between the candidate and the assessor must be undertaken.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
<p>Questioning: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or personal statements. In addition the assessor or expert witness may also ask questions to clarify aspects of your practice.</p> <p>Witness testimony: Can be a confirmation/authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a pharmacist, pharmacy technician, pharmacy support worker or other healthcare professional.</p> <p>Products: For this unit, products may include reflective reports, assessment feedback and personal development plans.</p> <p>Personal statements: You may write a personal statement which will provide an account of how you carried out an activity in a particular way.</p> <p>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.</p> <p>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.</p>

SCDHSC0023: Develop your knowledge and practice (continued)

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.

You need to show that you know, understand and can apply in practice:	
K1	A working knowledge of work setting requirements on equality, diversity, discrimination and rights
K2	A working knowledge of your role in supporting rights, choices, wellbeing and active participation
K3	A working knowledge of codes of practice, standards, frameworks and guidance relevant to your work and the content of this standard
K4	A working knowledge of the main items of legislation that relate to the content of this standard within your work role
K5	A working knowledge of your own background, experiences and beliefs that may affect the way you work
K6	A working knowledge of your own roles and responsibilities with their limits and boundaries
K7	A working knowledge of why it is important to reflect on how you do your work
K8	A working knowledge of how to use your reflections to improve the way you work
K9	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
K10	A working knowledge of the range of learning opportunities and how to access them
K11	A working knowledge of how to use learning opportunities effectively to improve your knowledge and practice, including learning from day to day experiences
K12	A working knowledge of how to apply learning and transfer skills into new situations

SCDHSC0023: Develop your own knowledge and practice

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
<p>1 Clarify with others the skills, knowledge and values required to carry out your job role.</p> <p>2 Clarify with others the areas of your work where literacy, numeracy and information technology skills are necessary.</p> <p>3 Actively seek feedback from individuals, key people and others on your use of skills, knowledge and values in your practice.</p> <p>4 Agree with others the areas of strength in your practice.</p> <p>5 Reflect with others on the way your values, personal beliefs and experiences may affect your work with individuals.</p> <p>6 Seek support from others to identify areas for development within your practice that would help you to carry out your work activities more effectively.</p> <p>7 Seek advice on development opportunities to achieve development.</p>	<p>Knowledge</p> <ul style="list-style-type: none"> (a) technical (b) day to day reporting and communication structures (c) recognising and raising concerns (d) handling complaints <p>Values</p> <ul style="list-style-type: none"> (a) respecting diversity and cultural differences (b) person-centred care (c) compassion (d) respect and dignity <p>Reflect</p> <ul style="list-style-type: none"> (a) positive impacts (b) negative impacts (c) how to ensure that person-centred care is not compromised because of personal beliefs and values 	<p>Simulation is NOT permitted for any part of this unit.</p> <p>Evidence must be generated to cover all of the knowledge scope.</p> <p>Evidence must be generated to cover all of the values scope.</p> <p>Evidence must be generated to cover all of the reflect scope.</p>

SCDHSC0023: Develop your own knowledge and practice (continued)

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
<p>8 Agree a personal development plan with others.</p> <p>9 Secure opportunities for development.</p> <p>10 Use opportunities with others to reflect on your learning from development opportunities in order to continuously improve your practice.</p> <p>11 Review how the newly acquired skills and knowledge can be applied in your practice.</p> <p>12 Confirm with others that it is safe and within your job role before applying new skills and knowledge.</p> <p>13 Apply new skills and knowledge that have been agreed as appropriate to your job role.</p> <p>14 Evaluate with others how far your new skills and knowledge have enhanced your work.</p>		

SVQ in Pharmacy Services at SCQF level 6

Framework

Optional units

SFHPHARM12: Order pharmaceutical stock

Specific evidence requirements for this unit
Simulation: 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.
The following forms of evidence are mandatory: Direct observation: There must be direct observation of performance by an assessor or expert witness. If all the direct observation is undertaken by an expert witness then a professional discussion between the candidate and the assessor must be undertaken.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following: Questioning: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or personal statements. In addition the assessor or expert witness may also ask questions to clarify aspects of your practice. Witness testimony: Can be a confirmation/authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a pharmacist, pharmacy technician, pharmacy support worker or other healthcare professional. Products: For this unit, products may include a copy of the order being generated for pharmacy or ward stock. Personal statements: You may write a personal statement which will provide an account of how you carried out an activity in a particular way. Professional discussion: It is a requirement that professional discussion, of which record has been made, between the assessor and the candidate must take place at some stage during the delivery of the qualification if the work-based assessor has not worked directly with the candidate. Expert witness: It may not always be practicable for the work-based assessor to be present when a candidate is ready for assessment. If this is the case an expert witness may be used.

SFHPHARM12: Order pharmaceutical stock (continued)

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.

You need to show that you know, understand and can apply in practice:	
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

You need to show that you know, understand and can apply in practice (continued):	
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
<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 Accurately identify pharmaceutical stock requirements.</p> <p>3 Confirm the order contains the correct:</p> <ul style="list-style-type: none">a itemb formc strengthd amount required <p>4 Allow for seasonal variations in use of stock when placing the order.</p> <p>5 Check the order with an appropriate person, when necessary.</p> <p>6 Process the order with the correct supplier/location using the documentation/ method required in accordance with standard operating procedures.</p>		<p>Simulation is permitted for performance criteria 4.</p>

SFHPHARM12: Order pharmaceutical stock (continued)

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
<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>		

SFHPHARM13: Receive pharmaceutical stock

Specific evidence requirements for this unit
Simulation:
Simulation is NOT permitted for any part of this unit.
The following forms of evidence are mandatory:
Direct observation: There must be direct observation of performance by an assessor or expert witness. If all the direct observation is undertaken by an expert witness then a professional discussion between the candidate and the assessor must be undertaken.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
<p>Questioning: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or personal statements. In addition the assessor or expert witness may also ask questions to clarify aspects of your practice.</p> <p>Witness testimony: Can be a confirmation/authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a pharmacist, pharmacy technician or pharmacy support worker.</p> <p>Products: For this unit, products may include a copy of the paperwork indicating any of the discrepancies.</p> <p>Personal statements: You may write a personal statement which will provide an account of how you carried out an activity in a particular way.</p> <p>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.</p> <p>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.</p>

SFHPHARM13: Receive pharmaceutical stock (continued)

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.

You need to show that you know, understand and can apply in practice:	
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 current guidelines that apply to the receipt of pharmaceutical stock
K9	A working knowledge of the different forms of medicines and why it is important to stock appropriate quantities of the correct form and strength

You need to show that you know, understand and can apply in practice (continued):	
K10	A working knowledge of the importance of how receiving the correct form and quantity of stock can affect the care of individuals
K11	A working knowledge of the importance of referring to current drug alerts and company recalls when receiving pharmaceutical stock
K12	A working knowledge of the sources and suppliers of stock
K13	A working knowledge of the equipment used when receiving pharmaceutical stock
K14	A working knowledge of the action to be taken if received stock <ul style="list-style-type: none"> a is not on the original order b is not the complete order c is short dated or expired d has the wrong batch number e has a batch number for which drug alerts/recalls have been issued f is damaged, contaminated or suspected to be counterfeit g has not been stored correctly during transportation
K15	A working knowledge of the action to be taken if stock is unavailable
K16	A working knowledge of how to promptly inform the appropriate person of the availability of the stock where the goods received are for a special or outstanding order
K17	A working knowledge of the storage requirements of different types of products and why they are important
K18	A working knowledge of the importance of stock rotation and the safe storage of stock
K19	A working knowledge of how to receive an order into stock
K20	A working knowledge of the input and retrieval of stock data to ensure levels are appropriate
K21	A working knowledge of the importance of recording, storing and retrieving information in accordance with organisational procedures

SFHPHARM13: Receive pharmaceutical stock

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
<ol style="list-style-type: none">1 Work within the relevant standard operating procedures including the relevant health and safety procedures and within your own limits of competence.2 Sign for the received order only when you are satisfied all items received are for the correct destination.3 Check and confirm deliveries against delivery note and the original order.4 Identify any discrepancies and delivery problems in accordance with standard operating procedures.5 Take prompt and appropriate action to remedy any discrepancies and delivery problems.		Simulation is NOT permitted for any part of this unit.

SFHPHARM13: Receive pharmaceutical stock (continued)

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
<p>6 Follow the procedures related to:</p> <ul style="list-style-type: none">a moving and handling received stock using the correct equipmentb placing received stock into the correct storage areac stock rotation <p>7 Notify the appropriate person of the availability of the stock where the goods received are for a special or an outstanding order or not available.</p> <p>8 Complete all relevant documentation and store appropriately in accordance with legal and organisational requirements.</p>		

SFHPHARM14: Maintain pharmaceutical stock

Specific evidence requirements for this unit
Simulation:
Simulation is NOT permitted for any part of this unit.
The following forms of evidence are mandatory:
Direct observation: There must be direct observation of performance by an assessor or expert witness. If all the direct observation is undertaken by an expert witness then a professional discussion between the candidate and the assessor must be undertaken.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
<p>Questioning: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or personal statements. In addition the assessor or expert witness may also ask questions to clarify aspects of your practice.</p> <p>Witness testimony: Can be a confirmation/authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a pharmacist, pharmacy technician or pharmacy support worker.</p> <p>Products: For this unit, products may include an item of stock requiring safe disposal and any associated paperwork for the disposal.</p> <p>Personal statements: You may write a personal statement which will provide an account of how you carried out an activity in a particular way.</p> <p>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.</p> <p>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.</p>

SFHPHARM14: Maintain pharmaceutical stock (continued)

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.

You need to show that you know, understand and can apply in practice:	
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 current guidelines that apply to maintaining pharmaceutical stock
K9	A working knowledge of the different forms of medicines and why it is important to stock appropriate quantities of the correct formulation and strength
K10	A working knowledge of the action to take immediately when drug alerts and company recalls are received
K11	A working knowledge of the importance of monitoring and maintaining a safe, secure and clean environment

You need to show that you know, understand and can apply in practice (continued):	
K12	A working knowledge of the storage requirements of different types of products and why they are important
K13	A working knowledge of the importance of good stock management, including: <ul style="list-style-type: none"> a the rotation of stock b checking expiry dates of stock c the quantity of stock — taking account of seasonal variations d identifying damaged, contaminated or deteriorated stock
K14	A working knowledge of the importance of taking appropriate action if stock is unavailable
K15	A working knowledge of the action to be taken if stock: <ul style="list-style-type: none"> a is short dated or expired b is damaged or contaminated c has a batch number for which drug alerts/recalls have been issued d has been returned to the pharmacy
K16	A working knowledge of the procedures for the safe handling and disposal of waste materials
K17	A working knowledge of how automation is used to control stock
K18	A working knowledge of how to ensure that stock levels are maintained to meet demand
K19	A working knowledge of the input and retrieval of stock data to ensure levels are appropriate
K20	A working knowledge of the importance of recording, storing and retrieving information in accordance with organisational procedures

SFHPHARM14: Maintain pharmaceutical stock

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 Follow procedures related to:</p> <ul style="list-style-type: none">a maintenance of pharmaceutical stockb disposal of waste stock <p>3 Carry out stock checks at regular intervals following agreed guidelines to ensure stocks remain:</p> <ul style="list-style-type: none">a stored appropriately and in a suitable conditionb in sufficient quantityc consistent with computerised records where appropriate <p>4 Take the appropriate action in respect of:</p> <ul style="list-style-type: none">a problems with storage areas/conditionsb short dated, expired, damaged or redundant stockc over-stock/under-stockd returned stock		Simulation is NOT permitted for any part of this unit.

SFHPHARM14: Maintain pharmaceutical stock (continued)

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
<p>5 Ensure stock rotation occurs to reduce wastage.</p> <p>6 Act within the limits of your authority and refer any problems to an appropriate person.</p> <p>7 Complete all relevant documentation and store appropriately in accordance with legal and organisational requirements.</p>		

SFHPHARM15: Supply pharmaceutical stock

Specific evidence requirements for this unit
Simulation:
Simulation is NOT permitted for any part of this unit.
The following forms of evidence are mandatory:
Direct observation: There must be direct observation of performance by an assessor or expert witness. If all the direct observation is undertaken by an expert witness then a professional discussion between the candidate and the assessor must be undertaken.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
<p>Questioning: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or personal statements. In addition the assessor or expert witness may also ask questions to clarify aspects of your practice.</p> <p>Witness testimony: Can be a confirmation/authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a pharmacist, pharmacy technician, pharmacy support worker or other healthcare professional.</p> <p>Products: For this unit, products may include a requisition order such as a picking list or assembly list.</p> <p>Personal statements: You may write a personal statement which will provide an account of how you carried out an activity in a particular way.</p> <p>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.</p> <p>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.</p>

SFHPHARM15: Supply pharmaceutical stock (continued)

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.

You need to show that you know, understand and can apply in practice:	
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 different forms of medicines and why it is important to supply appropriate quantities of the correct formulation and strength
K9	A working knowledge of the difference between proprietary and generic medicines
K10	A working knowledge of the action to be taken if stock is not fit for purpose
K11	A working knowledge of the importance of checking stock for supply against current drug alerts/recalls

You need to show that you know, understand and can apply in practice (continued):	
K12	A working knowledge of the procedures for responding to urgent requests
K13	A working knowledge of the importance of storing products correctly especially in relation to maintaining the cold chain
K14	A working knowledge of which products need special packaging and transportation and why it is important to adhere to these special requirements
K15	A working knowledge of the importance of correctly labelling packages for delivery
K16	A factual knowledge of how automation is used to control stock
K17	A working knowledge of how to supply stock to the correct destination using the correct delivery method
K18	A working knowledge of the input and retrieval of stock data to ensure levels are appropriate
K19	A working knowledge of the importance of recording, storing and retrieving information in accordance with organisational procedures

SFHPHARM15: Supply pharmaceutical stock

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
<ol style="list-style-type: none"> 1 Work within the relevant standard operating procedures including the relevant health and safety procedures and within your own limits of competence. 2 Supply the stock as appropriate in accordance with current guidelines and good stock rotation practices. 3 Generate an assembly list when appropriate and confirm that items supplied match the stock order. 4 Pick the correct product to match the original request or the assembly list where appropriate. 5 Confirm that the product selected is correct, including: <ol style="list-style-type: none"> a drug, form, strength, if appropriate b quantity c pack size d within the expiry date e intact packaging 	<p>Appropriate action</p> <ol style="list-style-type: none"> a notifying your supervisor b notifying the person requesting the stock c ordering the stock <p>Packed and labelled</p> <ol style="list-style-type: none"> a protective container b cool containers c special labels, eg fragile, heavy, cytotoxic medicines 	<p>Simulation is NOT permitted for any part of this unit.</p> <p>Evidence must be generated to cover all of the appropriate action in the scope.</p> <p>Evidence must be generated to cover all of the packed and labelled scope.</p>

SFHPHARM15: Supply pharmaceutical stock (continued)

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
<p>6 Take the appropriate action if stock requested is not available.</p> <p>7 Ensure items are securely and appropriately packed and labelled for transportation.</p> <p>8 Ensure stock is distributed to the correct destination using the appropriate delivery method.</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 process appropriately in accordance with legal and organisational requirements.</p>		

SFHPHARM07: Receive prescriptions

Specific evidence requirements for this unit
Simulation:
Simulation is NOT permitted for any part of this unit.
The following forms of evidence are mandatory:
Direct observation: There must be direct observation of performance by an assessor or expert witness. If all the direct observation is undertaken by an expert witness then a professional discussion between the candidate and the assessor must be undertaken.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
<p>Questioning: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or personal statements. In addition the assessor or expert witness may also ask questions to clarify aspects of your practice.</p> <p>Witness testimony: Can be a confirmation/authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a pharmacist, pharmacy technician or pharmacy support worker.</p> <p>Products: For this unit, products may include a copy of the prescription received.</p> <p>Personal statements: You may write a personal statement which will provide an account of how you carried out an activity in a particular way.</p> <p>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.</p> <p>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.</p>

SFHPHARM07: Receive prescriptions (continued)

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. Candidates working in Scotland are exempt from covering performance criteria 4c, 4d, 5a, 5b, and 6.

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.

You need to show that you know, understand and can apply in practice:	
K1	A working knowledge of the standard operating procedures regarding the receiving and retrieving of prescriptions 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 legislation relating to prescription charges and exemptions and differences in practice across the UK
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 regulations and procedures relating to different types of prescriptions and medicines
K9	A working knowledge of methods of enabling effective communication and supporting individuals to communicate their needs, views and preferences

You need to show that you know, understand and can apply in practice (continued):	
K10	A working knowledge of the different types of prescribers
K11	A working knowledge of the different types of prescriptions and when they are used
K12	A working knowledge of the different ways of receiving prescriptions
K13	A working knowledge of the details required on a prescription and why they are necessary
K14	A working knowledge of exemptions and how individuals can claim refunds, including the use of official forms and prepayment certificates
K15	A working knowledge of the transactional and administration procedures as required by government regulations and those that apply to your workplace
K16	A working knowledge of the importance of recording, storing and retrieving information in accordance with organisational procedures

Pharm 07: Receive prescriptions

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
<ol style="list-style-type: none"> 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. 2 Work within the relevant standard operating procedures including the relevant health and safety procedures and within your own limits of competence. 3 Maintain confidentiality throughout receiving the prescription. 4 Check the prescription to confirm: <ol style="list-style-type: none"> a the details are clear, correct and complete on the prescription b the prescription meets legal requirements c the individual has completed the declaration on the prescription if required to do so d evidence of exemption where appropriate 		<p>Simulation is NOT permitted for any part of this unit.</p> <p>Candidates working in Scotland are exempt from covering performance criteria 4c, 4d, 5a, 5b, and 6.</p>

Pharm 07: Receive prescriptions (continued)

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
<p>5 Where appropriate, provide relevant information regarding:</p> <ul style="list-style-type: none"> a prescription charges b exemptions c waiting and collection times d possible alternative delivery services e availability of medicine/product f a receipt for prescription collection <p>6 Carry out all relevant transactional procedures promptly and correctly.</p> <p>7 Forward the prescription for next stage in the dispensing process, in accordance with standard operating procedures.</p> <p>8 Act within the limits of your authority and refer any problems to an appropriate person.</p> <p>9 Complete all relevant documentation and forward appropriately in accordance with legal and organisational requirements as appropriate.</p>		

SFHPHARM09: Assemble prescribed items

Specific evidence requirements for this unit
Simulation: 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.
The following forms of evidence are mandatory: Direct observation: There must be direct observation of performance by an assessor or expert witness. If all the direct observation is undertaken by an expert witness then a professional discussion between the candidate and the assessor must be undertaken. Workplace learning log: 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.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following: Questioning: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or personal statements. In addition the assessor or expert witness may also ask questions to clarify aspects of your practice. Witness testimony: Can be a confirmation/authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a pharmacist, pharmacy technician or pharmacy support worker. Products: For this unit, products may include the assembled prescription. Personal statements: You may write a personal statement which will provide an account of how you carried out an activity in a particular way. Professional discussion: It is a requirement that professional discussion, of which record has been made, between the assessor and the candidate must take place at some stage during the delivery of the qualification if the work-based assessor has not worked directly with the candidate.

SFHPHARM09: Assemble prescribed items

Specific evidence requirements for this unit (continued)
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following (continued):
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 (continued)

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.

You need to show that you know, understand and can apply in practice:	
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

You need to show that you know, understand and can apply in practice (continued):
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
<ol style="list-style-type: none"> 1 Work within the relevant standard operating procedures including the relevant health and safety procedures and within your own limits of competence. 2 Confirm that the preparation area and equipment are clean and maintained ready for use. 3 Complete the correct documentation in line with standard operating procedures. 4 Select the medicine or product and confirm that it matches the prescription/request including strength and form, and is fit for purpose. 5 Take the appropriate action where there are inconsistencies with the medicine or product. 6 Prepare the medicine or product using the correct equipment, processes and appropriate calculations if necessary. 7 Assemble prescribed items according to the correct instructions and reconstitute items as required. 	<p>Medicine/products</p> <ul style="list-style-type: none"> a tablets/capsules b oral liquids c eye/ear/nose preparations d topical creams/ointments e rectal/vaginal preparations f inhaled medicines g pack downs h reconstitution, eg antibiotics i cytotoxic drugs 	<p>Simulation is permitted for performance criteria 5 and 10 and any of the scope.</p> <p>Evidence must be generated to cover all of the medicines/products from the scope.</p>

SFHPHARM09: Assemble prescribed items (continued)

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
<p>8 Ensure the generated label is correct and label the item, checking it against the prescription/request.</p> <p>9 Perform an assembly check that all prescribed items have been assembled according to instructions:</p> <ul style="list-style-type: none"> a check that the correct item has been assembled in the correct form and correct strength b check that the correct quantity has been assembled or arrangements for further future supply made as indicated on the prescription/request c check that the label on the item matches the assembled product and the prescription/request requirements including the form and strength d check that the assembled items are fit for purpose e check appropriate packaging has been used f check appropriate selection of medicine devices/sundry items and relevant information to accompany the medicine or product 		

SFHPHARM09: Assemble prescribed items (continued)

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
<p>10 If any assembly errors are identified, rectify in accordance with standard operating procedures.</p> <p>11 Annotate and endorse prescription/request in accordance with standard operating procedures.</p> <p>12 Forward the prescription/request and assembled items for final accuracy checking as identified in the standard operating procedures.</p> <p>13 Complete all relevant documentation and store appropriately in accordance with legal and organisational requirements.</p>		

SFHPHARM32: Assist in the issuing of prescribed items

Specific evidence requirements for this unit
Simulation:
Simulation is permitted for performance criteria 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.
The following forms of evidence are mandatory:
Direct observation: There must be direct observation of performance by an assessor or expert witness. If all the direct observation is undertaken by an expert witness then a professional discussion between the candidate and the assessor must be undertaken.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
Questioning: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or personal statements. In addition the assessor or expert witness may also ask questions to clarify aspects of your practice.
Witness testimony: Can be a confirmation/authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a pharmacist, pharmacy technician, pharmacy support worker, other healthcare professional or a patient/client you have dealt with.
Products: For this unit, products may include a copy of the completed prescription that the prescribed items relate to.
Personal statements: You may write a personal statement which will provide an account of how you carried out an activity in a particular way.
Professional discussion: It is a requirement that professional discussion, of which record has been made, between the assessor and the candidate must take place at some stage during the delivery of the qualification if the work-based assessor has not worked directly with the candidate.
Expert witness: It may not always be practicable for the work-based assessor to be present when a candidate is ready for assessment. If this is the case an expert witness may be used.

SFHPHARM32: Assist in the issuing of prescribed items (continued)

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.

You need to show that you know, understand and can apply in practice:	
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 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 current ethical and legal requirements that govern the issuing of a prescription
K10	A working knowledge of the importance of confirming the individual's identity before issuing dispensed items

You need to show that you know, understand and can apply in practice (continued):	
K11	A working knowledge of the importance of providing relevant information on the prescribed item within your scope of practice
K12	A working knowledge of how medicines are administered and how to safely store them
K13	A working knowledge of the importance of ensuring that the appropriate packaging is used for issued medication
K14	A working knowledge of the importance of recording, storing and retrieving information in accordance with organisational procedures

SFHPHARM32: Assist in the issuing of 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 Maintain the individual's confidentiality at all times.</p> <p>3 Confirm that issuing of the prescribed item is within the limits of your occupational role.</p> <p>4 Confirm the individual's identity and that it correctly matches with the prescription.</p> <p>5 Identify if the individual has previously used the prescribed item.</p> <p>6 Establish whether the individual is taking any other medication either prescribed or non-prescribed medicines and refer to an appropriate person if applicable.</p>	<p>Prescribed items</p> <ul style="list-style-type: none"> a tablets and capsules b oral liquids c inhalers and devices d eye/ear/nose preparations e rectal/vaginal preparations f topical creams/ointments g patches h antibiotics <p>Advice</p> <ul style="list-style-type: none"> a dosage/directions b storage c repeat supply d expiry date e outstanding balance f use and maintenance of appliances g other medications 	<p>Simulation is permitted for performance criteria 11 and 12 and any of the scope.</p> <p>Evidence must be generated to cover all of the prescribed items from the scope.</p> <p>Evidence must be generated to cover all of the advice provided from the scope.</p>

SFHPHARM32: Assist in the issuing of prescribed items (continued)

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
<p>7 Confirm the prescribed item/s match the prescription.</p> <p>8 Issue the prescribed item in accordance with standard operating procedures.</p> <p>9 Provide advice to the individual to optimise the use of their prescribed item within the limits of your occupational role.</p> <p>10 Provide all the necessary sundry items and patient information leaflets.</p> <p>11 Identify when the individual needs further advice or information.</p> <p>12 Refer the individual to an appropriate person, providing all the relevant information.</p> <p>13 Complete all relevant documentation and store appropriately in accordance with legal and organisational requirements.</p>	<p>Further advice/information</p> <ul style="list-style-type: none"> a if the individual is confused b there are problems with the prescription c the individual asks to see the pharmacy technician/ pharmacist 	<p>Evidence must be generated to cover two from three of the categories for further advice/information from the scope.</p>

SFHPHARM24: Provide an effective pharmacy collection and delivery service

Specific evidence requirements for this unit
Simulation:
Simulation is NOT permitted for any part of this unit.
The following forms of evidence are mandatory:
Direct observation: There must be direct observation of performance by an assessor or expert witness. If all the direct observation is undertaken by an expert witness then a professional discussion between the candidate and the assessor must be undertaken.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
<p>Questioning: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or personal statements. In addition the assessor or expert witness may also ask questions to clarify aspects of your practice.</p> <p>Witness testimony: Can be a confirmation/authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a pharmacist, pharmacy technician, pharmacy support worker, other healthcare professional or a patient/client you have dealt with.</p> <p>Products: For this unit, products may include a copy of the order/prescription being delivered.</p> <p>Personal statements: You may write a personal statement which will provide an account of how you carried out an activity in a particular way.</p> <p>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.</p> <p>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.</p>

SFHPHARM24: Provide an effective pharmacy collection and delivery service (continued)

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.

You need to show that you know, understand and can apply in practice:	
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 the safe and secure handling of prescriptions and medicines in accordance with current legislation and organisational procedures

You need to show that you know, understand and can apply in practice (continued):	
K10	A working knowledge of the security of yourself and pharmaceuticals when providing a collection/delivery service outside the pharmacy
K11	A working knowledge of organisational policies and procedures for failed deliveries and the return of unwanted medicines
K12	A working knowledge of the importance of telling people at work: <ul style="list-style-type: none"> a where you are going b what time you expect to be back
K13	A working knowledge of how to provide clear and accurate information and check the individual's understanding of the information provided
K14	A working knowledge of the importance of recording, storing and retrieving information in accordance with organisational procedures

SFHPHARM24: Provide an effective pharmacy collection and delivery service

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
<ol style="list-style-type: none">1 Communicate with the recipient and key people at a pace, in a manner and at a level appropriate to the individual's understanding, preferences and needs.2 Work within the relevant standard operating procedures including the relevant health and safety procedures and within your own limits of competence.3 Carry out all the necessary preparations prior to the visit.4 Collect dispensed items to take to the recipient at their request.5 Arrange a convenient time for the collection/delivery.6 Collect/deliver the items in accordance with the needs of the recipient and within standard operating procedures and national guidance.7 Ensure that you maintain the correct storage conditions and security of items in transit.		Simulation is NOT permitted for any part of this unit.

SFHPHARM24: Provide an effective pharmacy collection and delivery service (continued)

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
<p>8 Confirm the identity of the recipient or authorised recipient.</p> <p>9 Provide information clearly and in a way that the recipient can understand, within the limit of your responsibility.</p> <p>10 Confirm that the recipient understands the information you have given them and obtain any necessary signatures of recipients.</p> <p>11 Ensure you report any issues or questions from the recipient to the appropriate person.</p> <p>12 Respect individuals' privacy, dignity, wishes and beliefs.</p> <p>13 Maintain your own safety when working in isolation by informing an appropriate person at work:</p> <ul style="list-style-type: none"> a where you are going b what time you expect to be back 		

SFHPHARM24: Provide an effective pharmacy collection and delivery service (continued)

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
<p>14 Ensure that you have some means of calling for help.</p> <p>15 Act within the limits of your authority and refer any problems to an appropriate person.</p> <p>16 Complete all relevant documentation and store appropriately in accordance with legal and organisational requirements.</p>		

SFHPHARM04: Provide advice on non-prescribed medicines and products

Specific evidence requirements for this unit
Simulation: 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.
The following forms of evidence are mandatory: Direct observation: There must be direct observation of performance by an assessor or expert witness. If all the direct observation is undertaken by an expert witness then a professional discussion between the candidate and the assessor must be undertaken.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following: Questioning: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or personal statements. In addition the assessor or expert witness may also ask questions to clarify aspects of your practice. Witness testimony: Can be a confirmation/authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a pharmacist, pharmacy technician, pharmacy support worker, other healthcare professional or a patient/client you have dealt with. Products: For this unit, products may include patient information leaflets (PILs), healthcare leaflets and pack information. Personal statements: You may write a personal statement which will provide an account of how you carried out an activity in a particular way. Professional discussion: It is a requirement that professional discussion, of which record has been made, between the assessor and the candidate must take place at some stage during the delivery of the qualification if the work-based assessor has not worked directly with the candidate. Expert witness: It may not always be practicable for the work-based assessor to be present when a candidate is ready for assessment. If this is the case an expert witness may be used.

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

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.

You need to show that you know, understand and can apply in practice:	
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

You need to show that you know, understand and can apply in practice (continued):	
K11	A working knowledge of the different classes of medicines
K12	A working knowledge of the interactions, cautions and contraindications 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 the 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
<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 Use appropriate questioning techniques to ascertain the individual's requirements and needs.</p> <p>4 Offer the individual medicines/products to meet their requirements, where appropriate.</p> <p>5 Provide the individual with relevant information and advice regarding the medicine or product.</p>		Simulation is permitted for performance criteria 7, 10, 11 and 12.

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

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
<p>6 Confirm with the individual that:</p> <ul style="list-style-type: none">a they have understood the information you have providedb the information you have provided to them meets their requirements <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>		

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

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
12 Inform the individual politely when the request for a medicine/product cannot be completed and take appropriate action. 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.		

SFHPHARM34: Contribute to the Management of Medication Audit and Review

Specific evidence requirements for this unit
Simulation:
Simulation is NOT permitted for any part of this unit.
The following forms of evidence are mandatory:
Direct observation: There must be direct observation of performance by an assessor or expert witness. If all the direct observation is undertaken by an expert witness then a professional discussion between the candidate and the assessor must be undertaken.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
<p>Questioning: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or personal statements. In addition the assessor or expert witness may also ask questions to clarify aspects of your practice.</p> <p>Witness testimony: Can be a confirmation/authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a pharmacist, pharmacy technician, pharmacy support worker, other healthcare professional or a patient/client you have dealt with.</p> <p>Products: For this unit products may include a copy of a drug recall, a copy of a spreadsheet or a screenshot of a patient medication record with personal identifiable information redacted.</p> <p>Personal statements: You may write a personal statement which will provide an account of how you carried out an activity in a particular way.</p> <p>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.</p> <p>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.</p>

SFHPHARM34: Contribute to the Management of Medication Audit and Review (continued)

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.

You need to show that you know, understand and can apply in practice:	
K1	The current legislation, guidelines, policies, procedures and protocols which are relevant to your work practice and to which you must adhere
K2	The scope and limitations of your own competence and responsibilities as it applies to your job role
K3	How to access and interpret all relevant work instructions and information
K4	Specific procedures for reporting issues which are beyond your competence and responsibilities
K5	The principles of safe, evidence based, rational and cost-effective prescribing
K6	The duty to report any acts or omissions that could be unsafe/detrimental to you or others
K7	How to access and search electronic patient record systems
K8	How to identify when medication records are up to date
K9	How to collect, collate and manipulate data to present to pharmacy and other relevant staff in a range of report formats
K10	The range of required responses to Drug Recalls, safety alerts and medication shortages and the role of electronic patient record systems
K11	How to carry out the administration of the approved communication
K12	The correct use of any equipment and PPE to protect the health and safety of you and others
K13	The needs of individuals and carers including issues relating to dignity, confidentiality, and privacy
K14	Organisational management structures, roles, and responsibilities

You need to show that you know, understand and can apply in practice (continued):
K15 How to communicate across relevant services
K16 How to complete and safely store all relevant documentation in accordance with organisational requirements
K17 How to ensure the organisational requirements for record keeping of individual details and confidentiality
K18 How to dispose of all waste in accordance with organisational requirements

SFHPHARM34: Contribute to the Management of Medication Audit and Review

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
<ul style="list-style-type: none">1 Access and accurately interpret all relevant work instructions and information2 Work safely at all times and in accordance with all relevant legislation, guidelines, policies, procedures and protocols.3 Deal promptly and effectively with any problems within the scope and limitations of your own competence and responsibilities and report those which cannot be solved4 Access and search electronic patient record systems to identify specific individuals, patient groups and data as requested by relevant others5 Make specific changes, as directed by relevant others, to individuals' prescription records to facilitate safe, evidence based, rational and cost-effective prescribing		Simulation is NOT permitted for any part of this unit.

SFHPHARM34: Contribute to the Management of Medication Audit and Review (continued)

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
<p>6 Generate, collate and present patient specific information as requested by relevant others</p> <p>7 Carry out administration of approved communication</p> <p>8 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>9 Respond appropriately to Drug Recalls, safety alerts and medication shortages by running searches on electronic patient record systems for affected individuals</p> <p>10 Respect the individual's rights and wishes relating to their privacy, beliefs, and dignity</p> <p>11 Ensure confidentiality is maintained in accordance with organisational requirements</p>		

SFHPHARM34: Contribute to the Management of Medication Audit and Review (continued)

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
12 Complete and store all relevant documentation in accordance with organisational requirements 13 Dispose of all waste in accordance with organisational requirements		

SFHPHARM35: Contribute to the non-clinical medication review

Specific evidence requirements for this unit
Simulation:
Simulation is NOT permitted for any part of this unit.
The following forms of evidence are mandatory:
Direct observation: There must be direct observation of performance by an assessor or expert witness. If all the direct observation is undertaken by an expert witness then a professional discussion between the candidate and the assessor must be undertaken.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
<p>Questioning: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or personal statements. In addition the assessor or expert witness may also ask questions to clarify aspects of your practice.</p> <p>Witness testimony: Can be a confirmation/authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a pharmacist, pharmacy technician, pharmacy support worker, other healthcare professional or a patient/client you have dealt with.</p> <p>Products: For this unit, products may include screenshots of the patient medication record before and after the non-clinical medication review with personal identifiable information redacted.</p> <p>Personal statements: You may write a personal statement which will provide an account of how you carried out an activity in a particular way.</p> <p>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.</p> <p>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.</p>

SFHPHARM35: Contribute to the non-clinical medication review (continued)

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.

You need to show that you know, understand and can apply in practice:	
K1	The current legislation, guidelines, policies, procedures and protocols which are relevant to your work practice and to which you must adhere
K2	The scope and limitations of your own competence and responsibilities as it applies to your job role
K3	How to access and interpret all relevant work instructions and information
K4	Specific procedures for reporting issues which are beyond your competence and responsibilities
K5	The duty to report any acts or omissions that could be unsafe/detrimental to you or others
K6	The range of issues associated with prescription review and how to resolve these
K7	How to remove prescriptions and record that removal
K8	The need to record medication that is supplied via external prescription to ensure these are correctly identified in individual records
K9	how and when to review an individual's repeat medicines list to identify if there are items which have not been ordered, ordered infrequently or which have been over-ordered
K10	How and when to carry out synchronisation of repeat prescription items in terms of quantities and dates
K11	How to identify/report clinically therapeutic drug classes (as identified by SOP) that have not been ordered within a specific time period
K12	The correct use of any equipment and PPE to protect the health and safety of you and others
K13	The needs of individuals and carers including issues relating to dignity, confidentiality, and privacy

You need to show that you know, understand and can apply in practice (continued):
K14 Organisational management structures, roles, and responsibilities
K15 The procedures and methods relating to the coordination of interdisciplinary and multi-disciplinary teams within and across services
K16 How to complete and safely store all relevant documentation in accordance with organisational requirements
K17 How to ensure the organisational requirements for record keeping of individual details and confidentiality
K18 How to dispose of all waste in accordance with organisational requirements

SFHPHARM35: Contribute to the non-clinical medication review

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
<ol style="list-style-type: none"> 1 Access and accurately interpret all relevant work instructions and information 2 Work safely at all times and in accordance with all relevant legislation, guidelines, policies, procedures and protocols 3 Deal promptly and effectively with any problems within the scope and limitations of your own competence and responsibilities and report those which cannot be solved 4 Identify, and take appropriate action on repeat prescription issues 5 Align repeat prescription item quantities to a set number of days' supply 	<p>Repeat prescription issues</p> <ol style="list-style-type: none"> 1. have missing or ambiguous dose directions 2. have abbreviated dosing instructions 3. are duplicate or similar repeat prescription items 4. are obsolete repeat prescriptions items that have not been ordered within a specified time period 5. are under/over- ordered 	<p>Simulation is NOT permitted for any part of this unit.</p> <p>Evidence must be generated to cover all of the repeat prescription issues from the scope.</p>

SFHPHARM35: Contribute to the non-clinical medication review (continued)

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
<p>6 Respect the individual's rights and wishes relating to their privacy, beliefs, and dignity</p> <p>7 Ensure confidentiality is maintained in accordance with organisational requirements</p> <p>8 complete and store all relevant documentation in accordance with organisational requirements</p> <p>9 Dispose of all waste in accordance with organisational requirements</p>		

SFHPHARM36: Support the prescription administration process

Specific evidence requirements for this unit
Simulation:
Simulation is NOT permitted for any part of this unit.
The following forms of evidence are mandatory:
Direct observation: There must be direct observation of performance by an assessor or expert witness. If all the direct observation is undertaken by an expert witness then a professional discussion between the candidate and the assessor must be undertaken.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
<p>Questioning: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or personal statements. In addition the assessor or expert witness may also ask questions to clarify aspects of your practice.</p> <p>Witness testimony: Can be a confirmation/authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a pharmacist, pharmacy technician, pharmacy support worker, other healthcare professional or a patient/client you have dealt with.</p> <p>Products: For this unit, products may include a copy of the prescription or screenshots of the patient medication record before and after the changes with personal identifiable information redacted</p> <p>Personal statements: You may write a personal statement which will provide an account of how you carried out an activity in a particular way.</p> <p>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.</p> <p>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.</p>

SFHPHARM36: Support the prescription administration process (continued)

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.

You need to show that you know, understand and can apply in practice:	
K1	The current legislation, guidelines, policies, procedures and protocols which are relevant to your work practice and to which you must adhere
K2	The scope and limitations of your own competence and responsibilities as it applies to your job role
K3	How to access and interpret all relevant work instructions and information
K4	Specific procedures for reporting issues which are beyond your competence and responsibilities
K5	The duty to report any acts or omissions that could be unsafe/detrimental to you or others
K6	The different types and format of prescription
K7	Different types of prescribers
K8	Regulations and procedures relating to different types of prescriptions and medicines
K9	The different reference sources that are available including when and how to use them
K10	The different types of prescriptions and when they are used
K11	The details required on a prescription and why they are necessary
K12	The range of medicinal products that may be dispensed on each type of form and reasons for limitations
K13	The principles of safe, evidence based, rational and cost-effective prescribing

You need to show that you know, understand and can apply in practice (continued):
K14 The prescribing conventions, abbreviations and medical terminology
K15 The proprietary and generic names of medicines within your scope of practice
K16 Dosage forms and their properties and use
K17 How medicines are administered
K18 Different strengths, forms, doses and quantities of medicines and why they are used
K19 How to complete and safely store all relevant documentation in accordance with organisational requirements
K20 How to ensure the organisational requirements for record keeping of individual details and confidentiality
K21 How to dispose of all waste in accordance with organisational requirements

SFHPHARM36: Support the prescription administration process

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
<ol style="list-style-type: none"> 1 Access and accurately interpret all relevant work instructions and information 2 Work safely at all times and in accordance with all relevant legislation, guidelines, policies, procedures and protocols. 3 Deal promptly and effectively with any problems within the scope and limitations of your own competence and responsibilities and report those which cannot be solved 4 Confirm identity of the individual in accordance with organisational procedures 5 Arrange for the generation of prescriptions 6 Review the suitability of an individual for serial/batch prescriptions 	<p>Prescriptions generated:</p> <ol style="list-style-type: none"> 1. acute request 2. repeats 3. serial/batch 4. requests from individuals 	<p>Simulation is NOT permitted for any part of this unit.</p> <p>Evidence must be generated to cover all of the sources of information from the scope.</p>

SFHPHARM36: Support the prescription administration process (continued)

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
<p>7 Assist with the setting up and roll out of serial/batch prescribing</p> <p>8 Make specific changes, as directed by relevant others, to individuals' repeat prescription records to facilitate safe, evidence based, rational and cost-effective prescribing</p> <p>9 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>10 Respect the individual's rights and wishes relating to their privacy, beliefs, and dignity</p> <p>11 Ensure confidentiality is maintained in accordance with organisational requirements</p> <p>12 Complete and store all relevant documentation in accordance with organisational requirements</p> <p>13 Dispose of all waste in accordance with organisational requirements</p>		

SFHHT2: Communicate with individuals about promoting their health and wellbeing

Specific evidence requirements for this unit
Simulation:
Simulation is NOT permitted for any part of this unit.
The following forms of evidence are mandatory:
Direct observation: There must be direct observation of performance by an assessor or expert witness. If all the direct observation is undertaken by an expert witness then a professional discussion between the candidate and the assessor must be undertaken.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
<p>Questioning: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or personal statements. In addition the assessor or expert witness may also ask questions to clarify aspects of your practice.</p> <p>Witness testimony: Can be a confirmation/authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a pharmacist, pharmacy technician, pharmacy support worker, other healthcare professional or a patient/client you have dealt with.</p> <p>Products: For this unit, products may include a healthcare promotion leaflet.</p> <p>Personal statements: You may write a personal statement which will provide an account of how you carried out an activity in a particular way.</p> <p>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.</p> <p>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.</p>

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

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.

You need to show that you know, understand and can apply in practice:	
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 behaviour
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 behaviour
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

You need to show that you know, understand and can apply in practice (continued):	
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"> a communities b people in own and other agencies
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">a is appropriate to the individualsb encourages an open and frank exchange of viewsc minimises any constraintsd is free from discrimination and oppressione is open to the range of issues that individuals wish to exploref acknowledges their right to make their own decisionsg helps them to make their own decisions <p>2 Provide clear, up-to-date and relevant information to individuals about:</p> <ul style="list-style-type: none">a health and wellbeingb things that might affect their health and wellbeingc the things they can do to improve their health and wellbeingd other people and agencies who might be able to help them improve their health and wellbeing		Simulation is NOT permitted for any part of this unit.

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

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

CFACSA5: Promote additional services or products to customers

Specific evidence requirements for this unit
Simulation: Simulation is permitted for 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.
The following forms of evidence are mandatory:
Direct observation: There must be direct observation of performance by an assessor or expert witness. If all the direct observation is undertaken by an expert witness then a professional discussion between the candidate and the assessor must be undertaken.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
Questioning: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or personal statements. In addition the assessor or expert witness may also ask questions to clarify aspects of your practice. Witness testimony: Can be a confirmation/authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a pharmacist, pharmacy technician, pharmacy support worker, other healthcare professional or a patient/client you have dealt with. Products: For this unit, products may include a copy of a service information leaflet. Personal statements: You may write a personal statement which will provide an account of how you carried out an activity in a particular way. Professional discussion: It is a requirement that professional discussion, of which record has been made, between the assessor and the candidate must take place at some stage during the delivery of the qualification if the work-based assessor has not worked directly with the candidate. Expert witness: It may not always be practicable for the work-based assessor to be present when a candidate is ready for assessment. If this is the case an expert witness may be used.

CFACSA5: Promote additional services or products to customers (continued)

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.

You need to show that you know, understand and can apply in practice:	
K1	A working knowledge of your organisation's procedures and systems for encouraging the use of additional services or products
K2	A working knowledge of the how additional services or products will benefit your customers
K3	A working knowledge of how your customer's use of additional services or products will benefit your organisation
K4	A working knowledge of the main factors that influence customers to use your services or products
K5	A working knowledge of how to introduce additional services or products to customers outlining their benefits, overcoming reservations and agreeing to provide the additional services or products
K6	A working knowledge of how to give appropriate, balanced information to customers about services or products

CFACSA5: Promote additional services or products to customers

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
<ol style="list-style-type: none"> 1 Update and develop your knowledge of your organisation's services or products. 2 Check with others when you are unsure about new service or product details. 3 Identify appropriate services or products that may interest your customer. 4 Spot opportunities for offering your customer additional services or products that will improve their customer experience. 5 Choose the best time to inform your customer about additional services or products. 6 Choose the best method of communication to introduce your customer to additional services or products. 7 Give your customer accurate and sufficient information to enable them to make a decision about the additional services or products. 	<p>Services/products</p> <ul style="list-style-type: none"> a community pharmacy contract services b support for people with substance misuse issues c public health promotions <p>Information</p> <ul style="list-style-type: none"> a oral information on services/products b pharmacy service information leaflets c healthcare leaflets/ information from other healthcare providers 	<p>Simulation is permitted for any of the scope</p> <p>Evidence must be generated to cover all of the services/products from the scope</p> <p>Evidence must be generated to cover all of the types of information from the scope</p>

CFACSA5: Promote additional services or products to customers (continued)

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
<p>8 Give your customer time to ask questions about the additional services or products.</p> <p>9 Close the conversation if your customer shows no interest.</p> <p>10 Give information to move the situation forward when your customer shows interest.</p> <p>11 Secure customer agreement and check customer understanding of the delivery of the service or product.</p> <p>12 Take action to ensure prompt delivery of the additional services or products to your customer.</p> <p>13 Refer your customer to others or to alternative sources of information if the additional services or products are not your responsibility.</p>		

SFJCPS8.12: Search databases and sources of information

Specific evidence requirements for this unit
Simulation:
Simulation is NOT permitted for any part of this unit.
The following forms of evidence are mandatory:
Direct observation: There must be direct observation of performance by an assessor or expert witness. If all the direct observation is undertaken by an expert witness then a professional discussion between the candidate and the assessor must be undertaken.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
<p>Questioning: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or personal statements. In addition the assessor or expert witness may also ask questions to clarify aspects of your practice.</p> <p>Witness testimony: Can be a confirmation/authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a pharmacist, pharmacy technician, pharmacy support worker or other healthcare professional.</p> <p>Products: For this unit, products may include a copy of the report produced from the search</p> <p>Personal statements: You may write a personal statement which will provide an account of how you carried out an activity in a particular way.</p> <p>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.</p> <p>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.</p>

SFJCPS8.12: Search databases and sources of information (continued)

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.

You need to show that you know, understand and can apply in practice:	
K1	A factual knowledge of the requirements of organisational procedures
K2	A working knowledge of the limits of your authority
K3	A factual knowledge of why a method of obtaining information is relevant
K4	A working knowledge of who might be affected and why
K5	A working knowledge of how to validate information and why it is important to do so
K6	A working knowledge of the relevance of the information

SFJCPS8.12: Search databases and sources of information

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
<p>1 Follow organisational procedures at all times.</p> <p>2 Maintain your own personal safety.</p> <p>3 Work in a way that ensures the safety of others.</p> <p>4 Identify the best source of information.</p> <p>5 Obtain information through the research technique that is appropriate to the information source.</p> <p>6 Validate the information you obtain.</p> <p>7 Report to relevant parties information that might affect the case.</p> <p>8 Record your findings in accordance with organisational requirements meet the requirements of the timescale.</p>	<p>Source of information</p> <p>a electronic systems (including databases)</p> <p>b recognised reference sources</p> <p>c customer-derived information</p>	<p>Simulation is NOT permitted for any part of this unit.</p> <p>Evidence must be generated to cover two from three of the sources of information from the scope.</p>

SFHPHARM21: Prepare documentation and materials for the production of aseptic products

Specific evidence requirements for this unit
Simulation:
Simulation is permitted for performance criteria 14 and 15 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.
The following forms of evidence are mandatory:
Direct observation: There must be direct observation of performance by an assessor or expert witness. If all the direct observation is undertaken by an expert witness then a professional discussion between the candidate and the assessor must be undertaken.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
Questioning: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or personal statements. In addition the assessor or expert witness may also ask questions to clarify aspects of your practice.
Witness testimony: Can be a confirmation/authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a pharmacist, pharmacy technician or pharmacy support worker.
Products: For this unit, products may include a copy of the product worksheet or environmental monitoring records
Personal statements: You may write a personal statement which will provide an account of how you carried out an activity in a particular way.
Professional discussion: It is a requirement that professional discussion, of which record has been made, between the assessor and the candidate must take place at some stage during the delivery of the qualification if the work-based assessor has not worked directly with the candidate.
Expert witness: It may not always be practicable for the work-based assessor to be present when a candidate is ready for assessment. If this is the case an expert witness may be used.

SFHPHARM21: Prepare documentation and materials for the production of aseptic products (continued)

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.

You need to show that you know, understand and can apply in practice:	
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

You need to show that you know, understand and can apply in practice (continued):	
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 for the possible sources of contamination and appropriate methods of prevention
K15	A working knowledge of the materials and equipment necessary for the preparation of aseptic production
K16	A working knowledge of the principles of formulae calculations, weights and measures
K17	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
K18	A working knowledge of the various types of products
K19	A factual knowledge of chemical and physical properties of ingredients relevant to formulation and compounding, including any interactions between raw materials and components
K20	A working knowledge of labelling and packaging requirements and conventions
K21	A working knowledge of aseptic techniques and when to use the different processes to minimise any associated risks
K22	A working knowledge of the procedures for cleaning, decontamination, and preparing the environment and components
K23	A working knowledge of the importance of carrying out accuracy and quality checks
K24	A working knowledge of the importance of using approved documentation
K25	A working knowledge of how to identify 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
K28	A working knowledge of the importance of recording, storing and retrieving information in according with organisational procedures

SFHPHARM21: Prepare documentation and materials for the production of aseptic products

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
<ol style="list-style-type: none"> 1 Work within the relevant standard operating procedures including the relevant health and safety procedures and within your own limits of competence. 2 Put on the appropriate clothing relevant to the area of work, following the correct procedure. 3 Ensure that the environmental areas have been cleaned using the correct equipment and materials. 4 Ensure that the work area is always clean and tidy. 5 Ensure that you work using the correct prescription/order. 6 Confirm you have the correct documentation for the product, completing any calculations as appropriate. 7 Generate the relevant documentation according to local guidelines and protocols. 	<p>Products</p> <ul style="list-style-type: none"> a intravenous additives b parenteral nutrition c cytotoxic drugs 	<p>Simulation is permitted for performance criteria 14 and 15 and any of the scope.</p> <p>Evidence must be generated to cover two from three of the products from the scope.</p>

SFHPHARM21: Prepare documentation and materials for the production of aseptic products (continued)

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
<p>8 Generate the labels and ensure that all labels produced are accounted for and complete, accurate and legible.</p> <p>9 Allocate the batch number and expiry date for the product.</p> <p>10 Ensure that the relevant environmental parameters are within the set limits.</p> <p>11 Select the correct starting materials and equipment for the product, recording the relevant information on the correct documentation.</p> <p>12 Confirm the starting materials and equipment are fit for purpose.</p> <p>13 Ensure that the appropriate in-process checks have been carried out by the relevant person.</p> <p>14 Record and report any near misses or errors in line with organisational procedures.</p>		

SFHPHARM21: Prepare documentation and materials for the production of aseptic products (continued)

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
<p>15 Feedback any near misses or errors to colleagues to minimise potential future errors.</p> <p>16 Make clear and accurate entries on all the relevant documentation.</p> <p>17 Disinfect the starting materials and equipment for transfer into the clean room.</p> <p>18 Act within the limits of your authority and refer any problems to an appropriate person.</p> <p>19 Complete all relevant documentation and store appropriately in accordance with legal and organisational requirements.</p>		

SFHPHARM19: Prepare aseptic products

Specific evidence requirements for this unit
Simulation: 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.
The following forms of evidence are mandatory:
Direct observation: There must be direct observation of performance by an assessor or expert witness. If all the direct observation is undertaken by an expert witness then a professional discussion between the candidate and the assessor must be undertaken.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
Questioning: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or personal statements. In addition the assessor or expert witness may also ask questions to clarify aspects of your practice. Witness testimony: Can be a confirmation/authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a pharmacist, pharmacy technician or pharmacy support worker. Products: For this unit, products may include a copy of the worksheet of the preparation being made. Personal statements: You may write a personal statement which will provide an account of how you carried out an activity in a particular way. Professional discussion: It is a requirement that professional discussion, of which record has been made, between the assessor and the candidate must take place at some stage during the delivery of the qualification if the work-based assessor has not worked directly with the candidate. Expert witness: It may not always be practicable for the work-based assessor to be present when a candidate is ready for assessment. If this is the case an expert witness may be used.

SFHPHARM19: Prepare aseptic products (continued)

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.

You need to show that you know, understand and can apply in practice:	
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

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

You need to show that you know, understand and can apply in practice (continued):	
K28	A working knowledge of the procedures for the safe handling and disposal of waste materials
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"> 1 Work within the relevant standard operating procedures including the relevant health and safety procedures and within your own limits of competence. 2 Undertake relevant environmental monitoring checking that the parameters, where appropriate, are within the set limits. 3 Take appropriate action if the environmental parameters are outside the set limits. 4 Put on the appropriate clean room clothing and follow the correct gowning procedure. 5 Clean and prepare the environmental areas using the correct materials. 6 Disinfect starting materials and equipment prior to introduction and transfer at each stage within the work area. 7 Prepare the product using the correct process and equipment according to the documentation and standard operating procedures. 	<p>Products</p> <ul style="list-style-type: none"> a intravenous additives b parenteral nutrition c cytotoxic drugs 	<p>Simulation is permitted for performance criteria 3, 9, 10, 11 and 12 and any of the scope.</p> <p>Evidence must be generated to cover two from three of the products from the scope.</p>

SFHPHARM19: Prepare aseptic products (continued)

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
<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> <p>14 Label product and complete documentation in line with local policy.</p>		

SFHPHARM19: Prepare aseptic products (continued)

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
<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>		

SFHPHARM20: Prepare documentation and materials for the manufacture and assembly of medicinal products

Specific evidence requirements for this unit
Simulation:
Simulation is permitted for performance criteria 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.
The following forms of evidence are mandatory:
Direct observation: There must be direct observation of performance by an assessor or expert witness. If all the direct observation is undertaken by an expert witness then a professional discussion between the candidate and the assessor must be undertaken.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
Questioning: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or personal statements. In addition the assessor or expert witness may also ask questions to clarify aspects of your practice.
Witness testimony: Can be a confirmation/authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a pharmacist, pharmacy technician or pharmacy support worker.
Products: For this unit, products may include copy of the batch worksheet showing which consumables/equipment to be used to prepare the medicinal product.
Personal statements: You may write a personal statement which will provide an account of how you carried out an activity in a particular way.
Professional discussion: It is a requirement that professional discussion, of which record has been made, between the assessor and the candidate must take place at some stage during the delivery of the qualification if the work-based assessor has not worked directly with the candidate.
Expert witness: It may not always be practicable for the work-based assessor to be present when a candidate is ready for assessment. If this is the case an expert witness may be used.

SFHPHARM20: Prepare documentation and materials for the manufacture and assembly of medicinal products (continued)

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.

You need to show that you know, understand and can apply in practice:	
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
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 manufacture of medicinal products

You need to show that you know, understand and can apply in practice (continued):
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 appropriate methods of prevention
K15 A working knowledge of the principles of formulae calculations, weights and measures
K16 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
K17 A working knowledge of the various types of products
K18 A factual knowledge of chemical and physical properties of ingredients relevant to formulation and compounding, including any interactions between raw materials and components
K19 A working knowledge of the materials, consumables and equipment necessary for the preparation of medicinal products and the processes to minimise any associated risks
K20 A working knowledge of labelling and packaging requirements and conventions
K21 A working knowledge of the procedures for cleaning, decontamination, and preparing the environment and equipment
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

SFHPHARM20: Prepare documentation and materials for the manufacture and assembly of medicinal products

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
<ol style="list-style-type: none"> 1 Work within the relevant standard operating procedures including the relevant health and safety procedures and within your own limits of competence. 2 Put on the appropriate clothing relevant to the area of work, following the correct procedure. 3 Clean the appropriate environmental area(s) using the correct equipment and materials. 4 Ensure that the area of work is always clean and tidy. 5 Monitor relevant environmental parameters and ensure that where appropriate they are within the set limits. 6 Generate the relevant documentation according to local guidelines and protocols. 7 Confirm you have the correct documentation for the product, completing any calculations as appropriate. 	<p>Products</p> <ol style="list-style-type: none"> a topical fluids b intravenous products using terminal sterilisation c solid dose forms (capsules, tablets, powders, suppositories) d ointments and creams e oral liquids 	<p>Simulation is permitted for performance criteria 14 and 15.</p> <p>Evidence must be generated to cover three from five of the products from the scope.</p>

SFHPHARM20: Prepare documentation and materials for the manufacture and assembly of medicinal products (continued)

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
<p>8 Allocate the batch number and expiry date for the product.</p> <p>9 Generate the labels and ensure that all labels produced are accounted for and complete, accurate and legible.</p> <p>10 Select the correct starting materials, equipment and packaging for the product, recording the relevant information on the correct documentation.</p> <p>11 Confirm the starting materials and equipment are fit for purpose.</p> <p>12 Make clear and accurate entries on all the relevant documentation.</p> <p>13 Ensure that the appropriate in-process checks have been carried out by the relevant person.</p> <p>14 Record and report any near misses or errors in line with organisational procedures.</p>		

SFHPHARM20: Prepare documentation and materials for the manufacture and assembly of medicinal products (continued)

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
<p>15 Feedback any near misses or errors to colleagues to minimise potential future errors.</p> <p>16 Sanitise the materials and equipment for transfer into the work area.</p> <p>17 Act within the limits of your authority and refer any problems to an appropriate person.</p> <p>18 Complete all relevant documentation and store appropriately in accordance with legal and organisational requirements.</p>		

SFHPHARM17: Manufacture and assemble medicinal products

Specific evidence requirements for this unit
Simulation:
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.
The following forms of evidence are mandatory:
Direct observation: There must be direct observation of performance by an assessor or expert witness. If all the direct observation is undertaken by an expert witness then a professional discussion between the candidate and the assessor must be undertaken.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
Questioning: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or personal statements. In addition the assessor or expert witness may also ask questions to clarify aspects of your practice.
Witness testimony: Can be a confirmation/authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a pharmacist, pharmacy technician or pharmacy support worker.
Products: For this unit, products may include a batch worksheet indicating the medicinal product prepared.
Personal statements: You may write a personal statement which will provide an account of how you carried out an activity in a particular way.
Professional discussion: It is a requirement that professional discussion, of which record has been made, between the assessor and the candidate must take place at some stage during the delivery of the qualification if the work-based assessor has not worked directly with the candidate.
Expert witness: It may not always be practicable for the work-based assessor to be present when a candidate is ready for assessment. If this is the case an expert witness may be used.

SFHPHARM17: Manufacture and assemble medicinal products (continued)

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.

You need to show that you know, understand and can apply in practice:	
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
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 guidelines relating to manufacture of medicinal products

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

SFHPHARM17: 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>Products</p> <ul style="list-style-type: none">a topical fluidsb intravenous products using terminal sterilisationc solid dose forms (tablets, capsules, powders, suppositories)d ointments and creame oral liquids	<p>Simulation is permitted for performance criteria 16, 17, 18 and 19.</p> <p>Evidence must be generated to cover three from five of the products in the scope.</p>

SFHPHARM17: Manufacture and assemble medicinal products (continued)

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
<p>8 Prepare products 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 (continued)

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>		

SFHGEN21: Interact with individuals using telecommunications

Specific evidence requirements for this unit
Simulation: Simulation is permitted for performance criteria 13 and 14. 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.
The following forms of evidence are mandatory:
Direct observation: There must be direct observation of performance by an assessor or expert witness. If all the direct observation is undertaken by an expert witness then a professional discussion between the candidate and the assessor must be undertaken.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
<p>Questioning: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or personal statements. In addition the assessor or expert witness may also ask questions to clarify aspects of your practice.</p> <p>Witness testimony: Can be a confirmation/authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a pharmacist, pharmacy technician, pharmacy support worker, other healthcare professional or a patient/client you have dealt with.</p> <p>Products: For this unit, products may include any telecommunications used to provide information or respond to a service query.</p> <p>Personal statements: You may write a personal statement which will provide an account of how you carried out an activity in a particular way.</p>

SFHGEN21: Interact with individuals using telecommunications (continued)

Specific evidence requirements for this unit (continued)

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

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.

SFHGEN21: Interact with individuals using telecommunications (continued)

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.

You need to show that you know, understand and can apply in practice:	
K1	A working knowledge of the rights of individuals with whom you come into contact
K2	A working knowledge of the legal, organisational and policy requirements relevant to the functions being carried out
K3	A working knowledge of why it is important to comply with legal, organisational and policy requirements
K4	A working knowledge of how to obtain information on legal, organisational and policy requirements
K5	A working knowledge of the procedures of the organisation in relation to anonymity and confidentiality
K6	A working knowledge of the systems for recording interactions
K7	A working knowledge of why it is important to use the systems
K8	A working knowledge of the procedures for welcoming individuals
K9	A working knowledge of how to use different types of telecommunication technology
K10	A working knowledge of how to encourage individuals to stay connected
K11	A working knowledge of the potential circumstances of the individuals
K12	A working knowledge of what information about the service should be provided
K13	A working knowledge of who can be assisted by the service
K14	A working knowledge of how to encourage individuals without face to face interaction

You need to show that you know, understand and can apply in practice (continued):
K15 A working knowledge of what type of risks or dangers might different individuals face
K16 A working knowledge of what action should be taken to deal with different risks or dangers
K17 A working knowledge of what type of interactions occur
K18 A working knowledge of what opportunities should be made available to individuals to sustain the interaction
K19 A working knowledge of what type of information should be obtained
K20 A working knowledge of why it is important to respond at regular intervals
K21 A working knowledge of why it is important to provide individuals with opportunities to speak without interruption
K22 A working knowledge of the signs of increased stress in individuals
K23 A working knowledge of the significance of any signs of stress
K24 A working knowledge of the types of problem that could occur
K25 A working knowledge of what actions can be taken to address them
K26 A working knowledge of why it is important to address problems
K27 A working knowledge of when should interactions be ended
K28 A working knowledge of the reasons for ending an interaction
K29 A working knowledge of what further actions could be taken
K30 A working knowledge of the importance of obtaining full demographic details
K31 A working knowledge of why it is important to maintain anonymity
K32 A working knowledge of how to use the anonymity of individuals to assist them to speak, where this is appropriate

You need to show that you know, understand and can apply in practice (continued):	
K33	A working knowledge of the types of telecommunications technology that are available
K34	A working knowledge of which type of telecommunications technology to select in relation to the requirements of the individual and the service provided

SFHGEN21: Interact with individuals using telecommunications

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
<ul style="list-style-type: none">1 Respond to individuals according to organisational policies.2 Identify any constraints on individuals and the circumstances in which the interaction is being made.3 Provide information about the service and confirm its appropriateness to the individual.4 Encourage individuals to share their concerns and to focus on their requirements.5 Assess whether there is any risk or dangers facing the individual, and take appropriate action to deal with it.6 Provide suitable opportunities for individuals to sustain the interaction.7 Encourage individuals to provide additional information on their situation or requirements.8 Respond to individuals' immediate requirements at each stage during the interaction.9 Provide suitable indications to reassure individuals of continued interest.		Simulation is permitted for performance criteria 13 and 14.

SFHGEN21: Interact with individuals using telecommunications (continued)

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
<p>10 Identify any signs of increased stress during interactions and establish their significance.</p> <p>11 Provide clear information on the requirement to end interaction.</p> <p>12 End interactions according to guidelines and procedures of your organisation.</p> <p>13 Identify situations where it would be dangerous or disadvantageous to the interest of the individual to terminate the interaction.</p> <p>14 Take the appropriate action to resolve dangerous situations.</p> <p>15 Ensure you have recorded and checked the individual's demographic details where this is required before ending/transferring the interaction.</p> <p>16 Where you are providing a confidential service, ensure the anonymity of individuals, self, and colleagues is maintained according to the procedures of the service.</p> <p>17 Record details of interactions in the appropriate systems.</p>		

SFHGEN39: Contribute to effective multidisciplinary team working

Specific evidence requirements for this unit
Simulation:
Simulation is NOT permitted for any part of this unit.
The following forms of evidence are mandatory:
Direct observation: There must be direct observation of performance by an assessor or expert witness. If all the direct observation is undertaken by an expert witness then a professional discussion between the candidate and the assessor must be undertaken.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
<p>Questioning: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or personal statements. In addition the assessor or expert witness may also ask questions to clarify aspects of your practice.</p> <p>Witness testimony: Can be a confirmation/authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a pharmacist, pharmacy technician or other healthcare professional.</p> <p>Products: For this unit, products may include recorded minutes from a multidisciplinary team meeting.</p> <p>Personal statements: You may write a personal statement which will provide an account of how you carried out an activity in a particular way.</p> <p>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.</p> <p>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.</p>

SFHGEN39: Contribute to effective multidisciplinary team working (continued)

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.

You need to show that you know, understand and can apply in practice:	
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

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

SFHGEN39: Contribute to effective multidisciplinary team working (continued)

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>		

SFHGEN98: Promote effective communication in a healthcare environment

Specific evidence requirements for this unit
Simulation:
Simulation is NOT permitted for any part of this unit.
The following forms of evidence are mandatory:
Direct observation: There must be direct observation of performance by an assessor or expert witness. If all the direct observation is undertaken by an expert witness then a professional discussion between the candidate and the assessor must be undertaken.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
<p>Questioning: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or personal statements. In addition the assessor or expert witness may also ask questions to clarify aspects of your practice.</p> <p>Witness testimony: Can be a confirmation/authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a pharmacist, pharmacy technician, pharmacy support worker, other healthcare professional or a patient/client you have dealt with.</p> <p>Products: For this unit, products may include a copy of a service information leaflet, e-mail or letter.</p> <p>Personal statements: You may write a personal statement which will provide an account of how you carried out an activity in a particular way.</p> <p>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.</p> <p>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.</p>

SFHGEN98: Promote effective communication in a healthcare environment (continued)

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.

You need to show that you know, understand and can apply in practice:	
K1	A working knowledge of the organisational policies, procedures and codes of conduct relevant to your responsibilities when communicating with individuals about complex and sensitive issues
K2	A working knowledge of the communication methods and approaches best suited to the situation that:
	K2.1 promote equality and diversity
	K2.2 promote the rights of people to communicate in their preferred method, media and language
	K2.3 are effective when dealing with, and challenging discrimination
	K2.4 encourage individuals to engage in communications
K3	A working knowledge of the importance of promoting a positive flow of information between individuals
K4	A working knowledge of the importance of promoting direct contact which:
	K4.1 focuses on the individual or groups of individuals
	K4.2 recognises the need for individuals to communicate at their own pace
	K4.3 promotes mutual understanding
	K4.4 promotes active listening
K5	A working knowledge of the different approaches, methods and techniques that support individuals when handling complex and sensitive issues

You need to show that you know, understand and can apply in practice (continued):	
K6	A working knowledge of how to diffuse or discourage conflict during challenging situations
K7	A working knowledge of when to recognise silence as an effective aide during verbal communication
K8	A working knowledge of how to use verbal or written communication which:
	K8.1 facilitates positive outcomes
	K8.2 is constructive
	K8.3 is relevant and sufficiently comprehensive to be understood by the recipient
	K8.4 uses language appropriate to the context, audience and information being exchanged
	K8.5 is responsive in times of difficulty, trouble or danger when matters could quickly get better or worse
K9	A working knowledge of the importance of your communication skills in relation to supporting others
K10	A working knowledge of how your communications skills reflect on you, your organisation and/or workplace
K11	A working knowledge of the organisational policies and procedures in relation to written communications
K12	A working knowledge of the principles of confidentiality, security and sharing of information for the environment in which you work

SFHGEN98: Promote effective communication in a healthcare environment

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
<ol style="list-style-type: none">1 Select and use the most appropriate methods, techniques and approaches of communication across a variety of situations to facilitate and achieve positive outcomes.2 Initiate direct contact with individuals when appropriate to do so.3 Identify ways to engage individuals and encourage them to communicate with you.4 Be perceptive to individuals' reactions, modifying the content and style of your communication to promote positive outcomes.5 Use communication skills sensitively to provide support to individuals.6 Support individuals to exchange communications with others.7 Promote constructive communication exchanges during challenging situations.8 Check that you understand what is being communicated.9 Ensure others understand the information that you are communicating and clarify points where necessary.		Simulation is NOT permitted for any part of this unit.

SFHGEN98: Promote effective communication in a healthcare environment (continued)

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
<p>10 Respect individuals' wishes not to engage in communication.</p> <p>11 Provide relevant, appropriate and comprehensive information when you are communicating with others.</p> <p>12 Maintain and respect confidentiality of information in all communications.</p>		

SVQ in Pharmacy Services at SCQF level 8

Framework

Mandatory units

SFHPHARM02: Provide an effective and responsive pharmacy service

Specific evidence requirements for this unit
Simulation:
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.
The following forms of evidence are mandatory:
Direct observation: There must be direct observation of performance by an assessor or expert witness. If all the direct observation is undertaken by an expert witness then a professional discussion between the candidate and the assessor must be undertaken.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
Questioning: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or personal statements. In addition the assessor or expert witness may also ask questions to clarify aspects of your practice.
Witness testimony: Can be a confirmation/authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a pharmacist, pharmacy technician, pharmacy support worker, other healthcare professional or a patient/client you have dealt with.
Products: For this unit, products may include any documents used to record or respond to a service query.
Personal statements: You may write a personal statement which will provide an account of how you carried out an activity in a particular way.
Professional discussion: It is a requirement that professional discussion, of which record has been made, between the assessor and the candidate must take place at some stage during the delivery of the qualification if the work-based assessor has not worked directly with the candidate.
Expert witness: It may not always be practicable for the work-based assessor to be present when a candidate is ready for assessment. If this is the case an expert witness may be used.

SFHPHARM02: Provide an effective and responsive pharmacy service (continued)

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.

You need to show that you know, understand and can apply in practice:	
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

You need to show that you know, understand and can apply in practice (continued):	
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"> 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. 2 Adapt to the verbal and non-verbal forms of communication offered by the individual. 3 Work within the relevant standard operating procedures including the relevant health and safety procedures and within your own limits of competence. 4 Gather and interpret information from individuals about specific needs or concerns they may have. 5 Ask individuals appropriate questions to check your understanding of their needs or concerns in accordance with standard operating procedures. 6 Work independently and with others to identify issues with systems and procedures to help minimise potential conflict. 7 Identify the options available to resolve any service issues or concerns. 		<p>Simulation is permitted for performance criteria 10, 14 and 15.</p>

SFHPHARM02: Provide an effective and responsive pharmacy service (continued)

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 (continued)

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

SFHPHARM03: Respond to pharmaceutical queries and requests for information

Specific evidence requirements for this unit
Simulation:
Simulation is NOT permitted for any part of this unit.
The following forms of evidence ARE mandatory:
Direct observation: There must be direct observation of performance by an assessor or expert witness. If all the direct observation is undertaken by an expert witness then a professional discussion between the candidate and the assessor must be undertaken.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
<p>Questioning: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or personal statements. In addition the assessor or expert witness may also ask questions to clarify aspects of your practice.</p> <p>Witness testimony: Can be a confirmation/authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a pharmacist, pharmacy technician, pharmacy support worker, other healthcare professional or a patient/client you have dealt with.</p> <p>Products: For this unit, products may include patient information leaflets (PILs), healthcare leaflets, pack information or information from other healthcare providers.</p> <p>Personal statements: You may write a personal statement which will provide an account of how you carried out an activity in a particular way.</p> <p>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.</p> <p>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.</p>

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

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.

You need to show that you know, understand and can apply in practice:	
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

You need to show that you know, understand and can apply in practice (continued):	
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
<ul style="list-style-type: none">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.2 Establish the identity of the individual and the nature of their enquiry.3 Identify:<ul style="list-style-type: none">a what information is requiredb why the information is neededc what they know already if appropriate4 Treat the enquirer in a courteous manner and in a way that is sensitive to their needs.5 Check their understanding using appropriate questioning techniques, and repeat critical information.6 Agree:<ul style="list-style-type: none">a a time scale for the responseb a format for the response		Simulation is NOT permitted for any part of this unit.

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

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

Specific evidence requirements for this unit
Simulation:
Simulation is NOT permitted for any part of this unit.
The following forms of evidence are mandatory:
Direct observation: There must be direct observation of performance by an assessor or expert witness. If all the direct observation is undertaken by an expert witness then a professional discussion between the candidate and the assessor must be undertaken.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
<p>Questioning: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or personal statements. In addition the assessor or expert witness may also ask questions to clarify aspects of your practice.</p> <p>Witness testimony: Can be a confirmation/authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a pharmacist, pharmacy technician or other healthcare professional.</p> <p>Products: For this unit, products may include recorded minutes from a multidisciplinary team meeting.</p> <p>Personal statements: You may write a personal statement which will provide an account of how you carried out an activity in a particular way.</p> <p>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.</p> <p>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.</p>

SFHGEN39: Contribute to effective multidisciplinary team working (continued)

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.

You need to show that you know, understand and can apply in practice:	
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

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

SFHGEN39: Contribute to effective multidisciplinary team working (continued)

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

Specific evidence requirements for this unit
Simulation: 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.
The following forms of evidence are mandatory:
Direct observation: There must be direct observation of performance by an assessor or expert witness. If all the direct observation is undertaken by an expert witness then a professional discussion between the candidate and the assessor must be undertaken.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
Questioning: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or personal statements. In addition the assessor or expert witness may also ask questions to clarify aspects of your practice. Witness testimony: Can be a confirmation/authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a pharmacist, pharmacy technician, pharmacy support worker or other healthcare professional. Products: For this unit, products may include a copy of the order being generated for pharmacy or ward stock. Personal statements: You may write a personal statement which will provide an account of how you carried out an activity in a particular way. Professional discussion: It is a requirement that professional discussion, of which record has been made, between the assessor and the candidate must take place at some stage during the delivery of the qualification if the work-based assessor has not worked directly with the candidate. Expert witness: It may not always be practicable for the work-based assessor to be present when a candidate is ready for assessment. If this is the case an expert witness may be used.

SFHPHARM12: Order pharmaceutical stock (continued)

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.

You need to show that you know, understand and can apply in practice:	
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

You need to show that you know, understand and can apply in practice (continued):	
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
<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 Accurately identify pharmaceutical stock requirements.</p> <p>3 Confirm the order contains the correct:</p> <ul style="list-style-type: none">a itemb formc strengthd amount required <p>4 Allow for seasonal variations in use of stock when placing the order.</p> <p>5 Check the order with an appropriate person, when necessary.</p> <p>6 Process the order with the correct supplier/location using the documentation/method required in accordance with standard operating procedures.</p>		Simulation is permitted for performance criteria 4.

SFHPHARM12: Order pharmaceutical stock (continued)

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
<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

Specific evidence requirements for this unit
Simulation: 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.
The following forms of evidence ARE mandatory:
Direct observation: There must be direct observation of performance by an assessor or expert witness. If all the direct observation is undertaken by an expert witness then a professional discussion between the candidate and the assessor must be undertaken.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
<p>Questioning: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or personal statements. In addition the assessor or expert witness may also ask questions to clarify aspects of your practice.</p> <p>Witness testimony: Can be a confirmation/authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a pharmacist, pharmacy technician or other healthcare professional.</p> <p>Products: For this unit, products may include a copy of the prescription annotated to confirm validity.</p> <p>Personal statements: You may write a personal statement which will provide an account of how you carried out an activity in a particular way.</p> <p>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.</p> <p>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.</p>

SFHPHARM08: Confirm prescription validity (continued)

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. Candidates working in Scotland are exempt from covering performance criteria 3c.

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.

You need to show that you know, understand and can apply in practice:	
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

You need to show that you know, understand and can apply in practice (continued):	
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">a details on the prescription are clear and correctb prescription is in datec individual has completed the declaration on the prescription, if applicabled prescription complies with legal requirementse prescription is correctly written in respect of meeting national guidelines and local formulary requirementsf item is prescribable <p>4 Take appropriate action if you suspect a prescription is a forgery or invalid.</p>		<p>Simulation is permitted for performance criteria 4, 5 and 6.</p> <p>Candidates working in Scotland are exempt from covering performance criteria 3c.</p>

SFHPHARM08: Confirm prescription validity (continued)

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
<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

Specific evidence requirements for this unit
Simulation: 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.
The following forms of evidence are mandatory: Direct observation: There must be direct observation of performance by an assessor or expert witness. If all the direct observation is undertaken by an expert witness then a professional discussion between the candidate and the assessor must be undertaken. Workplace learning log: 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.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following: Questioning: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or personal statements. In addition the assessor or expert witness may also ask questions to clarify aspects of your practice. Witness testimony: Can be a confirmation/authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a pharmacist, pharmacy technician or pharmacy support worker. Products: For this unit, products may include the assembled prescription. Personal statements: You may write a personal statement which will provide an account of how you carried out an activity in a particular way.

SFHPHARM09: Assemble prescribed items

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

SFHPHARM09: Assemble prescribed items (continued)

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.

You need to show that you know, understand and can apply in practice:	
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

You need to show that you know, understand and can apply in practice (continued):
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
<ol style="list-style-type: none"> 1 Work within the relevant standard operating procedures including the relevant health and safety procedures and within your own limits of competence. 2 Confirm that the preparation area and equipment are clean and maintained ready for use. 3 Complete the correct documentation in line with standard operating procedures. 4 Select the medicine or product and confirm that it matches the prescription/request including strength and form, and is fit for purpose. 5 Take the appropriate action where there are inconsistencies with the medicine or product. 6 Prepare the medicine or product using the correct equipment, processes and appropriate calculations if necessary. 7 Assemble prescribed items according to the correct instructions and reconstitute items as required. 8 Ensure the generated label is correct and label the item, checking it against the prescription/request. 	<p>Medicine/products</p> <ul style="list-style-type: none"> a tablets/capsules b oral liquids c eye/ear/nose preparations d topical creams/ointments e rectal/vaginal preparations f inhaled medicines g pack downs h reconstitution, eg antibiotics i cytotoxic drugs 	<p>Simulation is permitted for performance criteria 5 and 10 and any of the scope.</p> <p>Evidence must be generated to cover all of the medicines/products from the scope.</p>

SFHPHARM09: Assemble prescribed items (continued)

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"> a check that the correct item has been assembled in the correct form and correct strength b check that the correct quantity has been assembled or arrangements for further future supply made as indicated on the prescription/request c check that the label on the item matches the assembled product and the prescription/request requirements including the form and strength d check that the assembled items are fit for purpose e check appropriate packaging has been used f check appropriate selection of medicine devices/sundry items and relevant information to accompany the medicine or product <p>10 If any assembly errors are identified, rectify in accordance with standard operating procedures.</p>		

SFHPHARM09: Assemble prescribed items (continued)

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

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

Specific evidence requirements for this unit
Simulation: 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.
The following forms of evidence are mandatory: Direct observation: There must be direct observation of performance by an assessor or expert witness. If all the direct observation is undertaken by an expert witness then a professional discussion between the candidate and the assessor must be undertaken. Workplace learning log: 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.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following: Questioning: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or personal statements. In addition the assessor or expert witness may also ask questions to clarify aspects of your practice. Witness testimony: Can be a confirmation/authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a pharmacist, pharmacy technician or pharmacy support worker. Products: For this unit, products may include the prescription which has been final accuracy checked. Personal statements: 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 (continued)

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

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 (continued)

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.

You need to show that you know, understand and can apply in practice:	
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

You need to show that you know, understand and can apply in practice (continued):	
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 (continued):	
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
<ol style="list-style-type: none"> 1 Work within the relevant standard operating procedures including the relevant health and safety procedures and within your own limits of competence. 2 Ensure that the prescription has had a clinical check by an appropriate person and has been assessed as suitable for dispensing. 3 Check that the prescription is valid or has been validated, and is correctly endorsed or annotated. 4 Perform a final accuracy check on each of the dispensed medicines/products according to standard operating procedures. 5 Annotate the product if required. 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>Medicine/products</p> <ul style="list-style-type: none"> a tablets/capsules b oral liquids c inhalers and devices d eye/ear/nose preparations e rectal/vaginal preparations f creams/ointments g patches h antibiotics 	<p>Simulation is permitted for any part of the scope.</p> <p>Evidence must be generated to cover all of the medicines/products from the scope.</p>

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

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

Specific evidence requirements for this unit
Simulation:
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.
The following forms of evidence are mandatory:
Direct observation: There must be direct observation of performance by an assessor or expert witness. If all the direct observation is undertaken by an expert witness then a professional discussion between the candidate and the assessor must be undertaken.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
Questioning: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or personal statements. In addition the assessor or expert witness may also ask questions to clarify aspects of your practice.
Witness testimony: Can be a confirmation/authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a pharmacist, pharmacy technician, pharmacy support worker, other healthcare professional or a patient/client you have dealt with.
Products: For this unit, products may include a copy of the prescription issued to the individual and any additional information leaflets.
Personal statements: You may write a personal statement which will provide an account of how you carried out an activity in a particular way.
Professional discussion: It is a requirement that professional discussion, of which record has been made, between the assessor and the candidate must take place at some stage during the delivery of the qualification if the work-based assessor has not worked directly with the candidate.
Expert witness: It may not always be practicable for the work-based assessor to be present when a candidate is ready for assessment. If this is the case an expert witness may be used.

SFHPHARM10: Issue prescribed items (continued)

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.

You need to show that you know, understand and can apply in practice:	
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

You need to show that you know, understand and can apply in practice (continued):	
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>Medicine/product</p> <ul style="list-style-type: none"> a tablets and capsules b oral liquids c inhalers and devices d eye/ear/nose preparations e rectal/vaginal preparations f creams/ointments g patches h antibiotics <p>Appropriate information</p> <ul style="list-style-type: none"> a dosage/directions b storage c repeat supply d expiry date e outstanding balance f contra-indications g side effects h food/drink interactions i use and maintenance of appliances j other medications 	<p>Simulation is permitted for performance criteria 13 and 14 and any of the scope.</p> <p>Evidence must be generated to cover all of the medicines/products from the scope.</p> <p>Evidence must be generated to cover all of the appropriate information from the scope.</p>

SFHPHARM10: Issue prescribed items (continued)

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 medicine or product in accordance with standard operating procedures.</p> <p>10 Provide advice and appropriate information 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 further advice 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>Further advice</p> <ul style="list-style-type: none"> a the individual is confused in any way b there are problems with the prescription c the individual asks to see the pharmacist 	<p>Evidence must be generated to cover two from three of the further advice from the scope.</p>

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

Specific evidence requirements for this unit
Simulation:
Simulation is NOT permitted for any part of this unit.
The following forms of evidence are mandatory:
<p>Direct observation: There must be direct observation of performance by an assessor or expert witness. If all the direct observation is undertaken by an expert witness then a professional discussion between the candidate and the assessor must be undertaken.</p> <p>Workplace learning log: 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 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>
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
<p>Questioning: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or personal statements. In addition the assessor or expert witness may also ask questions to clarify aspects of your practice.</p> <p>Witness testimony: Can be a confirmation/authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a pharmacist, pharmacy technician, other healthcare professional or a patient/client you have dealt with.</p> <p>Products: For this unit, products may include the list of the individual's medicines.</p> <p>Personal statements: You may write a personal statement which will provide an account of how you carried out an activity in a particular way.</p> <p>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.</p>

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

Specific evidence requirements for this unit (continued)
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following (continued):
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 (continued)

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.

Suggested activities that could provide evidence for this unit include:

- assessment of patients own medicines for use during a hospital stay
- assessment of patients own medicines after discharge from hospital into primary care
- assessment of patients own medicines for use as part of a repeat prescribing management programme

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.

You need to show that you know, understand and can apply in practice:	
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

You need to show that you know, understand and can apply in practice (continued):	
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">1 Work within the relevant standard operating procedures including the relevant health and safety procedures and within your own limits of competence.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.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.4 Explain the purpose of checking the individual's own medicines and answer any questions related to the process.5 Obtain appropriate information about the individual's medicines.		Simulation is NOT permitted for any part of this unit.

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

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 Identify any discrepancies between the individual's own medicines and prescribed items.</p> <p>8 Record and report any discrepancies and other issues identified to an appropriate person.</p> <p>9 Arrange for medicines to be re-labelled or re-ordered where appropriate.</p> <p>10 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 (continued)

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
<p>11 Arrange for any new medicines required to be issued in accordance with standard operating procedures.</p> <p>12 Complete all relevant documentation and store appropriately in accordance with legal and organisational requirements.</p>		

SFHPHARM33: Order medicines and products for individuals

Specific evidence requirements for this unit
Simulation:
Simulation 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.
The following forms of evidence are mandatory:
Direct observation: There must be direct observation of performance by an assessor or expert witness. If all the direct observation is undertaken by an expert witness then a professional discussion between the candidate and the assessor must be undertaken. Workplace learning log: 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.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
Questioning: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or personal statements. In addition the assessor or expert witness may also ask questions to clarify aspects of your practice. Witness testimony: Can be a confirmation/authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a pharmacist, pharmacy technician, other healthcare professional or a patient/client you have dealt with. Products: For this unit, products may include the order for a supply of medicines or products for the individual. Personal statements: You may write a personal statement which will provide an account of how you carried out an activity in a particular way. Professional discussion: It is a requirement that professional discussion, of which record has been made, between the assessor and the candidate must take place at some stage during the delivery of the qualification if the work-based assessor has not worked directly with the candidate.

SFHPHARM33: Order medicines and products for individuals (continued)

Specific evidence requirements for this unit (continued)
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following (continued):
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.

SFHPHARM33: Order medicines and products for individuals (continued)

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.

You need to show that you know, understand and can apply in practice:	
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

You need to show that you know, understand and can apply in practice (continued):
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
<ul style="list-style-type: none">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.2 Work within the relevant standard operating procedures including the relevant health and safety procedures and within your own limits of competence.3 Explain to the individual the purpose of ordering their individual medicines or products.4 Review the individual's medication record to identify the correct medicines or products to be ordered.5 Assess the individual's current supply of medicines or products prior to placing the order.6 Identify any issues with the individual's current supply of medicines or products and take the appropriate action to rectify any issues.		Simulation is permitted for performance criteria 7f and 8.

SFHPHARM33: Order medicines and products for individuals (continued)

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">a the correct details of the individualb appropriate dosage formc correct strengthd correct quantitye correct instructionsf correct medicine brand, where appropriateg timescale for the order, if appropriate <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

Specific evidence requirements for this unit
Simulation:
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.
The following forms of evidence are mandatory:
<p>Direct observation: There must be direct observation of performance by an assessor or expert witness. If all the direct observation is undertaken by an expert witness then a professional discussion between the candidate and the assessor must be undertaken.</p> <p>Workplace learning log: 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.</p>
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
<p>Questioning: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or personal statements. In addition the assessor or expert witness may also ask questions to clarify aspects of your practice.</p> <p>Witness testimony: Can be a confirmation/authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a pharmacist, pharmacy technician, other healthcare professional or a patient/client you have dealt with.</p> <p>Products: For this unit, products may include the completed medicines reconciliation document.</p> <p>Personal statements: You may write a personal statement which will provide an account of how you carried out an activity in a particular way.</p> <p>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.</p>

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

Specific evidence requirements for this unit (continued)
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following (continued):
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 (continued)

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.

You need to show that you know, understand and can apply in practice:	
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

You need to show that you know, understand and can apply in practice (continued):	
K9	A working knowledge of the use of medicines including: <ul style="list-style-type: none"> 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 (continued):	
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"> 1 Work within the relevant standard operating procedures including the relevant health and safety procedures and within your own limits of competence. 2 Ensure that the environment and timing is suitable for open and confidential discussion with the individual or third party about their medicines. 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. 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. 5 Obtain valid consent from the individual or third party in accordance with standard operating procedures. 6 Check the individual's or third party understanding of the purpose of retrieving an individual's relevant history. 		<p>Simulation is permitted for performance criteria 10 and 11.</p>

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

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"> a medicines that have been started recently b medicines that have stopped c medicines that have changed d medicines that are used regularly e medicines that are used occasionally f medicines that are swapped or shared between individuals or their family and friends g medicines that are bought from other sources h if the individual drinks alcohol, smokes or uses other substances. i if the individual has experienced any problems or difficulties with their medication 		

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

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

Specific evidence requirements for this unit
Simulation:
Simulation is NOT permitted for any part of this unit.
The following forms of evidence are mandatory:
Direct observation: There must be direct observation of performance by an assessor or expert witness. If all the direct observation is undertaken by an expert witness then a professional discussion between the candidate and the assessor must be undertaken.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
<p>Questioning: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or personal statements. In addition the assessor or expert witness may also ask questions to clarify aspects of your practice.</p> <p>Witness testimony: Can be a confirmation/authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a pharmacist, pharmacy technician, pharmacy support worker, other healthcare professional or a patient/client you have dealt with.</p> <p>Products: For this unit, products may include a personal development plan.</p> <p>Personal statements: You may write a personal statement which will provide an account of how you carried out an activity in a particular way.</p> <p>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.</p> <p>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.</p>

SCDHSC0033: Develop your practice through reflection and learning (continued)

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.

You need to show that you know, understand and can apply in practice:	
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
<p>1 Communicate to others the importance of being a reflective practitioner.</p> <p>2 Analyse with individuals, key people and others what is required for competent, effective and safe practice in your job role.</p> <p>3 Use reflection to review your own knowledge, skills, attitudes and behaviours.</p> <p>4 Reflect on how any life experiences and personal beliefs might affect your work.</p> <p>5 Evaluate with individuals, key people and others how well you carry out your work to achieve outcomes and promote active participation.</p> <p>6 Analyse the areas of your work where literacy, numeracy and information technology skills are necessary.</p> <p>7 Demonstrate where you have used literacy, numeracy and information technology skills in your work.</p>		<p>Simulation is NOT permitted for any part of this unit.</p>

SCDHSC0033: Develop your practice through reflection and learning (continued)

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 (continued)

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

Specific evidence requirements for this unit
Simulation:
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.
The following forms of evidence are mandatory:
Direct observation: There must be direct observation of performance by an assessor or expert witness. If all the direct observation is undertaken by an expert witness then a professional discussion between the candidate and the assessor must be undertaken.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
Questioning: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or personal statements. In addition the assessor or expert witness may also ask questions to clarify aspects of your practice.
Witness testimony: Can be a confirmation/authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a pharmacist, pharmacy technician, pharmacy support worker, other healthcare professional or a patient/client you have dealt with.
Products: For this unit, products may include patient information leaflets (PILs), healthcare leaflets and pack information.
Personal statements: You may write a personal statement which will provide an account of how you carried out an activity in a particular way.
Professional discussion: It is a requirement that professional discussion, of which record has been made, between the assessor and the candidate must take place at some stage during the delivery of the qualification if the work-based assessor has not worked directly with the candidate.
Expert witness: It may not always be practicable for the work-based assessor to be present when a candidate is ready for assessment. If this is the case an expert witness may be used.

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

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.

You need to show that you know, understand and can apply in practice:	
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

You need to show that you know, understand and can apply in practice (continued):	
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
<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 Use appropriate questioning techniques to ascertain the individual's requirements and needs.</p> <p>4 Offer the individual medicines/products to meet their requirements, where appropriate.</p> <p>5 Provide the individual with relevant information and advice regarding the medicine or product.</p> <p>6 Confirm with the individual that:</p> <ul style="list-style-type: none">a they have understood the information you have providedb the information you have provided to them meets their requirements		<p>Simulation is permitted for performance criteria 7, 10, 11 and 12.</p>

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

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 (continued)

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

SFHHT2: Communicate with individuals about promoting their health and wellbeing

Specific evidence requirements for this unit
Simulation:
Simulation is NOT permitted for any part of this unit.
The following forms of evidence are mandatory:
Direct observation: There must be direct observation of performance by an assessor or expert witness. If all the direct observation is undertaken by an expert witness then a professional discussion between the candidate and the assessor must be undertaken.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
<p>Questioning: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or personal statements. In addition the assessor or expert witness may also ask questions to clarify aspects of your practice.</p> <p>Witness testimony: Can be a confirmation/authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a pharmacist, pharmacy technician, pharmacy support worker, other healthcare professional or a patient/client you have dealt with.</p> <p>Products: For this unit, products may include a healthcare promotion leaflet.</p> <p>Personal statements: You may write a personal statement which will provide an account of how you carried out an activity in a particular way.</p> <p>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.</p> <p>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.</p>

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

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.

You need to show that you know, understand and can apply in practice:	
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

You need to show that you know, understand and can apply in practice (continued):	
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"> a communities b people in own and other agencies
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"> a is appropriate to the individuals b encourages an open and frank exchange of views c minimises any constraints d is free from discrimination and oppression e is open to the range of issues that individuals wish to explore f acknowledges their right to make their own decisions g helps them to make their own decisions <p>2 Provide clear, up-to-date and relevant information to individuals about:</p> <ul style="list-style-type: none"> a health and wellbeing b things that might affect their health and wellbeing c the things they can do to improve their health and wellbeing d other people and agencies who might be able to help them improve their health and wellbeing 		<p>Simulation is NOT permitted for any part of this unit.</p>

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

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

SFHPHARM25: Supply dressings and appliances

Specific evidence requirements for this unit
Simulation: 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.
The following forms of evidence ARE mandatory:
Direct observation: There must be direct observation of performance by an assessor or expert witness. If all the direct observation is undertaken by an expert witness then a professional discussion between the candidate and the assessor must be undertaken.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
Questioning: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or personal statements. In addition the assessor or expert witness may also ask questions to clarify aspects of your practice. Witness testimony: Can be a confirmation/authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a pharmacist, pharmacy technician, pharmacy support worker, other healthcare professional or a patient/client you have dealt with. Products: For this unit, products may include a copy of the prescription endorsed with the appliance supplied. Personal statements: You may write a personal statement which will provide an account of how you carried out an activity in a particular way. Professional discussion: It is a requirement that professional discussion, of which record has been made, between the assessor and the candidate must take place at some stage during the delivery of the qualification if the work-based assessor has not worked directly with the candidate. Expert witness: It may not always be practicable for the work-based assessor to be present when a candidate is ready for assessment. If this is the case an expert witness may be used.

SFHPHARM25: Supply dressings and appliances (continued)

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.

You need to show that you know, understand and can apply in practice:	
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

You need to show that you know, understand and can apply in practice (continued):	
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"> a which items are allowed on prescriptions b the classifications and criteria for the payment
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
<ol style="list-style-type: none"> 1 Work within the relevant standard operating procedures including the relevant health and safety procedures and within your own limits of competence. 2 Confirm that the appliance/device/product prescribed on the prescription form matches the Drug Tariff criteria. 3 Clarify any missing information with the appropriate person. 4 Carry out all the necessary preparations, as required including arranging a convenient time for the appointment if required. 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. 6 Match the appliance/device/product to the requirements of the individual and/or the prescriber. 	<p>Appliance/device/product</p> <ul style="list-style-type: none"> a hosiery b ostomy care items c continence care appliances d dressings e compliance aids 	<p>Simulation is permitted for performance criteria 3, 8, 12 and 13.</p> <p>Evidence generated must cover three from five of the appliance/device/ product from the scope.</p>

SFHPHARM25: Supply dressings and appliances (continued)

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 (continued)

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">a the individual's comfortb the correct use of appliance <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>		

SFHPHARM26: Process pharmacy information for appropriate reimbursement and remuneration

Specific evidence requirements for this unit
Simulation: 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.
The following forms of evidence ARE mandatory:
Direct observation: There must be direct observation of performance by an assessor or expert witness. If all the direct observation is undertaken by an expert witness then a professional discussion between the candidate and the assessor must be undertaken.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
Questioning: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or personal statements. In addition the assessor or expert witness may also ask questions to clarify aspects of your practice. Witness testimony: Can be a confirmation/authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a pharmacist, pharmacy technician or pharmacy support worker. Products: For this unit, products may include a copy of the paperwork you have completed to accompany the prescriptions for payment. Personal statements: You may write a personal statement which will provide an account of how you carried out an activity in a particular way. Professional discussion: It is a requirement that professional discussion, of which record has been made, between the assessor and the candidate must take place at some stage during the delivery of the qualification if the work-based assessor has not worked directly with the candidate. Expert witness: It may not always be practicable for the work-based assessor to be present when a candidate is ready for assessment. If this is the case an expert witness may be used.

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

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.

You need to show that you know, understand and can apply in practice:	
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

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

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

Performance criteria	Scope	All performance criteria must be 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

Specific evidence requirements for this unit
Simulation: 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.
The following forms of evidence are mandatory:
Direct observation: There must be direct observation of performance by an assessor or expert witness. If all the direct observation is undertaken by an expert witness then a professional discussion between the candidate and the assessor must be undertaken.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
Questioning: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or personal statements. In addition the assessor or expert witness may also ask questions to clarify aspects of your practice. Witness testimony: Can be a confirmation/authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a pharmacist, pharmacy technician or pharmacy support worker. Products: For this unit, products may include the worksheet of the preparation being made. Or if simulation is used the actual preparation being made may be used as a product. Personal statements: You may write a personal statement which will provide an account of how you carried out an activity in a particular way. Professional discussion: It is a requirement that professional discussion, of which record has been made, between the assessor and the candidate must take place at some stage during the delivery of the qualification if the work-based assessor has not worked directly with the candidate. Expert witness: It may not always be practicable for the work-based assessor to be present when a candidate is ready for assessment. If this is the case an expert witness may be used.

SFHPHARM11: Prepare extemporaneous medicines (continued)

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.

You need to show that you know, understand and can apply in practice:	
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

You need to show that you know, understand and can apply in practice (continued):	
K11	A working knowledge of factors which cause deterioration of stock including: <ul style="list-style-type: none"> 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
<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 the prescription/order to confirm it indicates clearly the product required.</p> <p>3 Select the correct formula in respect of the prescription/order.</p> <p>4 Confirm the preparation area and equipment are clean and ready for use.</p> <p>5 Select and use the correct equipment for the process and the product.</p> <p>6 Confirm that the correct documentation, raw materials, equipment and consumables are available and ready for use, before you start the preparation.</p>	<p>Products</p> <ul style="list-style-type: none">a topical preparationsb oral liquid preparationsc powders	<p>Simulation is permitted for performance criteria 8 and 9 and any of the scope.</p> <p>Evidence must be generated to cover all of the products from the scope.</p>

SFHPHARM11: Prepare extemporaneous medicines (continued)

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 product 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 (continued)

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
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

Specific evidence requirements for this unit
Simulation:
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.
The following forms of evidence ARE mandatory:
Direct observation: There must be direct observation of performance by an assessor or expert witness. If all the direct observation is undertaken by an expert witness then a professional discussion between the candidate and the assessor must be undertaken.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
<p>Questioning: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or personal statements. In addition the assessor or expert witness may also ask questions to clarify aspects of your practice.</p> <p>Witness testimony: Can be a confirmation/authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a pharmacist, pharmacy technician or pharmacy support worker.</p> <p>Products: For this unit, products may include a copy of the worksheet you have checked.</p> <p>Personal statements: You may write a personal statement which will provide an account of how you carried out an activity in a particular way.</p> <p>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.</p> <p>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.</p>

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

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.

You need to show that you know, understand and can apply in practice:	
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

You need to show that you know, understand and can apply in practice (continued):
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
<ol style="list-style-type: none"> 1 Work within the relevant standard operating procedures including the relevant health and safety procedures and within your own limits of competence. 2 Check that you have the correct documentation for the product. 3 Ensure that the starting materials have been collected correctly and are ready for the aseptic process. 4 Check that the transcriptions, calculations, batch numbers and expiry dates are all correct. 5 Check the allocated batch number and expiry date for the product. 6 Check that the documentation and labels generated are correct, complete, accurate, and legible. 	<p>Products</p> <ol style="list-style-type: none"> a intravenous additives b parenteral nutrition c cytotoxic drugs 	<p>Simulation is permitted for performance criteria 9, 10 and 11 and any scope.</p> <p>Evidence must be generated to cover two from three of the products from the scope.</p>

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

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

Specific evidence requirements for this unit
Simulation:
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.
The following forms of evidence are mandatory:
Direct observation: There must be direct observation of performance by an assessor or expert witness. If all the direct observation is undertaken by an expert witness then a professional discussion between the candidate and the assessor must be undertaken.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
Questioning: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or personal statements. In addition the assessor or expert witness may also ask questions to clarify aspects of your practice. Witness testimony: Can be a confirmation/authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a pharmacist, pharmacy technician or pharmacy support worker. Products: For this unit, products may include the worksheet of the preparation being made. Personal statements: You may write a personal statement which will provide an account of how you carried out an activity in a particular way. Professional discussion: It is a requirement that professional discussion, of which record has been made, between the assessor and the candidate must take place at some stage during the delivery of the qualification if the work-based assessor has not worked directly with the candidate. Expert witness: It may not always be practicable for the work-based assessor to be present when a candidate is ready for assessment. If this is the case an expert witness may be used.

SFHPHARM19: Prepare aseptic products (continued)

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.

You need to show that you know, understand and can apply in practice:	
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

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

SFHPHARM19: Prepare aseptic products (continued)

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
<p>7 Prepare the product 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 (continued)

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
<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

Specific evidence requirements for this unit
Simulation: 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.
The following forms of evidence ARE mandatory:
Direct observation: There must be direct observation of performance by an assessor or expert witness. If all the direct observation is undertaken by an expert witness then a professional discussion between the candidate and the assessor must be undertaken.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
Questioning: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or personal statements. In addition the assessor or expert witness may also ask questions to clarify aspects of your practice. Witness testimony: Can be a confirmation/authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a pharmacist, pharmacy technician or pharmacy support worker. Products: For this unit, products may include a copy of the completed worksheet with the candidate's signature. Personal statements: You may write a personal statement which will provide an account of how you carried out an activity in a particular way. Professional discussion: It is a requirement that professional discussion, of which record has been made, between the assessor and the candidate must take place at some stage during the delivery of the qualification if the work-based assessor has not worked directly with the candidate. Expert witness: It may not always be practicable for the work-based assessor to be present when a candidate is ready for assessment. If this is the case an expert witness may be used.

SFHPHARM17: Manufacture and assemble medicinal products (continued)

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.

You need to show that you know, understand and can apply in practice:	
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

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

SFHPHARM17: Manufacture and assemble medicinal products

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
<ol style="list-style-type: none"> 1 Work within the relevant standard operating procedures including the relevant health and safety procedures and within your own limits of competence. 2 Ensure that equipment is checked as calibrated and validated before use. 3 Before you start the preparation, confirm that the correct documentation, raw materials, equipment and consumables are available and ready for use. 4 Monitor relevant environmental parameters and ensure that where appropriate they are within the set limits. 5 Take appropriate action if the environmental parameters are outside the set limits. 6 Put on the appropriate clothing relevant to the area of work, following the correct procedure. 7 Ensure the environmental areas are clean and prepared using the correct materials. 	<p>Products</p> <ol style="list-style-type: none"> a topical fluids b intravenous products using terminal sterilisation c solid dose forms (capsules, tablets, powders, suppositories) d ointments and creams e oral mixtures/solutions 	<p>Simulation is permitted for performance criteria 16,17, 18 and 19.</p> <p>Evidence must be generated to cover three from five of the products from the scope.</p>

SFHPHARM17: Manufacture and assemble medicinal products (continued)

Performance criteria	Scope	All performance criteria must be covered and the scope listed below
<p>8 Prepare products 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 (continued)

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>		

5 Further information

What else should I read?

The publications listed here provide additional information on how to implement SVQs. Details of these and other SQA publications are available on our website at **www.sqa.org.uk** on the 'Publications, Sales and Downloads' section. They can be ordered from SQA's Business Development and Customer Support Team — telephone 0303 333 0330. Please note that there may be a charge for some of these publications.

Assessor/Verifier Units: assessment guidance

External Verification: A Guide for Centres

Guide to Assessment

Introduction to Assessment Arrangements for Schools and Colleges

SQA's Quality Framework: a guide for centres

Operational Help Centre

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

Appendix 1: Blank recording forms

Unit progress record

Qualification and level _____

Candidate _____

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

Unit checklist

Mandatory							
Optional							

Mandatory units achieved

Unit number	Title	Assessor's signature	Date

Optional units achieved

Unit number	Title	Assessor's signature	Date

Index of evidence

SVQ title and level	
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[illegible]

Element achievement record

Unit _____

Element _____

Evidence index no	Description of evidence	PC/performance statements						Areas of knowledge and understanding/scope															

Unit _____

Element _____

Notes/comments

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

Candidate's signature _____

Date _____

Assessor's signature _____

Date _____

Internal verifier's signature _____

Date _____

Assessment plan

Units					
Elements					
Activities	Performance criteria (PC)	Method of assessment/ sources of evidence	Date of assessment	Evidence already available	Links to other units (performance criteria and range)
Questioning for knowledge and understanding not apparent from performance to be identified from 2nd review					

Assessor's signature _____

1st review due _____

Candidate's signature _____

2nd review due _____

Date of agreement _____

Date of completion _____

Personal statement

Date	Evidence index number	Details of statement	Links to other evidence (enter numbers)	Unit, elements, performance criteria, performance statements, scope covered

Candidate's signature _____

Date _____

Observation record

Unit/element(s) _____

Candidate _____

Evidence index number _____

Date of observation _____

Skills/activities observed	Performance criteria covered

Knowledge and understanding apparent from this observation

Other units/elements to which this evidence may contribute

Assessor's comments and feedback to candidate

I can confirm the candidate's performance was satisfactory.

Assessor's signature _____ Date _____

Candidate's signature _____ Date _____

Witness testimony

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

I can confirm the candidate's performance was satisfactory.

Witness signature _____

Date _____

Witness (please select the appropriate box):

☐ Holds L and D unit 9D/9D1, A1/A2 or D32/D33 qualifications

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

Record of questions and candidate's answers

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

Assessor's signature _____

Date _____

Candidate's signature _____

Date _____