



**Level 2**  
**Pharmacy Support Worker**  
**Apprenticeship Programme**

In partnership with





## About Us

Skills4Pharmacy is a Pharmacy Apprenticeship Training Provider dedicated to initiating and furthering the careers of Pharmacy Technicians and Pharmacy Support Workers. We take pride in delivering high-quality training programmes to learners and have a team of tutors ready to guide and support learners on their journey to certification. Skills4Pharmacy Level 2 Apprenticeship Standard for Pharmacy Support Workers is accredited by the General Pharmaceutical Council and meets their requirements for pharmacy support staff.

## Course Info

### Who is the course for?

A **Pharmacy Support Worker** works under the supervision of a Pharmacist or Pharmacy Technician in all areas of pharmacy practice, including community (High Street) pharmacies, hospitals, dispensing practices and prisons. Here at Skills4Pharmacy, we have taken the Level 2 Apprenticeship standard and looked at ways in which we can be sure it meets the needs of pharmacy employers and provides flexibility and adaptability.

**12 month duration + 3 months for end-point-assessment period.**

#### At level 2, apprentices will learn:

- Dispensing and Supply of Medicines and Medicinal Products
- Teamwork
- Communication, pharmacy law and ethics
- Person centred care
- Health and safety in the workplace
- Professional behaviours

#### How will learners be taught?

- 2 hours bi-weekly live online sessions delivered through Microsoft Teams by a GPhC registered Pharmacist or Pharmacy Technician
- On demand, one-to-one support as and when required
- Quarterly formal progress reviews
- Access to our online training platform - Bud
- Support from a dedicated educational supervisor in the workplace

### What is covered?

The sequence of teaching and learning is planned to provide a knowledge and skills framework to build progressive steps from induction to module endpoints and apprenticeship standard end point assessment. The apprenticeship aims to build an increasing body of knowledge that enables learners to perform increasingly complex skills in assisting in the management of medicines, including dispensing and supply, whilst keeping the patients best interests and safety at the forefront of their pharmacy practice. English and Mathematics are embedded into the delivery of the apprenticeship. Furthermore, British Values are integral to encouraging learners to voice their opinions through various avenues such as online teaching, workbook activities and discussions during the learning programme.

#### Our comprehensive course includes both:

- Medicine Counter Assistant
- Dispensing of Medicines and Medicinal Products

### What are the Entry Requirements?

All apprentices will have an initial assessment, an interview and must be working in a pharmacy setting.

For **Level 2** there are no formal entry requirements.

### What Qualifications will learners gain?

**Level 2:** GPhC accredited Apprenticeship Course for Pharmacy Support Workers



### Tutor support

Learners will be allocated a Tutor who will coach, support and guide them throughout their apprenticeship. They will have full access to Bud, our online training platform, so that on day 1 of their apprenticeship they will be able to review activities, live sessions and coursework immediately. Completing these activities will contribute to off -the-job learning. Learners can book a 1:1 with their Tutor to discuss Bud in detail, exempting activities where relevant and also setting their personalised activities that are tailored to learners and the employer needs.



STEP 3

# Skills4Pharmacy apprenticeship learner journey

### Induction

Learners will receive a detailed induction onto their apprenticeship, which will include key information needed to start the programme. This also includes welcome activities such as careers, advice and guidance information. Furthermore, learners will attend a live and interactive induction where they will learn:

- Key information concerning the apprenticeship
- How to develop Maths, English and digital skills
- The apprentice role and responsibilities in Safeguarding, Prevent and British Values
- The expectations and requirements of The General Pharmaceutical Council (GPhC)



STEP 2

STEP 1



### Skill scan and Initial Assessment

Once learners have commenced the enrolment process, they will be asked to submit any evidence of prior learning/GCSE results. They will receive a link to complete a BKSB English & Maths initial assessment which must be done prior to a sign-up meeting being arranged between themselves, the employer and the enrolment team. It is important that time is taken with this and the BKSB is completed to the best of their ability so that we can offer tailored support whilst completing the apprenticeship. During the enrolment meeting, learners will be required to undertake a skills scan to establish their starting point on the program and help us to individualise their learning with Skills4Pharmacy.





## On programme

During this stage of the apprenticeship, learners will work to improve knowledge skills and behaviours required for the apprenticeship standard, complete the required off-the-job training and achieve their English and Maths Functional Skills qualifications (unless exempt). This will involve regular 1:1 meetings with their Tutor, in addition to live sessions during which they will plan to stretch and challenge their learning. They will also be learning and developing new skills/competencies and knowledge in the workplace.

Throughout the duration of the apprenticeship, training and development are delivered virtually through live interactive sessions twice monthly for Level 2 learners.

Observations are planned and carried out by a tutor in the workplace to mirror the requirements of end-point assessment.

On our online learning platform, learners will be able to access learning and recap all of their own learning at their own convenience. They will be given submission deadlines for assessments and will be expected to submit work that has been set by their tutor, providing evidence of competence and knowledge.

Formal Progress reviews are scheduled every 10 to 12 weeks with the learner, their Educational Supervisor and their Tutor. Progress reviews are an opportunity to review and reflect on progress to date, visualising how they have developed against the required knowledge, skills and behaviours. Progress reviews are also an opportunity to discuss career aspirations, welfare, current affairs and other hot topics.



## Gateway

Upon completion of their qualification, learners will go through gateway. This is a 3-way meeting with themselves, their line manager, with the tutor confirming the mandatory aspects of the apprenticeship is completed and that they are ready to undertake the end-point assessment phase of the apprenticeship. Once this has been agreed upon, learners will complete the end point assessment with the independent End Point Assessment Organisation, they will receive support all the way up to the day of their End Point Assessment.



## End Point Assessment

The EPA period will only start once the employer and the tutor are satisfied that the apprentice is consistently working at or above the level set out in the occupational standard.

EPA will occur 8 to 12 weeks following the assessment gateway and at Level 2 will incorporate different assessment components:

- observation
- multiple choice questions
- professional discussion.

The independent assessor will determine the learner's overall grade. Subject to achievement, they will be graded pass or distinction.



## Certification

On successful completion of EPA, learners will receive a certificate confirming their achievement. Certification approximately takes 12 weeks.

# Unit Breakdowns

## Skills 4 Pharmacy Apprenticeship Course for Pharmacy Support Workers

### Dispensing and Supply of Medicines and Medicinal Products

In this domain, learners will develop broad technical skills which are fundamental to the practice of Pharmacy Support Workers (PSW); dispensing process from receiving a prescription, checking its legality, dispensing a range of prescribed items, following Standard Operating Procedures, and then issuing dispensed and checked items. Learners will identify stock requirements and follow ordering standard operating procedures; process received orders and maintain stock in suitable storage conditions and issue stock as required in relation to the sector in which they work.

### Teamwork

In this domain, learners will understand their role within the pharmacy team and the wider health and care team. They will learn to identify their own strengths and weaknesses and opportunities available to help with their development. Learners will learn about laws and regulation that affect the team and the way it works. Furthermore, learners will look at the structure and function of the team in which they work. They will consider factors that make it successful and identify areas of weakness and the consequences of poor teamwork. Learners will engage in self-reflection as they identify their own place in the team and what contribution they can make.

### Person-centred care

The content of this domain must become embedded into the practice of all Pharmacy Support Workers. (PSW). Person-centred care is one of the nine standards for pharmacy professionals. Although PSWs are not registered with the General Pharmaceutical Council, members of the public have an expectation that they will be treated with the same professionalism by any health or care worker they encounter. Pharmacy professionals have a duty of care to ensure the safety and well-being of those to whom they provide a service. Therefore, PSWs must develop the knowledge and skills to enable them to make patients their first concern. They need to be vigilant and recognise signs that a person may need additional help or support, in particular children and vulnerable adults. The second part of this domain is about promoting healthy lifestyles. This may be seen as a role carried out by community pharmacies. Health professionals who have contact with patients or members of the public in any setting do have the opportunity to influence life-style choices and this topic will explore ways in which a PSW can contribute to national targets.

### Communication, pharmacy laws and ethics

In this domain, learners will develop communications skills and learn about the law and ethical issues that are fundamental to the practice of Pharmacy Support Workers. Learners will explore communication barriers and the consequences of poor communication. Learners will look at complaints procedures and how far they are able to progress a complaint before referring it to another person. Learners will also look at common ethical issues.

### Health and safety in the workplace

This domain is entirely focused on health and safety in the workplace. It covers all aspect of health and safety law and procedures. The learner will demonstrate the application of this legislation and regulation to their practice in pharmacy. They will look at how to prevent accidents and incidents, what to do in an emergency situation and how and what to report.

### Professional Behaviours

Learners will be able to identify the correct professional behaviours to display and carry out in their daily work. There should be very little unique evidence for this, as behaviours should be observed as part of the learner's practice. Teaching, learning, assessment and evidence produced for each of the other modules is integral and embedded and should contribute towards the confirmation that the learners' behaviours are conducive to working as a pharmacy professional.





## Theory:

- Classes & workshops
- Online Webinars
- Masterclasses
- Reading & Research
- Lunch & Learn Sessions
- Roleplay & Simulation Exercises

## Practical Training:

- Job Shadowing
- Mentoring
- Attending Meetings
- Networking & Events
- Visits to wider parts of department
- Project Work



## Learning Support:

- Writing Assignments
- Writing Self Assessments
- Revision
- Exam Prep
- One-to-one tutorials
- Peer Discussions



## What is off-the-job training?

Off-the-job training is a statutory requirement for an English apprenticeship. It is training which is received by the apprentice within their practical period, during the apprentice's normal working hours, for the purpose of achieving the knowledge, skills and behaviours of the approved apprenticeship that is referenced in the apprenticeship agreement. By normal working hours we mean the hours for which the apprentice would normally be paid, excluding overtime

## Why during working hours?

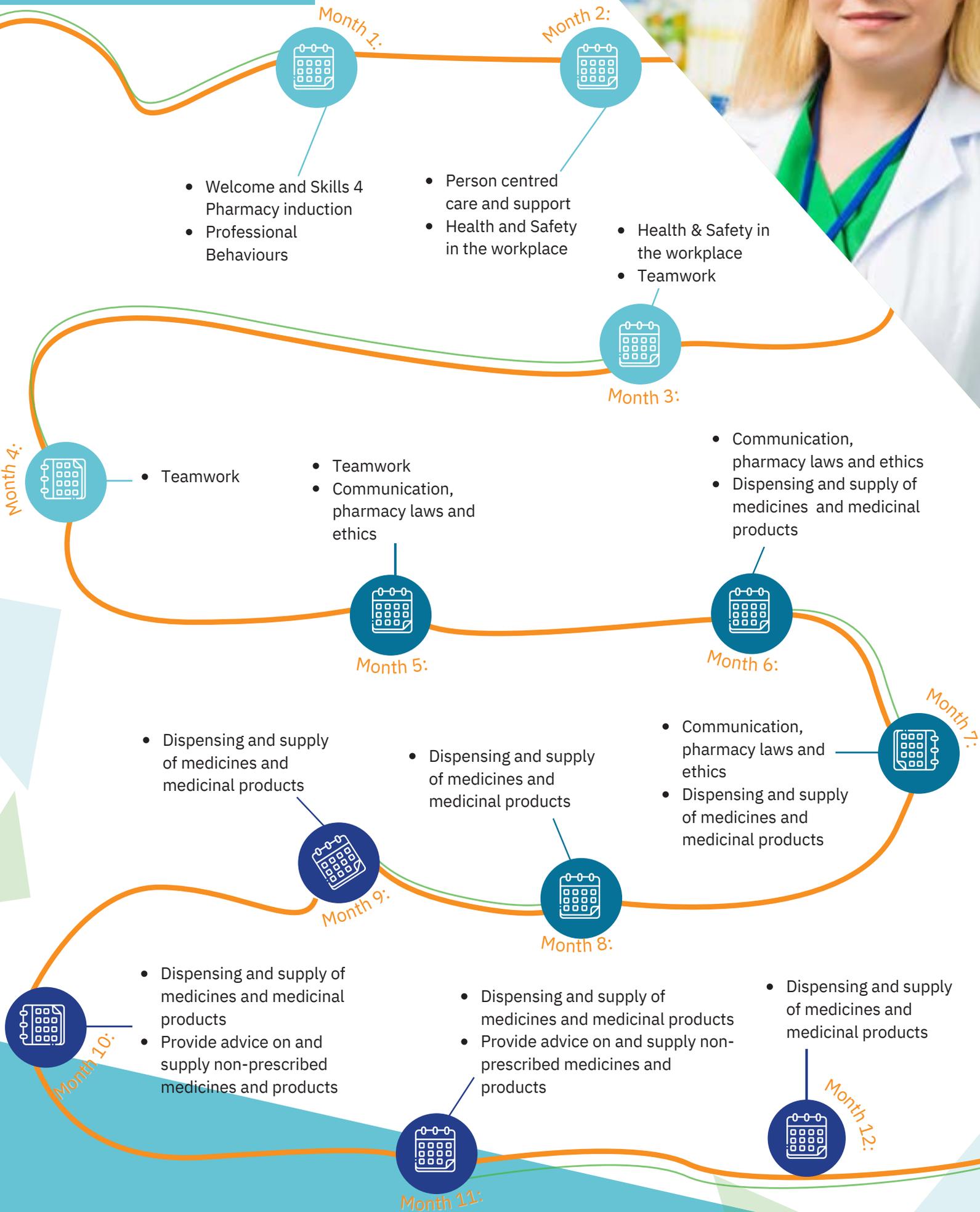
An apprenticeship is a work-based programme. Therefore, it is reasonable that the training must be delivered during the apprentice's normal working hours, away from their productive job role. It would be unfair to expect an apprentice to undertake the apprenticeship in their own time, in addition to their (potentially full-time) job role

If the required off-the-job training must, by exception, take place outside of the apprentice's normal working hours (e.g. in an evening or at the weekend, for an apprentice that normally works Mon-Fri 9-5), the apprentice must agree to this and be compensated for this time (e.g. through time off in lieu (TOIL) or by being paid for these hours). The majority of the programme must not be delivered in this way

For more information on off-the-job training, please visit [gov.uk](http://gov.uk):

[www.gov.uk/government/publications/apprenticeships-off-the-job-training](http://www.gov.uk/government/publications/apprenticeships-off-the-job-training)

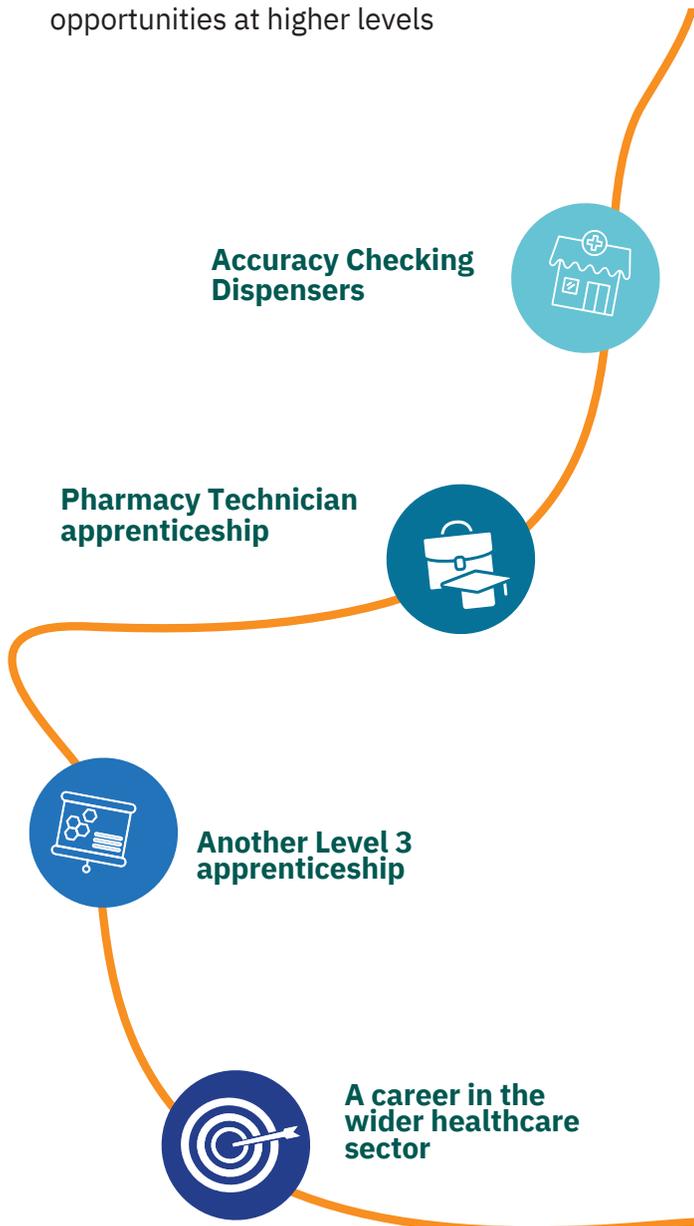
# Monthly Breakdowns



# Career Opportunities

## Where can a pharmacy assistant careers go?

- Learners could undertake further training to become a Pharmacy Technician
- Learners could lead a team responsible for the receipt and delivery of medicines in a hospital or an aseptic unit to help prepare cancer drugs
- Learners could become a health living champion working in a community pharmacy
- Learners could explore wider healthcare opportunities at higher levels



## L2 Qualified Pharmacy Support Worker

### Band 2

Band 2 staff include pharmacy assistants, receptionists, phlebotomists, administrative staff, domestic staff and catering staff.

Years Experience	Salary
0-2	£20,270
2+	£21,318

### Band 3

Band 3 staff include clinical support workers, therapy assistants, pharmacy assistants, administrative workers and clerical staff.

Years Experience	Salary
0-2	£21,730
2+	£23,117

# Notes



## Get in touch



**0161 794 0528**



**[info@skills4pharmacy.org.uk](mailto:info@skills4pharmacy.org.uk)**



**[www.skills4pharmacy.org.uk](http://www.skills4pharmacy.org.uk)**



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