

Skills4Pharmacy – Pharmacy Technician Level 3 (Integrated) Apprenticeship Delivery Schedule and Mapping

Month					
Set	Due	Task Title on BUD	OTJT Hours	Learning Outcomes	KSBs
1	1	Live Session I The start of your learning journey I GPhC Standards for Pharmacy Professionals	1		K1, K2, K6, K23, B1, B5
1	1	Orientation I Getting started with your BUD learners	0		
1	2	Welcome	0		
1	3	OTJT I Workplace Off-the-job Log (Months 1-3)	10		KSBs assigned by tutor, based on evidence provided
1	1	OTJ Activity Prescription writing (BNF & NICE)	10		K1, K2, K6, K8, K9, K22, K23, K27, S2, S7, S9, S10, S12, S13, S14, S18, S19, B1, B2, B4
1	2	OTJ Activity I Standard Operating Procedures (SOPs)	10		K1, K2, K6, K7, K8, K9, K10, K14, K18, K21, K22, K23, K24, K25, K26, S1, S2, S7, S10, S11, S12, S13, S14, S15, S17, S18, S23, S24, S28, S29, S31, S32, B1, B2, B4
1	2	Activity Level 2 Safeguarding Training	10		K1, K2, K6, K15, K18, K23, S11, S17, S28, B1, B2, B4
1	1	Reading I Professional Behaviour and Code of Conduct	0		
1	2	Workbook I Safeguarding, Prevent and British Values	2		K5, K6, K8, K16, K21, K23, B5
1	1	Unit Information Legal, Regulatory, and Professional Standards in Pharmacy Practice	0		
1	1	Reading Legal, Regulatory and Professional Standards in Pharmacy Practice	15		K1, K2, K6, K13, K23
1	1	Live Sessions Legal, Regulatory and Professional Standards in Pharmacy Practice	15		K1, K2, K8, K13, K21, K23, S1, S2, S7, S10, S11, S12, S13, S14, S28, B1, B4
2	2	Unit assignment Legal, Regulatory and Professional Standards in Pharmacy Practice	5	Legal, Regulatory and Professional Standards in Pharmacy Practice – 1.1, 1.2, 1.3, 1.4, 2.1, 2.2, 2.3 2.4, 3.1, 3.2, 3.3, 3.4, 4.1, 4.2, 4.3, 4.4, 4.5, 4.6	K1, K2, K8, K13, K21, K23, S1, S2, S7, S10, S11, S12, S13, S14, S28, B1, B4
2	2	Self-Directed Learning I Introduction	0		K1, K2, K6, K15, K16, K21, K23

2	2	Reading Referencing System	0		
2	2	Reading Glossary of Verbs used within Assessments	0		
2	2	Unit Information Audit, Quality Improvement and Risk Management (Risk Management only)	0		
2	2	Live Session Audit, Quality Improvement and Risk Management Part 1 (Risk Management Only)	2		K1, K2, K10, K13, K23, K24, S31
2	3	OTJ Activity Audit, Quality Improvement and Risk Management	10		K1, K2, K6, K10, K13, K14, K23, K24, K25, S11, S30, S31, B1, B2, B3
2	3	OTJ Activity First Aid first	5		K10, K24, K25, S30
2	2	Unit Information Person-Centred Care and Approaches	0		
2	2	Reading Person-Centred Care and Approaches	3		K1, K2, K5, K6, K7, K8, K11, K15, K16, K18, K22, K23, K26
2	3	Live Sessions Person-Centred Care and Approaches	12		K1, K5, K6, K7, K8, K11, K16, K23, S1, S7, S8, B4, B5
3	3	Unit assignment Audit, Quality Improvement and Risk Management (Risk Management only)	8	Audit, Quality Improvement and Risk Management – 3.1, 3.2, 3.3, 3.4, 3.5, 3.6	K12, S1, S10, S11, S15, S16, S17, S27, S29, S31, B1, B2, B3
3	3	Learner Testimony Audit, Quality Improvement and Risk Management (Risk Management only)	10	Audit, Quality Improvement and Risk Management – 4.1, 4.2, 4.3, 4.4, 4.5	K10, K24, S31, B1, B2, B3
3	3	Unit Information Communication and Health Promotion in Pharmacy Reading Communication and Health Promotion in Pharmacy (Communication Only)	0		
3	3	Reading Communication and Health Promotion in Pharmacy (Communication Only)	10		K1, K5, K6, K7, K8, K11, K15, K16, K18, K22, K23, K26, S15, S23
3	3	Live Sessions Communication and Health Promotion in Pharmacy (Communication Only)	10		K7, K11, K15, K22, S2, S10, S11, S19, S20, B2, B3, B5
3	12	Learner Testimony Receive & Validate prescriptions	2	Supply, Dispense and Final Accuracy Check Medicines and Pharmaceutical Products – 4.1, 4.2, 4.3, 4.4, 4.5, 4.6, 4.7	S1, S2, S7, S9, S13, S14, S18, S22,
3	24	Expert Witness Signature Sample Record Sheet	8		
4	4	Learner Testimony Person Centred Care and Approaches	8	Person Centred Care and Approaches – 1.1, 1.2, 1.3, 1.4, 2.1, 2.4, 2.5, 3.1, 3.2, 3.3, 3.4, 5.1, 5.4, 6.1, 6.2, 6.3, 6.4	K2, K5, K6, K7, K11, K16, K25, S1, S2, B2, B5
4	4	Unit assignment Person-Centred Care and Approaches	5	Person Centred Care and Approaches – 2.2, 2.3, 4.1, 4.2, 4.3, 4.4, 5.2, 5.3, 6.1	K1, K5, K6, K16, K23, K25
4	4	Unit assignment Communication and Health Promotion in Pharmacy (Communication Only)	10	Communication and Health Promotion in Pharmacy – 1.1, 1.2, 1.3, 1.4, 2.2	K7, K11, K15, S19
4	4	Learner Testimony Communication and Health Promotion in Pharmacy (Communication Only)	10	Communication and Health Promotion in Pharmacy – 2.1, 2.2, 2.3, 2.4, 2.5, 2.6, 2.7, 2.8	K7, K15, K22, S2, S10, S11, S19, S20, S23, B2, B5

4	4	Unit Information Supervision and Teamwork	0		
4	4	Reading Supervision and Teamwork	10		K1, K2, K11, K14, K15, K18, K19, K23, K26
4	4	Live Sessions Supervision and Teamwork	8		K1, K2, K11, K15, K18, K23, S1, S2, S10, S15, S17, S24, S29, S32, B1, B3, B5
4	8	OTJ Activity Product Knowledge	22		K2, K3, K4, K27
4	6	OTJT Workplace Off-the-job Log (Months 4-6)	10		KSBs assigned by tutor, based on evidence provided
5	5	Unit assignment Supervision and Teamwork	8	Supervision and Teamwork – 1.1, 1.2, 1.3, 2.1, 2.2, 2.3, 3.3, 3.4, 4.1, 4.3, 5.2, 5.5	K1, K2, K7, K11, K14, K15, K18, K26
5	13	Learner Testimony Supervision and Teamwork	8	Supervision and Teamwork – 3.1, 3.2, 3.3, 3.4, 4.4, 5.4, 5.5, 6.1, 6.2, 6.3, 6.4, 6.5, 6.6	K11, K14, S1, S2, S10, S11, S15, S18, S29, S32, B1, B2, B3, B5
5	5	Unit Information Supply, Dispense and Final Accuracy Check Medicines and Pharmaceutical Products	0		
5	5	Reading Supply, Dispense and Final Accuracy Check Medicines and Pharmaceutical Products	10		K1, K2, K4, K6, K8, K23
5	5	Live Sessions Supply, Dispense and Final Accuracy Check Medicines and Pharmaceutical Products	7		K1, K2, K4, K8, K9, K10, K23, S1, S2, S3, S4, S5, S6, S9, S10, S11, S12, S13, S14, S18, S19, S20, S21, S24, S27, S31, B1, B2, B3, B4
5	12	Dispensing Accuracy Logs Supply, Dispense and Final Accuracy Check Medicines and Pharmaceutical Products	0		S1, S2, S3, S4, S5, S6, S7, S9, S10, S11, S12, S13, S14, S15, S21, B1, B2, B4
5	6	Observation 1 Supply, Dispense and Final Accuracy Check Medicines and Pharmaceutical Products (Dispensing)	1	Supply, Dispense and Final Accuracy Check Medicines and Pharmaceutical Products – 5.1, 5.2, 5.3, 5.4, 5.5, 5.6, 5.7, 5.8, 5.9, 5.10, 5.11, 5.12, 5.13	S1, S2, S3, S4, S5, S6, S9, S10, S11, S12, S13, S14, S18, S19, S20, S21, S24, S27, S31, B1, B2, B3, B4
5	6	Self-Directed Learning Science Upskill and Support	0		
5	5	OTJ Activity Learn from patient safety events (LFPSE)	6		K1, K2, K6, K12, K13, K14, K22, K23, K26, K27, S27, B1, B2
6	6	Unit assignment Supply, Dispense and Final Accuracy Check Medicines and Pharmaceutical Products	10	Supply, Dispense and Final Accuracy Check Medicines and Pharmaceutical Products – 3.1, 3.2, 3.3	K2, K9, K11, K24, K27
6	6	Learner Testimony Dispense a Range of Prescribed Medicines and Medicinal Products	5	Supply, Dispense and Final Accuracy Check Medicines and Pharmaceutical Products – 5.1, 5.2, 5.3, 5.4, 5.5, 5.6, 5.7, 5.8, 5.9, 5.10, 5.11, 5.12, 5.13	S1, S2, S3, S4, S5, S6, S7, S10, S11, S12, S14, S21, S24, B1, B2, B4
6	16	Unit Information Pharmacy Science for Pharmacy Technicians	0		

6	6	Live Sessions Pharmacy Science for Pharmacy Technicians (Blood, Cells, and Components)	8		K3
7	7	Unit assessment Pharmacy Science for Pharmacy Technicians (Blood, Cells, and Components)	0	Pharmacy Science for Pharmacy Technicians – 2.1, 2.2, 2.3, 2.4	K3
7	7	Live Sessions Pharmacy Science for Pharmacy Technicians (Human Biology)	8		K3
7	9	OTJT Workplace Off-the-job Log (Months 7-9)	10		KSBs assigned by tutor, based on evidence provided
8	8	Unit assessment Pharmacy Science for Pharmacy Technicians (Human Biology)	0	Pharmacy Science for Pharmacy Technicians – 1.1, 1.2, 1.3, 1.4	K3
8	19	Unit Information Pharmacology for Pharmacy Technicians	0		
8	8	Live Sessions Pharmacology for Pharmacy Technicians (Actions & Uses)	8		K3
9	9	Unit assessment Pharmacology for Pharmacy Technicians (Actions & Uses)	0	Pharmacology for Pharmacy Technicians – 1.1, 1.2, 1.3, 1.4, 1.5	K3
9	9	Live Sessions Pharmacy Science for Pharmacy Technicians (Understand Chemical Principles)	8		K3
10	10	Unit assessment Pharmacy Science for Pharmacy Technicians (Understand Chemical Principles)	0	Pharmacy Science for Pharmacy Technicians – 3.1, 3.2, 3.3, 3.4	K3
10	19	Unit Information Human Physiology for Pharmacy Technicians	0		
10	10	Live Sessions Human Physiology for Pharmacy Technicians and Pharmacology for Pharmacy Technicians (Endocrine, Genito-urinary, and Reproductive Systems) - Week 1	2		K3
10	10	Live Sessions Human Physiology for Pharmacy Technicians and Pharmacology for Pharmacy Technicians (Endocrine, Genito-urinary, and Reproductive Systems) - Week 2	2		K3
10	10	Live Sessions Human Physiology for Pharmacy Technicians and Pharmacology for Pharmacy Technicians (Endocrine, Genito-urinary, and Reproductive Systems) - Week 3	2		K3
10	10	Live Sessions Human Physiology for Pharmacy Technicians and Pharmacology for Pharmacy Technicians (Endocrine, Genito-urinary, and Reproductive Systems) - Week 4	2		K3
10	12	OTJT Workplace Off-the-job Log (Months 10-12)	10		KSBs assigned by tutor, based on evidence provided
11	11	Unit assessment Human Physiology for Pharmacy Technicians and Pharmacology for Pharmacy Technicians (Endocrine, Genito-urinary, and Reproductive Systems)	0	Human Physiology for Pharmacy Technicians – 1.1, 1.2, 1.3, 1.4, 1.5, 1.6 Pharmacology for Pharmacy Technicians – 3.1, 3.2, 3.3, 3.4, 3.5, 3.6	K3
11	11	Unit Information Personal and Professional Development	0		

11	11	Live Session Personal and Professional Development (Week 1)	2		K1, K2, K6, K14, K19, K20, K23, S1, S2, S10, S11, S12, S25, S26, B1, B2, B3
11	11	Live Session Personal and Professional Development (Week 2)	2		K1, K2, K20
11	11	Live Session Personal and Professional Development (Week 3)	2		K1, K2, K14, K19, K20
11	13	Activity Planned and Unplanned CPD Record	2	Personal and Professional Development – 4.1, 4.2, 4.3, 4.4, 4.5	K20, S2, S25, S26, B1, B3
11	13	Activity Reflective Account Record	1	Personal and Professional Development – 4.1, 4.2, 4.3, 4.4, 4.5	K20, S2, S25, S26, B1, B3
11	13	Activity Peer Discussion Record	2	Personal and Professional Development – 4.1, 4.2, 4.3, 4.4, 4.5	K20, S2, S25, S26, B1, B3
11	11	Live session Supply, Dispense and Final Accuracy Check Medicines and Pharmaceutical Products (Understand Stock Management Principles) (Week 1)	2		K1, K2, K9, K24, K27
12	12	Unit assignment Personal and Professional Development	4	Personal and Professional Development – 1.1, 1.2, 1.3, 2.1, 2.2, 2.3, 2.4, 3.1, 3.2, 3.3	K1, K2, K14, K19, K20, S25, S26, B1, B2, B3
12	12	Unit assignment Supply, Dispense and Final Accuracy Check Medicines and Medicinal Products (Understand Stock Management Principles)	4	Supply, Dispense and Final Accuracy Check Medicines and Pharmaceutical Products – 1.1, 1.2, 1.3, 1.4	K2, K9, K11, K24, K27
12	12	Unit Information Leadership and Management Practice in Pharmacy	0		
12	12	Live Session Leadership and Management Practice in Pharmacy (Week 1)	2		K1, K2, K6, K26
12	12	Live Session Leadership and Management Practice in Pharmacy (Week 2)	2		K1, K2, K6, K26
12	12	Live Session Leadership and Management Practice in Pharmacy (Week 3)	2		K1, K2, K6, K26
12	12	Live Session Leadership and Management Practice in Pharmacy (Week 4)	2		K1, K2, K6, K26
12	12	OTJ Activity Patient Group Directions (PGDs)	8		K1, K2, K5, K6, K10, K11, K13, K15, K16, K18, K19, K23, K26, S1, S2, S6, S7, S10, S11, S13, S14, S15, S20, S22, S23, S29, S31, S32, B1, B2, B3, B4, B5
13	13	Unit assignment Leadership and Management Practice in Pharmacy	10	Leadership and Management Practice in Pharmacy – 1.1, 1.2, 1.3, 1.4, 1.5, 1.6, 2.1, 2.2, 2.3, 2.4, 2.5, 2.6, 3.1, 3.2, 3.3, 3.4, 3.5, 3.6, 4.1, 4.2, 4.3, 4.4, 4.5, 4.6	K1, K2, K6, K26
13	20	Workplace Project Leadership and Management Practice in Pharmacy	30	Leadership and Management Practice in Pharmacy – 5.1, 5.2, 5.3, 5.4, 5.5, 5.6	K1, K2, K6, K26
13	13	Live Session Human Physiology for Pharmacy Technicians and Pharmacology for Pharmacy Technicians (Cardiovascular and Respiratory Systems) (Week 1)	2		K3
13	13	Live Session Human Physiology for Pharmacy Technicians and Pharmacology for Pharmacy Technicians (Cardiovascular and Respiratory Systems) (Week 2)	2		K3

13	13	Live Session Human Physiology for Pharmacy Technicians and Pharmacology for Pharmacy Technicians (Cardiovascular and Respiratory Systems) (Week 3)	2		K3
13	13	Live Session Human Physiology for Pharmacy Technicians and Pharmacology for Pharmacy Technicians (Cardiovascular and Respiratory Systems) (Week 4)	2		K3
13	15	OTJT Workplace Off-the-job Log (Months 13-15)	10		KSBs assigned by tutor, based on evidence provided
14	14	Unit assessment Human Physiology for Pharmacy Technicians and Pharmacology for Pharmacy Technicians (Cardiovascular and Respiratory Systems)	0	Human Physiology for Pharmacy Technicians – 2.1, 2.2, 2.3, 2.4 Pharmacology for Pharmacy Technicians – 4.1, 4.2, 4.3, 4.4, 4.5	K3
14	14	Live Sessions Human Physiology for Pharmacy Technicians and Pharmacology for Pharmacy Technicians (Musculoskeletal System and Sensory Organs) - Week 1	2		K3
14	14	Live Sessions Human Physiology for Pharmacy Technicians and Pharmacology for Pharmacy Technicians (Musculoskeletal System and Sensory Organs) - Week 2	2		K3
14	14	Live Sessions Human Physiology for Pharmacy Technicians and Pharmacology for Pharmacy Technicians (Musculoskeletal System and Sensory Organs) - Week 3	2		K3
14	14	Live Sessions Human Physiology for Pharmacy Technicians and Pharmacology for Pharmacy Technicians (Musculoskeletal System and Sensory Organs) - Week 4	2		K3
14	23	Observation 2 Supply, Dispense and Final Accuracy Check Medicines and Pharmaceutical Products (Accuracy Checking)	0	Supply, Dispense and Final Accuracy Check Medicines and Pharmaceutical Products – 6.1, 6.2, 6.3, 6.4, 6.5, 6.6, 6.7	K1, S1, S2, S10, S11, S15, S24, S27, S29, B1, B2, B3
14	23	Checking Accuracy Logs Supply, Dispense and Final Accuracy Check Medicines and Pharmaceutical Products (Accuracy Checking)	0	Supply, Dispense and Final Accuracy Check Medicines and Pharmaceutical Products – 6.1, 6.2, 6.3, 6.4, 6.5, 6.6, 6.7	S1, S2, S10, S11, S15, S24, S27, S29, B1, B2, B3, B4, B5
15	15	Unit assessment Human Physiology for Pharmacy Technicians and Pharmacology for Pharmacy Technicians (Musculoskeletal System and Sensory Organs)	0	Human Physiology for Pharmacy Technicians – 4.1, 4.2, 4.3, 4.4, 4.5 Pharmacology for Pharmacy Technicians – 5.1, 5.2, 5.3, 5.4, 5.5, 5.6, 5.7, 5.8, 5.9, 5.10	K3
15	15	Live Session Pharmacy Science for Pharmacy Technicians (Understand the Range of Microbes and Infectious Diseases) - Week 1	2		K3
15	15	Live Session Pharmacy Science for Pharmacy Technicians (Understand the Range of Microbes and Infectious Diseases) - Week 2	2		K3
15	15	Live Session Pharmacy Science for Pharmacy Technicians (Understand the Range of Microbes and Infectious Diseases) - Week 3	2		K3
15	15	Live Session Pharmacy Science for Pharmacy Technicians (Understand the Range of Microbes and Infectious Diseases) - Week 4	2		K3

16	16	Unit assessment Pharmacy Science for Pharmacy Technicians (Understand the Range of Microbes and Infectious Diseases)	0	Pharmacy Science for Pharmacy Technicians – 4.1, 4.2, 4.3, 4.4, 4.5, 4.6, 4.7	K3
16	16	Live Sessions Human Physiology for Pharmacy Technicians and Pharmacology for Pharmacy Technicians (Gastrointestinal and Nutritional Disorders) - Week 1	2		K3
16	16	Live Sessions Human Physiology for Pharmacy Technicians and Pharmacology for Pharmacy Technicians (Gastrointestinal and Nutritional Disorders) - Week 2	2		K3
16	16	Live Sessions Human Physiology for Pharmacy Technicians and Pharmacology for Pharmacy Technicians (Gastrointestinal and Nutritional Disorders) - Week 3	2		K3
16	16	Live Sessions Human Physiology for Pharmacy Technicians and Pharmacology for Pharmacy Technicians (Gastrointestinal and Nutritional Disorders) - Week 4	2		K3
16	18	OTJT Workplace Off-the-job Log (Months 16-18)	10		KSBs assigned by tutor, based on evidence provided
17	23	Observation 3 Supply, Dispense and Final Accuracy Check Medicines and Pharmaceutical Products (Accuracy Checking)	0	Supply, Dispense and Final Accuracy Check Medicines and Pharmaceutical Products – 6.1, 6.2, 6.3, 6.4, 6.5, 6.6, 6.7	S1, S2, S10, S11, S15, S24, S27, S29, B1, B2, B3, B4, B5
17	23	Optional Exam Supply, Dispense and Final Accuracy Check Medicines and Pharmaceutical Products (Employer request only)	0		
17	17	Unit assessment Human Physiology for Pharmacy Technicians and Pharmacology for Pharmacy Technicians (Gastrointestinal and Nutritional Disorders)	0	Human Physiology for Pharmacy Technicians – 3.1, 3.2, 3.3 Pharmacology for Pharmacy Technicians – 2.1, 2.2, 2.3, 2.4, 2.5, 2.6, 2.7, 2.8, 2.9, 2.10	K3
17	17	Live sessions Medicines and Pharmaceutical Product Management (Understand Pharmaceutical Product Manufacturing Principles) - Week 1	2		K1, K2, K4, K10, K12, K23, K24
17	17	Live sessions Medicines and Pharmaceutical Product Management (Understand Pharmaceutical Product Manufacturing Principles) - Week 2	2		K1, K2, K4, K10, K12, K23, K24
17	17	Live sessions Medicines and Pharmaceutical Product Management (Understand Pharmaceutical Product Manufacturing Principles) - Week 3	2		K1, K2, K4, K10, K12, K23, K24
17	17	Live sessions Medicines and Pharmaceutical Product Management (Understand Pharmaceutical Product Manufacturing Principles) - Week 4	2		K1, K2, K4, K10, K12, K23, K24
18	18	Live Session Human Physiology for Pharmacy Technicians and Pharmacology for Pharmacy Technicians (Lymphatic and Central Nervous System) - Week 1	2		K3
18	18	Live Session Human Physiology for Pharmacy Technicians and Pharmacology for Pharmacy Technicians (Lymphatic and Central Nervous System) - Week 2	2		K3
18	18	Live Session Human Physiology for Pharmacy Technicians and Pharmacology for Pharmacy Technicians (Lymphatic and Central Nervous System) - Week 3	2		K3

18	18	Live Session Human Physiology for Pharmacy Technicians and Pharmacology for Pharmacy Technicians (Lymphatic and Central Nervous System) - Week 4	2		K3
18	18	Unit assignment Medicines and Pharmaceutical Product Management (Understand Pharmaceutical Product Manufacturing Principles)	15	Supply, Dispense and Final Accuracy Check Medicines and Pharmaceutical Products – 2.1, 2.2, 2.3, 2.4, 2.5, 2.6, 2.7, 2.8, 2.9, 2.10, 2.11	K1, K2, K4, K10, K12, K23, K24
19	19	Unit assessment Human Physiology for Pharmacy Technicians and Pharmacology for Pharmacy Technicians (Lymphatic and Central Nervous System)	0	Human Physiology for Pharmacy Technicians – 5.1, 5.2, 5.3 Pharmacology for Pharmacy Technicians – 6.1, 6.2, 6.3, 6.4, 6.5	K3
19	19	Live Session Communication and Health Promotion in Pharmacy (Health Promotion Only) - Week 1	2		K1, K5, K6, K7, K11, K15, K16, K17, K18, K23
19	19	Live Session Communication and Health Promotion in Pharmacy (Health Promotion Only) - Week 2	2		K1, K5, K6, K7, K11, K15, K16, K17, K18, K23
19	19	Live Session Communication and Health Promotion in Pharmacy (Health Promotion Only) - Week 3	2		K1, K5, K6, K7, K11, K15, K16, K17, K18, K23
19	21	Health Promotion Community Project (Communication and Health Promotion in Pharmacy)	20	Communication and Health Promotion in Pharmacy – 3.1, 3.2, 3.3, 3.4, 4.1, 4.2, 4.3, 4.4, 5.1, 5.2, 5.3	K2, K6, K17, S1, S2, S7, S10, S11, S12, S13, S15, S18, S19, S20, S22, S23, S29, S32, B1, B2, B3, B4, B5
19	21	OTJT Workplace Off-the-job Log (Months 19-21)	10		KSBs assigned by tutor, based on evidence provided
20	20	Unit Information Medicines Management and Optimisation	0		
20	20	Live Session Medicines Management and Optimisation - Week 1	2		K1, K2, K5, K6, K7, K8, K10, K15, K16, K18, K23, K27, S1, S2, S3, S7, S8, S10, S11, S12, S13, S14, S15, S18, S19, S20, S21, S22, S23, S29, S31, B1, B2, B3, B4, B5
20	20	Live Session Medicines Management and Optimisation - Week 2	2		K1, K2, K5, K6, K7, K8, K10, K15, K16, K18, K23, K27, S1, S2, S3, S7, S8, S10, S11, S12, S13, S14, S15, S18, S19, S20, S21, S22, S23, S29, S31, B1, B2, B3, B4, B5
20	20	OTJ Activity Pharmacy First	6		K1, K2, K5, K6, K7, K8, K11, K15, K16, K17, K18, K23, K26
20	20	Unit Information Clinical Medicines Management	0		
20	20	Live Session Clinical Medicines Management - Week 1	2		K1, K2, K5, K6, K8, K11, K15, K16, K18, K23, K27

20	20	Live Session Clinical Medicines Management - Week 2	2		K1, K2, K5, K6, K8, K11, K15, K16, K18, K23, K27
21	21	Learner Testimony Medicines Management and Optimisation	8	Medicines Management and Optimisation – 3.1, 3.2, 3.3, 3.4, 3.5, 3.6, 3.7, 4.1, 4.2, 4.3, 4.4, 4.5, 4.6, 4.7, 4.8, 5.1, 5.2, 5.3, 5.4, 5.5, 5.6, 5.7, 5.8	S1, S2, S3, S7, S8, S10, S11, S12, S13, S14, S15, S18, S19, S20, S21, S22, S23, S29, S31, B1, B2, B3, B4, B5
21	21	Unit assignment Medicines Management and Optimisation	5	Medicines Management and Optimisation – 1.1, 1.2, 1.3, 2.1, 2.2, 2.3	K1, K2, K7, K15
21	23	POD Logs Medicines Management and Optimisation	0	Medicines Management and Optimisation – 4.1, 4.2, 4.3, 4.4, 4.5, 4.6, 4.7, 4.8	S1, S2, S3, S7, S8, S10, S11, S12, S13, S14, S15, S18, S19, S20, S21, S22, S23, S29, S31, B1, B2, B3, B4, B5
21	21	Live Session Clinical Medicines Management - Week 3	2		K1, K2, K5, K6, K8, K11, K15, K16, K18, K23, K27
21	21	Live Session Clinical Medicines Management - Week 4	2		K1, K2, K5, K6, K8, K11, K15, K16, K18, K23, K27
22	22	Written Questions Clinical Medicines Management	20	Clinical Medicines Management – 1.1, 1.2, 1.3, 1.4, 1.5, 1.6, 1.7, 1.8, 2.1, 2.2, 2.3, 2.4, 2.5, 2.6, 2.7, 3.1, 3.2, 3.3, 3.4, 3.5, 3.6, 4.1, 4.2, 4.3, 4.4, 4.5, 4.6, 5.1, 5.2, 5.3, 5.4, 5.5, 5.6	K1, K2, K5, K6, K8, K11, K15, K16, K18, K23, K27
22	24	Learner Testimony Clinical Medicines Management	8	Clinical Medicines Management – 4.1, 4.2, 4.3, 4.4, 4.5, 4.6	K10, K24, K27, S3, B1, B2, B3, B4, B5
22	22	Live Session Audit, Quality Improvement and Risk Management (Audit and Quality Improvement only) - Week 1	2		K12, S1, S10, S11, S15, S16, S17, S27, S29, S31, B1, B2, B3
22	22	Live Session Audit, Quality Improvement and Risk Management (Audit and Quality Improvement only) - Week 2	2		K12, S1, S10, S11, S15, S16, S17, S27, S29, S31, B1, B2, B3
22	24	OTJT Workplace Off-the-job Log (Months 22-24)	10		KSBs assigned by tutor, based on evidence provided
23	23	Unit assignment Audit, Quality Improvement and Risk Management (Audit and Quality Improvement only)	10	Audit, Quality Improvement and Risk Management – 1.1, 1.2, 1.3, 2.1, 2.2, 2.3, 2.4	K12, S1, S10, S11, S15, S16, S17, S27, S29, S31, B1, B2, B3
23	24	Reading Careers In Pharmacy	0		
24	24	Last Day in Learning Pharmacy Technician Apprenticeship	1		K1, K20, S26, B1, B2

List of Knowledge, Skills and Behaviours Standards:

[Pharmacy technician \(integrated\) / Institute for Apprenticeships and Technical Education](#)

Learning Outcomes and Assessment Criteria

Unit Title	Learning Outcomes	Assessment Criteria
Unit 1: Legal, Regulatory, and Professional Standards in Pharmacy Practice	Understand Pharmacy Regulation and Professional Standards.	1.1 Explain the role of the regulatory bodies in pharmacy services
		1.2 Discuss the guidance provided by regulatory bodies that promote safe and effective pharmacy services
		1.3 Explain the organisation policies and standards procedures within the pharmacy work environment
		1.4 Explain the term Duty of Candour
	Understand Pharmacy Legislation	2.1 Explain legislation that impacts on supply and sale of medicines and medicinal products
		2.2 Discuss the legal requirements of controlled medicines and products
		2.3 Explain other legislation that impacts on pharmacy services
		2.4 Explain the use of the Drug Tariff and Prescription endorsements
	Understand Personal Identifiable Data and the Regulation.	3.1 Explain the principles of General Data Protection Regulations (GDPR)
		3.2 Identify data which is classed as personal under regulations
		3.3 Outline ways General Data Protection Regulations (GDPR) can be applied in the pharmacy environment
		3.4 Describe non-compliance action taken under the regulations
	Understand the Principles Behind Safeguarding of Adults and Children	4.1 Define the term safeguarding
		4.2 Explain the principles of safeguarding in vulnerable adults and children

Unit 2: Pharmacy Science for Pharmacy Technicians		4.3 Identify the range of safeguarding concerns
		4.4 Outline the safeguarding factors can influences an individual's health, wellbeing, and development
		4.5 Define the steps to take in the event of a safeguarding concern
		4.6 Explain the responsibilities of pharmacy technicians in reporting safeguarding concerns
	Understand Human Biology	1.1 Explain the function and outline the structure of enzymes
		1.2 Explain the function and outline the structure of Tissue
		1.3 Explain the function and outline structure of Carbohydrates, lipids, and proteins
		1.4 Identify the structure of and outline the function of nucleic acid
	Understand Blood, Cells, and Components	2.1 Explain the function and outline the structure of human cells
		2.2 Compare the differences of malignant and standard cells.
		2.3 Identify the component of blood
		2.4 Discuss the function of the components of blood
	Understand chemical principles	3.1 Identify elements within the periodic table
		3.2 Explain electronic structures
		3.3 Discuss how chemical and physical factors affect the reaction rate
		3.4 Explain chemical bonding between atoms and molecules
	Understand the range of microbes and infectious conditions	4.1 Identify the structure and explain the classifications of microbes
		4.2 Discuss the environmental, physical, and biological factors required for microbial growth
		4.3 Explain the causes and transmission of infectious diseases
		4.4 Explain infectious diseases that relate to microbes
		4.5 Explain the treatment of infectious diseases that relate to microbes
		4.6 Describe the factors that influence selection of antimicrobial medicines
		4.7 Name ways to improve resistance to antimicrobial medicine
Unit 3: Physiology Science for Pharmacy Technicians	Understand the Endocrine, Genito-urinary, and Reproductive Systems	1.1 Explain the function and identify the structure of the endocrine system
		1.2 Discuss different types of glands and their functions
		1.3 Explain the function and identify the structure of the Genito-urinary system
		1.4 Discuss the function of antidiuretic hormone in the kidneys
		1.5 Explain the function and identify the structure of the reproductive system
		1.6 Describe hormones and the influence within the reproductive system
	Understand the Cardiovascular and Respiratory Systems	2.1 Identify the structure of the cardiovascular system
		2.2 Explain the functions of veins, capillaries and arteries within the cardiovascular system
		2.3 Discuss the function and identify the structure of the respiratory system
		2.4 Explain the differences between inspiration and expiration

Unit 4: Pharmacology for Pharmacy Technicians	Understand the Dietary Requirements and digestive System	3.1 Explain the structure and function of the digestive system 3.2 Discuss the metabolic process and energy use in the body 3.3 Describe the requirements of nutrients within the body
	Understand the musculoskeletal System and Sensory Organs within the Body	4.1 Explain the function and identify the structure of the musculoskeletal system 4.2 Discuss the function of the axial and appendicular skeleton 4.3 Outline the types of joints within the skeleton 4.4 Explain the different functions of the sensory organs 4.5 Outline the structures of the sensory organs
		5.1 Explain the function and identify the structure of the lymphatic system 5.2 Describe the function and identify the structure of the central nervous system 5.3 Explain the function of neurotransmitters within the central nervous systems
	Understand the Lymphatic and Central Nervous System	
	Actions and Uses of Medicines	1.1 Explain how different routes of administration are used to administer medicines 1.2 Discuss the action of medicines within the human body 1.3 Explain the action of agonists and antagonist medicines 1.4 Describe common medicine interactions 1.5 Discuss basic pharmacokinetics
		2.1 Describe conditions that affect the gastrointestinal tract 2.2 Explain the uses and actions of medicines used to treat conditions of the gastrointestinal tract 2.3 Discuss common side effects and of medicines used within the gastrointestinal tract 2.4 Explain alternative therapies used within gastrointestinal conditions 2.5 Outline the information that should be given to patients about their medicines 2.6 Describe common nutritional disorders that affect the body 2.7 Explain the uses and actions of medicines and supplements used to treat nutritional disorders 2.8 Discuss common side effects and of medicines used within nutritional disorders 2.9 Explain the information that should be given to patients about their medicines or supplements 2.10 Explain the use and compare the different types of artificial nutrition
		3.1 Describe conditions that affect the Endocrine, Genito-urinary and Reproductive System 3.2 Explain the uses and actions of medicines used to treat conditions of the Endocrine, Genito-urinary and Reproductive Conditions 3.3 Discuss common side effects and of medicines used within the endocrine, Genito-urinary and Reproductive system 3.4 Explain alternative therapies used within endocrine and Genito-urinary system 3.5 Outline the information that should be given to patients about their medicines 3.6 Explain the use of medicines in Obstetrics
		4.1 Describe conditions that affect the cardiovascular, and respiratory system

	The Cardiovascular and Respiratory System Conditions and Treatment Regimes.	4.2 Explain the uses and actions of medicines used to treat conditions of the cardiovascular, and respiratory system
		4.3 Discuss common side effects and of medicines used within the cardiovascular and respiratory system
		4.4 Explain alternative therapies used within the cardiovascular and respiratory system
		4.5 Outline the information that should be given to patients about their medicines
	The Musculoskeletal Conditions, Sensory Organs Disorders and Treatment Regimes	5.1 Describe conditions that affect the lymphatic and musculoskeletal system
		5.2 Explain the uses and actions of medicines used to treat conditions of the lymphatic and musculoskeletal system
		5.3 Discuss common side effects and of medicines used within the lymphatic and musculoskeletal system
		5.4 Explain alternative therapies used within conditions of the lymphatic and musculoskeletal systems
		5.5 Outline the information that should be given to patients about their medicines
		5.6 Describe conditions that affect the sensory organs within the body
		5.7 Explain the uses and actions of medicines used to treat conditions of the sensory organs within the body
		5.8 Discuss common side effects and of medicines used within the sensory organs within the body
		5.9 Explain alternative therapies used within conditions of the sensory organs
		5.10 Outline the information that should be given to patients about their medicines
	The Lymphatic Nervous System Conditions and Treatment Regimes	6.1 Describe conditions that affect the Lymphatic and nervous system within the body
		6.2 Explain the uses and actions of medicines used to treat conditions of the Lymphatic and nervous system within the body
		6.3 Discuss common side effects and of medicines used within the Lymphatic and nervous system within the body
		6.4 Explain alternative therapies used within conditions of the Lymphatic and nervous system
		6.5 Outline the information that should be given to patients about their medicines
Unit 5: Person Centred Care and Approaches	Understanding the principles of person-centred care and approaches	1.1 Describe the principles of person-centred care to individuals
		1.2 Explain the ways to empower an individual to be more involved in their own care
		1.3 Explain how to personalise care to an individual to achieve better outcomes
		1.4 Explain how to treat an individual with dignity and respect
	Understand the barriers in person centred approaches	2.1 Discuss the range of services to support an individual with their care
		2.2 Identify health inequalities that may affect an individual
		2.3 Describe the types of consent and why they are used
		2.4 Identify the barriers that could occur when offering person centred approaches
		2.5 Outline the methods that could be considered to overcome barriers in person centred approaches

	Understand key roles and Responsibilities of Healthcare Professionals in person centred care	3.1 Outline the roles and responsibilities pharmacy professionals in offering person centred approaches
		3.2 Explain how to co-ordinate care with others to offer person centred care
		3.3 Explain the role of others in person centred care
		3.4 Explain the importance to maintaining person centred care
	Understand the legislation and legal requirements that relate to equality, diversity, and inclusion	4.1 Define the terms, equality, diversity, and inclusion
		4.2 Explain the reason why equality, diversity and inclusion are important with pharmacy services
		4.3 Identify the protective characteristics under the equality act
		4.4 Outline legislation and organisation procedures on equality, diversity, and inclusions
	Understand how to apply equality, diversity, and inclusion within own role.	5.1 Explain the positive actions that can be taken within the role of a pharmacy technician to promote equality, diversity, and inclusion
		5.2 Describe the types of discrimination under the equality act
		5.3 Explain the benefits of equality, diversity, and inclusion
		5.4 Explain how pharmacy technicians can work in an honest, trustworthy, and reliable way
	Understand the types of medical emergencies within the pharmacy environment	6.1 Explain the different between a minor and major medical emergency
		6.2 Describe the action that should be taken in a medical emergency
		6.3 Identify the types of information and records required in a medical emergency
		6.4 Explain the different types of minor emergencies and where first aid can be offered
Unit 6: Communication and Health Promotion in Pharmacy	Understand techniques used to effectively communicate with service users	1.1 Explain the principles of effective communication within the workplace
		1.2 Explain the range of communication techniques used in a pharmacy environment
		1.3 Discuss questioning techniques used to meet the needs of individuals
		1.4 Identify the range of barriers that can occur when communicating with individuals
	Demonstrate how to resolve, enquiries and complaints	2.1 Acknowledge a request for information or advice
		2.2 Ask questions to ascertain the required information
		2.3 Provide accuracy and update information to the individual about the enquiry
		2.4 Work within own limitations when providing information or advice to others
		2.5 Recognise when a complaint, incident and error has occurred
		2.6 Take the appropriate action to resolve the complaint, incident, and error
		2.7 Follow person centred approaches when resolving a complaint, incident, and error
		2.8 Recognise the differences of others, respect their values and beliefs, whilst trying everyone fairly
	Understand pharmacy services in offering health promotion	3.1 Define the range of services offered under health living and well-being and resources available for these initiatives
		3.2 Explain the types of recommendations made to support health living initiatives.
		3.3 Explain the role of the pharmacy in supporting healthy living campaigns
		3.4 Outline points of referral to other healthcare professionals when dealing with healthy living requests

Unit 7: Supply, Dispense and Final Accuracy Check of Medicines and Pharmaceutical Products	Understand factors that contribute towards the requirement for health promotions	4.1 Discuss health inequalities and the effects on health and wellbeing
		4.2 Explain the social or environmental factors that can affect an individual's health and wellbeing
		4.3 Summarise how health promotion can positively impact health and well-being
		4.4 Explain how the role of a pharmacy technician can support services
	Understand further services under healthy living schemes	5.1 Explain how to support an individual and signpost to specific services
		5.2 Outline the role of pharmacies in advanced services
		5.3 Identify the role of pharmacies in national advanced services
	Understand Stock Management Principles	1.1 Explain the main legislation relating to the supply and management of pharmaceutical stock
		1.2 Describe methods that can be used within the pharmacy environment to effectively manage stock
		1.3 Outline workplace procedures for the management of stock, including ordering, receiving, maintaining, and issuing stock
		1.4 Explain the procedure for disposal of pharmaceutical stock
	Understand Pharmaceutical Product Manufacturing Principles	2.1 Explain the legislation and guidance that applies to pharmaceutical manufacture
		2.2 Explain the process and procedures for the safe manufacture of pharmaceutical products
		2.3 Discuss the roles and responsibilities of staff involved with the manufacturing process
		2.4 Outline the different types of environments pharmaceutical products and medicines are made
	Understand the theory of Workplace Dispensing Practice	2.5 Explain sources of contamination within the process of manufacturing pharmaceutical products and medicines
		2.6 Discuss the range of different pharmaceutical products and medicines manufactured
		2.7 Explain the different calculations and formulations used in manufacturing products and medicines
		2.8 Identify the principles of labelling and packaging of manufacturing of medicines and products
		2.9 Explain the different quality management systems used in the manufacturing of medicines and products
		2.10 Explain the validation, internal and external audit requirements within the manufacturing processes
		2.11 Explain the use of documentation within a manufacturing environment
		3.1 Discuss the legal and professional requirements for the following: I. Receiving and Validation of prescriptions II. Dispensing procedures III. Final Accuracy checking
		3.2 Outline the local procedure for the following: I. Receiving and Validation of prescriptions II. Dispensing procedures III. Final Accuracy checking
		3.3 Explain the process of error reporting and consequences of near misses and dispensing errors
	Receive and Validate Prescription Requests	4.1 Receive prescriptions or requests from individuals

		4.2 Use appropriate questioning methods to confirm prescription information
		4.3 Validate the prescription or request using an appropriate reference source
		4.4 Confirm allergy or intolerance status of the individual
		4.5 Refer to an appropriate higher authority when prescriptions require further information or deal with problems
		4.6 Identify the needs of the individual and adapt where appropriate
		4.7 Apply principles of information governance to maintain confidentiality in a variety of different situations
	Dispense a Range of Prescribed Medicines and Medicinal Products	5.1 Use pharmacy systems in line with legislation requirements to access appropriate data
		5.2 Process, record, and store appropriate information according to prescription requirements and the safe supply of medicines
		5.3 Perform pharmaceutical calculations to meet the prescription requirements
		5.4 Produce suitable labels with additional warning information
		5.5 Ensure medicines are fit for purpose.
		5.6 Deal with any discrepancies that may have occurred in relation to the supply of medicines and take action accordingly
		5.7 Communicate medicine supply issues to the appropriate person
		5.8 Pack medicines into the appropriate container following local procedures
		5.9 Assemble the items following organisational SOPs
		5.10 Conduct a self-check of dispensed items and rectify any errors made
		5.11 Endorse the prescription and medicines where required
		5.12 Forward items for final accuracy checking to the appropriate person
		5.13 Work within limitations and refer to others when needed
	Conduct the Final Accuracy Check of Dispensed Medicines and Medicinal Products	6.1 Check the prescription has been clinically checked
		6.2 Confirm the prescription is legally valid, appropriate, and written correctly
		6.3 Conduct final accuracy checks of dispensed items
		6.4 Identify and record any dispensing errors or near misses
		6.5 Inform the dispenser of the dispensing error or near miss
		6.6 Ensure the appropriate action is taken to rectify the error
		6.7 Work within limitations of own role and refer any queries to the appropriate person
Unit 8: Medicines Management and Optimisation	Understand the Theory of Medicine Optimisation	1.1 Discuss the legal and professional requirements for the following: I. Medicine optimisation II. issuing prescriptions III. Management of patient's medicines
		1.2 Outline the local procedure for the following: I. Medicine optimisation II. issuing prescriptions III. Management of patient's medicines
		1.3 Explain the types of information that must be obtained from the patient or representative about medicine history
	Understand How to Provide Information to Individuals About Their Medicines or Products	2.1 Explain how information can enable an individual to take their medicines effectively and aid future compliance
		2.2 Discuss the types of information and advice provided by pharmacy technicians
		2.3 Explain limitations when providing information and advice and where to get assistance

	Conduct the Process of Medicines Reconciliation	3.1 Discuss with the individual the purpose of the medication consultation using appropriate communication skills and adhering to patient confidentiality
		3.2 Respect and listen to the individual and understand their needs and what information they are providing or require
		3.3 Involve the patient with the medication consultation to enable them to make informed decisions about their medicines, care and well-being
		3.4 Adapt communication style to meet the needs of the individual
		3.5 Working within own limitations and within the multidisciplinary team to provide information and advice to individuals about their medicines to support decision making
		3.6 Apply professional judgement and obtain information from other sources, when unable to reconcile information from individual
		3.7 Accurately retrieve information to complete the medicine consultation including any adverse reactions or interactions
	Demonstrate the Review of Patient Medicines for Use	4.1 Adhere to governance and gain valid consent before undertaking the review
		4.2 Confirm the medicines that are in use by the individual and their suitability
		4.3 Safely dispose of medicines that have been discontinued or are not fit for purpose, following legal requirements
		4.4 Inform the individual of the action that will be taken with regards to the medicines and disposal
		4.5 Assess the individual's medicines to meet the procedures in place for continued use
		4.6 Order medicines and appropriate supplies following local procedures
		4.7 Use appropriate systems to record and monitor supplies of individual medicines
	Provide Advice and information on Prescribed Medicines and Medicinal Products	4.8 Refer to a higher authority when requests or queries are outside own limitations
		5.1 Check the medicines or products before issue to the service user
		5.2 Confirm items are within own level of skill to issue to the service user
		5.3 Confirm identification and allergy status of service user, whilst maintaining confidentiality
		5.4 Provide information and advice with regards to medicines or products according to standard operating procedures and in a way that they can understand to aid compliance
		5.5 Adapt communication method to support the individual in managing their medicines effectively
		5.6 Confirm the individuals understanding of the information and advice given
	Unit 9: Audit, Quality Improvement and Risk Management	5.7 Provide an opportunity for the individual to ask for further information
		5.8 Deal with any issues or concerns and refer the individual when requests for information is outside own knowledge and skills
	Understand the purpose of Audit and Quality improvement in Pharmacy Operations.	1.1 Analyse the purpose of quality improvements and audit requirements within the pharmacy sector
		1.2 Explain the principles of quality management and how this relates to quality improvements

	Understand the Planning and Implementation Process	1.3 Explain external organisations or factors that promote effective improvements
		2.1 Explain how to effectively plan audit and quality improvements
		2.2 Outline how to implement improvements to services
		2.3 Describe the benefits of audits on service improvements
		2.4 Explain how to use evaluation and audit tools to make changes and engage others in the process
	Understand Health and Safety in a Pharmacy Environment	3.1 Explain the main legislation relating to health and safety in the pharmacy environment
		3.2 Compare the health and safety responsibilities of staff working in the pharmacy environment
		3.3 Discuss risk management principles that apply to the pharmacy environment
		3.4 Outline the implementation of risk management protocols within the pharmacy
		3.5 Explain the procedure for disposal of medicines and pharmaceutical products
		3.6 Outline the importance of following legal requirements when disposing of medicines
	Demonstrate Adherence to Health and Safety Principles	4.1 Follow health and safety legislation in all aspects of work practices
		4.2 Ensure the health and safety of self and others within area of work
		4.3 Recognise health and safety concerns of others may be putting others at risk
		4.4 Raise health and safety concerns to the appropriate person and when not simple to do so
		4.5 Follow up on any concerns that may put others at risk
Unit 10: Personal and Professional Development	Understand the Regulatory Requirements of Continued Professional Development	1.1 Identify the regulatory requirements for continued professional development for pharmacy technicians
		1.2 Analyse the different types of continued professional development
		1.3 Explain the importance of maintaining professional development within a pharmacy setting
	Understand How Plan and Record Effective Professional Development	2.1 Describe the requirement of revalidation for pharmacy technicians
		2.2 List acceptable examples of continued professional development entries and the benefits to service users
		2.3 Explain the consequences of not meeting the requirements of revalidation
		2.4 Explain other techniques that could be used to monitor own professional development
	Understand the Importance of Reflective Practice	3.1 Discuss ways to use reflective practice within role
		3.2 Describe the different ways to use model of reflection
		3.3 Describe how reflective practice can support the process of continued professional development
	Support Personal Continued Professional Development	4.1 Regularly review own development needs
		4.2 Identify and complete the actions that need to be taken to develop own knowledge and skills via continued development opportunities
		4.3 Record own development in line with regulatory standards
		4.4 Use reflective tools to enable future development opportunities when improvements to own performance is needed

		4.5 Use feedback from others to develop own knowledge and skills
Unit 11: Supervision and Teamwork	Understand the Importance of Effective Teamwork in the Pharmacy Environment.	1.1 Explain the key features of effective teamwork within the pharmacy environment
		1.2 Describe how to apply legislation and procedures to relationships within the team
		1.3 Outline the impact of poor teamwork within the pharmacy team
	Understand the Importance of Working with Others Outside the Pharmacy Environment	2.1 Explain the key features of the multidisciplinary team on pharmacy services
		2.2 Summarise effective communication with teams outside of the pharmacy setting
		2.3 Outline the range of interpersonal skills used within internal and external teams
	Demonstrate Effective Teamwork and Collaboration within a Pharmacy Setting	3.1 Identify key members of the team and work effectively on objectives
		3.2 Support others within the team in the completion of tasks
		3.3 Communicate and work with members of the team and members of the multidisciplinary team
		3.4 Work within agreed time priorities to achieve objectives
	Understand the Key Principles of Leadership and Collaboration within Pharmacy Services	4.1 Outline the key principles of leadership within a pharmacy setting
		4.2 Compare the different types of leadership
		4.3 Describe the skills, attitudes, and behaviours of leaders within the pharmacy profession
		4.4 Understand the roles and responsibilities of others within the pharmacy
	Understand How to Effectively Support Others and Provide Effective Feedback in the Workplace	5.1 Explain how to support others from within the workplace
		5.2 Explain the role of delegation and effective mentoring
		5.3 Explain the risks in association with patient safety
		5.4 Discuss the different types of feedback used within a pharmacy
		5.5 Explain the importance of SMART Objectives and goal setting
		5.6 Outline ways to provide constructive feedback
	Demonstrate Effective Leadership Within the Pharmacy Environment	6.1 Provide support to others and contribute towards their personal development
		6.2 Recognise when the performance of others requires improvements
		6.3 Supervise others in the completion of work-based activities within own limitations
		6.4 Monitor the progress of individuals on individual or group tasks
		6.5 Lead the team in the completion of a work-based activity
		6.6 Work within own role when supporting others
Unit 12: Leadership and Management Practice in Pharmacy	Leadership and Management Principles for Pharmacy Technicians	1.1 Explain the importance of effective leadership within the context of pharmacy practice
		1.2 Analyse different leadership theories and styles including the strengths and limitations within the pharmacy environment
		1.3 Evaluate characteristics used by effective leaders to support patient focused services and team collaboration
		1.4 Evaluate the role of continuous professional development and quality improvement in leadership
		1.5 Explain the process of establishing challenging situations within leadership roles and the impact this may have on pharmacy practice

		1.6 Describe leadership trends on patient centred approaches, the importance of maintaining a standards within practice
	Management Techniques in Pharmacy Operations	2.1 Explain the strategic role of management techniques within pharmacy operations
		2.2 Analyse the different strategic planning within pharmacy operations
		2.3 Evaluate Lean management systems to support operational outcomes
		2.4 Describe the requirement for change management within pharmacy operations
		2.5 Analyse and evaluate the methods used to prioritise improvements within the pharmacy area
		2.6 Explain the methods used to create and implement standard operating procedures
	Workforce Development and Team Achievements	3.1 Evaluate methods that promote team motivation within workforce planning strategy and the contribution to achieving operational outcomes
		3.2 Explain emotional intelligence and the importance within a pharmacy team
		3.3 Analyse team innovation and the importance on patient-centred approaches, with the consideration on how to effectively lead change within a team
		3.4 Review conflict resolution strategies that support effective team management and the ethical consideration associated with proposing solutions
		3.5 Describe effective use of performance management techniques to support continuous development
		3.6 Critically evaluate challenges in interprofessional collaboration and propose solutions for overcoming barriers to successful teamwork within pharmacy operations
	Wider Healthcare Leadership	4.1 Explain the concept of wider healthcare leadership, understanding its scope beyond pharmacy operations
		4.2 Describe the relationship between pharmacy services and the broader healthcare system, highlighting key healthcare policies and regulations
		4.3 Identify challenges and opportunities that arise from operating within the broader healthcare context and discuss their impact on patient care
		4.4 Evaluate the role of a pharmacy technician in contributing to wider healthcare leadership, considering aspects of patient safety and healthcare quality
		4.5 Analyse potential challenges and benefits of implementing healthcare innovations within pharmacy services, considering implications for patient outcomes
		4.6 Propose concepts for interprofessional collaboration initiatives that foster seamless communication and holistic patient care across multidisciplinary teams
	Carry Out Workplace Project	5.1 Explain the rationale behind work-based project and determine the scope of project
		5.2 Identify and develop a full project plan, identifying the aims and objectives of project and the consideration for potential challenges
		5.3 Determine a monitoring system to support the progression of the project objectives and identifies challenges or pitfalls in project outcomes
		5.4 Report the progression of project data to the appropriate individuals
		5.5 Analyse project data, including trends and the formation of results, recommendations and decisions that support outcomes within a suitable project report
		5.6 Present project outcomes, methodologies, and outcomes within an appropriate format to the relevant pharmacy teams or stakeholders

Unit 13: Clinical Medicines Management	Pharmacy Practice and Services	1.1 Analyse the relationship between care institutes and the roles each organisation plays in providing patient centred care
		1.2 Assess digital tools used in the management and supporting of accurate information records, both within patient care and the transfer of information across healthcare systems.
		1.3 Critically evaluate the information process, stored and records to support patient care and how the information can be used to be clinical decisions
		1.4 Analyse cost saving methodologies and the impact this may have on both the care organisations and the patient
		1.5 Explain the use of quality improvement processes within pharmacy services and the effects of suggestion making on medicine safety to reduce risks
		1.6 Describe the medication review process that takes place in pharmacy services and the types of supporting evidence used to reconcile patient information
		1.7 Explain the term poly pharmacy, along with the consequences and potential triggers.
		1.8 Explain the role of the technician in supporting shared decision making and person-centred approaches when patient treatment regimes support multiple medications
	Further Clinical Practice in Pharmacy Services	2.1 Evaluate the effectiveness of drug therapies used to treat a range of conditions
		2.2 Explain why common side effects occur in when used for the treatment of conditions
		2.3 Explain drug interactions, biotransformation, bioaccumulation, and excretion.
		2.4 Describe the application of policies and national prescribing trends to influence the prescribing of medicines
		2.5 Evaluate the effectiveness of drug therapies used to treat a range of conditions
		2.6 Explain the limitations inherent in the use of medicine therapies and how these can be mitigated to benefit effective patient outcomes
		2.7 Evaluate the recommendations to support effective medicine optimisation within treatment regimes
	Professional Practice in Pharmacy Services	3.1 Explain legal and professional requirements in the provision of clinical services in pharmacy
		3.2 Explain ethical practice and clinical leadership that supports the patient journey at the centre of the service offering
		3.3 Describe clinical reasoning and problem-solving technique within professional practice
		3.4 Analyse the application of shared decision making, which supports the delivery of clinical and professional services
		3.5 Evaluate critical reflection in terms of own and other's practice within workplace setting.
		3.6 Explain the ideologies and ethical considerations when service provision requires further expansion.

	Consultation Skills in Pharmacy Services	4.1 Describe the key relationship trends of the wider healthcare team that support patients within the broader healthcare services
		4.2 Explain the methodologies used to support effective outcomes for service users in their treatment and care
		4.3 Evaluate personalisation techniques and the relationship they play in supporting service users with their care
		4.4 Analyse the used within consultation sessions and how these promote positive patient support, care and compliance
		4.5 Explain the role of well-being support and who this can influence future positive outcomes for service users.
		4.6 Describe routes of social inclusion, highlighting the effects on health and wellbeing and considering equality and diversity
	Medicines Sustainability Approaches	5.1 Explain environment risks associated with medicine wastage and how this could support prescribing trends within pharmacy
		5.2 Evaluate areas within own practice where sustainability opportunities could occur and how this would promote effective pharmacy practice
		5.3 Analyse pharmacogenomics that could be used within treatment regimes and help encourage a reduction in medicine wastage
		5.4 Research public awareness of medicine wastage and identify methods to support sustainability beyond the pharmacy environment
		5.5 Explain the outcomes of ineffective medicines management and the ecological consequences.
		5.6 Evaluate the benefits and limitations of sustainability in the pharmacy services to both the patient and the NHS