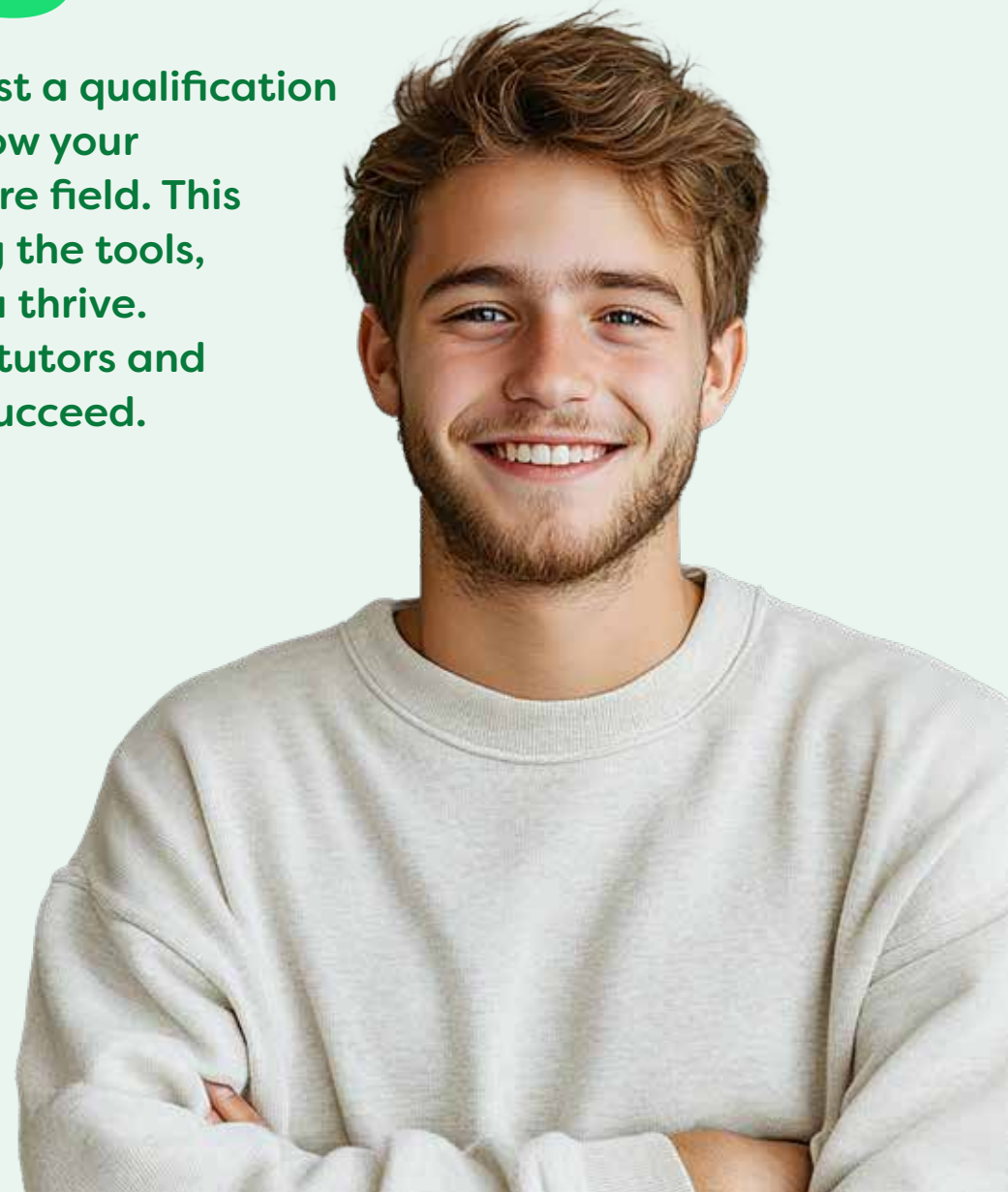


**Level 3**

# **Pharmacy Technician Apprenticeship Programme**

# Welcome

Becoming a Pharmacy Technician is more than just a qualification – it's a chance to develop life-changing skills, grow your confidence, and build a career in a vital healthcare field. This programme is designed with you in mind, offering the tools, knowledge, and hands-on experience to help you thrive. Along the way, you'll be supported by dedicated tutors and a network of professionals who want to see you succeed. Every step brings new challenges, achievements, and opportunities to grow.



# Contents

---

- 02 Welcome
- 03 Contents
- 04 About Us
- 06 Course Information
- 09 Your Learning Journey
- 13 Unit Breakdowns
- 19 Qualification Roadmap
- 22 Off-the-job Training
- 24 Career Opportunities
- 26 Frequently Asked Questions
- 28 Get in touch

## About us

**Skills4Pharmacy is a Pharmacy Apprenticeship Training Provider dedicated to initiating and furthering the careers of Pharmacy Technicians and Pharmacy Assistants. We take pride in delivering high-quality training programmes to Apprentices and have a team of tutors ready to guide and support Apprentices on their journey to certification. Skills4Pharmacy is Pharmacy Founded and Clinically Grounded.**

Our Level 3 Apprenticeship Standard for Pharmacy Technicians is accredited by the General Pharmaceutical Council (GPhC) and includes an Accuracy Checking Pharmacy Technician unit. This allows Apprentices to become not only a Pharmacy Technician, but an Accuracy Checking Pharmacy Technician (ACPT) as well.

# Course Information

# Course Information



## Who is the course for?

Apprentices work under the supervision of a Pharmacist or Pharmacy Technicians in all areas of pharmacy practice, including community (high street) pharmacies, hospitals, dispensing practices and prisons. Here at Skills4Pharmacy, we have taken the Level 3 Apprenticeship Standard and looked at ways in which we can be sure it meets the needs of pharmacy employers and provides flexibility and adaptability.

### Course duration:

24 months inclusive of integrated EPA.

## At Level 3, there are various topics that apprentices will learn including:

- ✓ Legal, Regulatory and Professional Standards in Pharmacy Practice
- ✓ Supply, Dispense and Final Accuracy Check Medicines and Pharmaceutical Products
- ✓ Pharmacology for Pharmacy Technicians
- ✓ Audit, Quality Improvement and Risk Management.

Find out more on [page 13](#)

## How will Apprentices be taught?

### 2 hours weekly live online sessions

Learn directly from a GPhC-registered Pharmacist or Pharmacy Technician via Microsoft Teams. Stay connected and grow your skills!

### On-demand, one-to-one support

Need help? Get personalised support whenever you need it, no waiting around.

### Quarterly reviews

We'll track your progress and keep you on the right path with regular check-ins every three months.

### 24/7 online training platform 'Bud' access

Access all your learning resources anytime, anywhere – learning on your terms!

### Support from Your Team Leader

Your Team Leader ensures you have the guidance and resources to succeed, supporting your training every step of the way.

### Dedicated support in the workplace

Your Educational Supervisor is there to help, guide, and mentor you every step of the way.

## 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 Apprentices to perform increasingly complex skills in assisting in the management of medicines, including principles of person-centred care and approaches, conducting the final accuracy check of dispensed medicines and medicinal products, undertaking medicines reconciliation and supply, whilst keeping patients safety at the forefront of their pharmacy practice. British Values are integral to encouraging Apprentices to voice their opinions through various avenues such as online teaching, workbook activities and discussions during the learning programme.

Our comprehensive course includes both:

- Accuracy Checking
- Medicines Management and Optimisation.

## What are the Entry Requirements?

To enrol onto this course, learners must meet one of the following entry criteria:

**Option 1:** Hold GCSE English and Maths at Grade C/4 or above (or an equivalent qualification).

Or

**Option 2:** If these qualifications are not already held, applicants must complete an initial assessment or diagnostic prior to enrolment to confirm their current ability is at GCSE English and Maths at Grade C/4 or above.

If the assessment indicates that the applicant is not yet working at that level, they will be required to complete Functional Skills in English and/or Maths at Level 2 alongside the course. These English and Maths qualifications can be completed separately through Skills4, with full funding and support provided.

# Your Learner Journey

# Your Learner Journey



1

## Skill Scan and Initial Assessment

Once Apprentices 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 BKSBS 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 BKSBS is completed to the best of their ability so that we can offer tailored support whilst completing the apprenticeship. During the enrolment meeting, Apprentices will be required to undertake a skills scan to establish their starting point on the programme and help us to individualise their learning with Skills4Pharmacy.



2

## Induction

Apprentices 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, Apprentices 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)



3

## Tutor Support

Apprentices 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. Apprentices 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 the Apprentice's and the employer's needs.

4

## On programme

During this stage of the apprenticeship, Apprentices will work to improve knowledge, skills and behaviours required for the apprenticeship standard and complete the required off-the-job training. 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, live, weekly, sessions are delivered virtually.

The assessments are planned and conducted in the workplace to cover the dispensing and accuracy-checking process and medicines management and optimisation.



On our online learning platform, Apprentices 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.

## 5

### Gateway

Upon completion of their qualification, Apprentices will go through gateway. This is a 3 way meeting with the learner, employer and tutor to confirm mandatory aspects of the apprenticeship are complete and that the learner is ready to undertake the end-point assessment. Once this is agreed upon, the apprentices portfolio will then be reviewed to ensure that all qualification standards, assessment criteria, GPhC requirements and off-the-job learning hours are demonstrated and met in full.

## 6

### End-point Assessment

The End-point Assessment (EPA) process involves a Final Awards Board held post-gateway.

The Final Awards Board will review the following:

- Evidence of achievement of the integrated qualification
- Evidence confirming the learner holds Level 2 Maths and English qualifications
- Evidence of the requirement of a minimum 24 months of valid work experience

## 7

### Certification

On successful completion of EPA, Apprentices will receive a certificate confirming their achievement, and a level 3 Diploma in the Principles and Practice for Pharmacy Technicians.

# Unit Breakdowns

# Unit Breakdowns

## Legal, Regulatory and Professional Standards in Pharmacy Practice

This unit has been designed to give the learner knowledge and understanding of regulation, legislation and professional standards. Apprentices will learn about the key concepts that promote regulation within the pharmacy sector and how to apply standards provided by the regulatory body. In addition to this, Apprentices will be given an opportunity to explore the need for workplace policies and procedures within this environment and the action that should be taken when things go wrong.

Apprentices will explore the key legislation that defines processes within their pharmacy, along with additional steps that are required for medicines which are classed as controlled drugs. In addition, the unit encompasses legislation such as GDPR and Safeguarding principles. Apprentices will gain an understanding of these key pieces of legislation and be able to work within their scope to promote compliance and safe working practices.

## Pharmacy Science for Pharmacy Technicians

Within this unit, Apprentices will explore science and gain the required knowledge of the fundamental starting point of medicines used within a pharmacy. The unit is broken down into the key components:

- Chemistry
- Biology
- Microbiology.

## Human Physiology for Pharmacy Technicians

Within this unit, Apprentices will explore science and gain knowledge of the human body and systems. The unit is broken down into the following subsections:

- The Endocrine, Genito-urinary, and Reproductive Systems
- The Circulatory, Cardiovascular, and Respiratory Systems
- Dietary Requirements and the Digestive System
- The Lymphatic and Musculoskeletal System
- The Central Nervous System and Sensory Organs within the Body.





## Unit Breakdowns



### Pharmacology for Pharmacy Technicians

This unit focuses on the actions and uses of medicines within the human body. Apprentices will discover different treatment regimes used for conditions. The unit will cover the following:

- Actions and Uses of Medicines
- Gastrointestinal Disorders, Conditions and Treatment
- Endocrine, Genito-urinary and Reproductive Conditions and Treatment
- Cardiovascular and Respiratory System Conditions and Treatment
- Musculoskeletal Conditions and Sensory Organ Disorders and Treatment
- Lymphatic Nervous System Conditions and Treatment



### Person-centred Care and Approaches

This unit has been designed to develop the understanding of person-centred approaches and enable effective communication within their pharmacy environment. Person-centred care is at the heart of what pharmacy professionals do; this does not always have to be in an environment where the patient or customer is present. Every role within the pharmacy environment offers an opportunity to support and promote person-centred approaches. Apprentices will understand how to overcome barriers to communication and methods, and work towards providing safe and effective services to patients and customers.

The unit will also explore:

- Equality, Diversity, and Inclusion
- Medical Emergencies.

### Communication and Health Promotion in Pharmacy

Within the role of a Pharmacy Technician, it is important that communication is effective to service users. Within this unit, Apprentices will gain an understanding of the role communication plays within the pharmacy environment. The unit will explore the concepts of when barriers are presented and ways to improve communication overall. Pharmacy Technicians will interact with a variety of different customers, patients, or staff members. Apprentices will gain an understanding of how to adapt to the needs of the individual to ensure that safe and effective services can continue.

Apprentices will also demonstrate their abilities to communicate within their own setting. This will be via general requests made to the pharmacy, such as managing pharmaceutical enquiries.



### Supply, Dispense and Final Accuracy Check Medicines and Pharmaceutical Products

The role of medicines management and stock management is the fundamental part of pharmacy practice and ensures positive outcomes for the pharmacy and service users. Within the unit, Apprentices will explore the journey of medicines, from supplier to the patient. The following will be included:

- Understanding Stock Management Principles
- Understand Pharmaceutical Product Manufacturing Principles
- Understand the Theory of Workplace Dispensing Practice
- Receive and Validate Prescription Requests
- Dispense a Range of Prescribed Medicines and Medicinal Products (year 1)
- Conduct the Final Accuracy Check of Dispensed Medicines and Medicinal Products (year 2).

### Medicines Management and Optimisation

The focus of this unit is to build the skills required to effectively manage and optimise a person's medicines. Apprentices will expand on their understanding of person-centred approaches by offering advice and guidance suitable for user audiences. The Apprentices will be given further opportunities to demonstrate the reasoning for their approach within a variety of different situations. The unit will cover the following areas:

- Understand the Theory of Medicines Optimisation
- Conduct the Process of Medicines Reconciliation
- Demonstrate the Review of Patient Medicines for Use
- Provide Advice and information on Prescribed Medicines and Medicinal Products.



### Audit, Quality improvement and Risk Management

Within this unit, Apprentices will gain the required knowledge and skills to improve on service provision within their area of work. The focus of this unit is to build the skills required to effectively manage and optimise a person's medicines. During the course of this unit, Apprentices will:

- Understand the purpose of Audit and Quality improvement in Pharmacy Operations
- Understand the Planning and Implementation Process
- Understand Health and Safety in a Pharmacy Environment
- Demonstrate Adherence to Health and Safety Principles.



## Unit Breakdowns



### Personal and Professional Development

In the ever-evolving field of pharmacy, continuous growth and learning are paramount for both personal fulfilment and maintaining the highest standards of patient care. Pharmacy Technicians play a crucial role in ensuring the safe and effective delivery of medications and healthcare services. This unit has been designed to empower Apprentices with the tools and knowledge necessary to embark on a journey of ongoing learning and development. Within this unit Apprentices will learn:

- The Regulatory Requirements of Continued Professional Development
- How to Plan and Record Continued Professional Development
- The Importance of Reflective Practice
- How to Support Continued Personal Development

### Supervision and Teamwork

In the dynamic and patient-centred world of pharmacy, effective teamwork and collaboration are the cornerstones of providing exceptional care. The Pharmacy Technician role is integral to the seamless operation of the pharmacy and the well-being of patients. This unit has been designed to equip Apprentices with the skills and knowledge needed to thrive in a team-based environment while also assuming leadership responsibilities.

During the delivery of this unit, Apprentices will gain the following knowledge and skills:

- Understanding the Importance of Effective Teamwork in the Pharmacy Environment
- Understanding the Importance of Working with Others Outside the Pharmacy Environment
- Demonstrating Effective Teamwork and Collaboration within a Pharmacy Setting
- Understanding the Key Principles of Leadership and Collaboration within Pharmacy Services
- Understanding How to Effectively Support Others and Provide Effective Feedback in the Workplace
- Demonstrating Effective Leadership Within the Pharmacy Environment.

### Leadership and Management Practice in Pharmacy

This unit explores the higher levels of leadership within a pharmacy setting. Apprentices will use this opportunity to understand the role they can play in effective management and leadership. The unit consists of the following:

- Leadership and Management
- Management Techniques
- Workforce Development and Team Achievements
- Wider Healthcare Leadership
- Workplace Project.





### Clinical Medicines Management

Clinical medicines management is a pivotal aspect of contemporary healthcare delivery, ensuring the safe, effective, and patient-centred use of medications. Within the diverse landscape of pharmacy practice, the roles and responsibilities of pharmacy professionals extend across various settings, including primary care, hospital, and community pharmacies. This unit delves into the multifaceted world of clinical medicines management within these distinct pharmacy environments, aiming to equip Apprentices with the knowledge and skills essential for excellence in pharmaceutical care.

Apprentices will learn common themes such as:

- The Scope of Clinical Medicines Management
- Applying Pharmacological Knowledge
- Collaborating with Healthcare Teams
- Delivering Person-Centred Care.

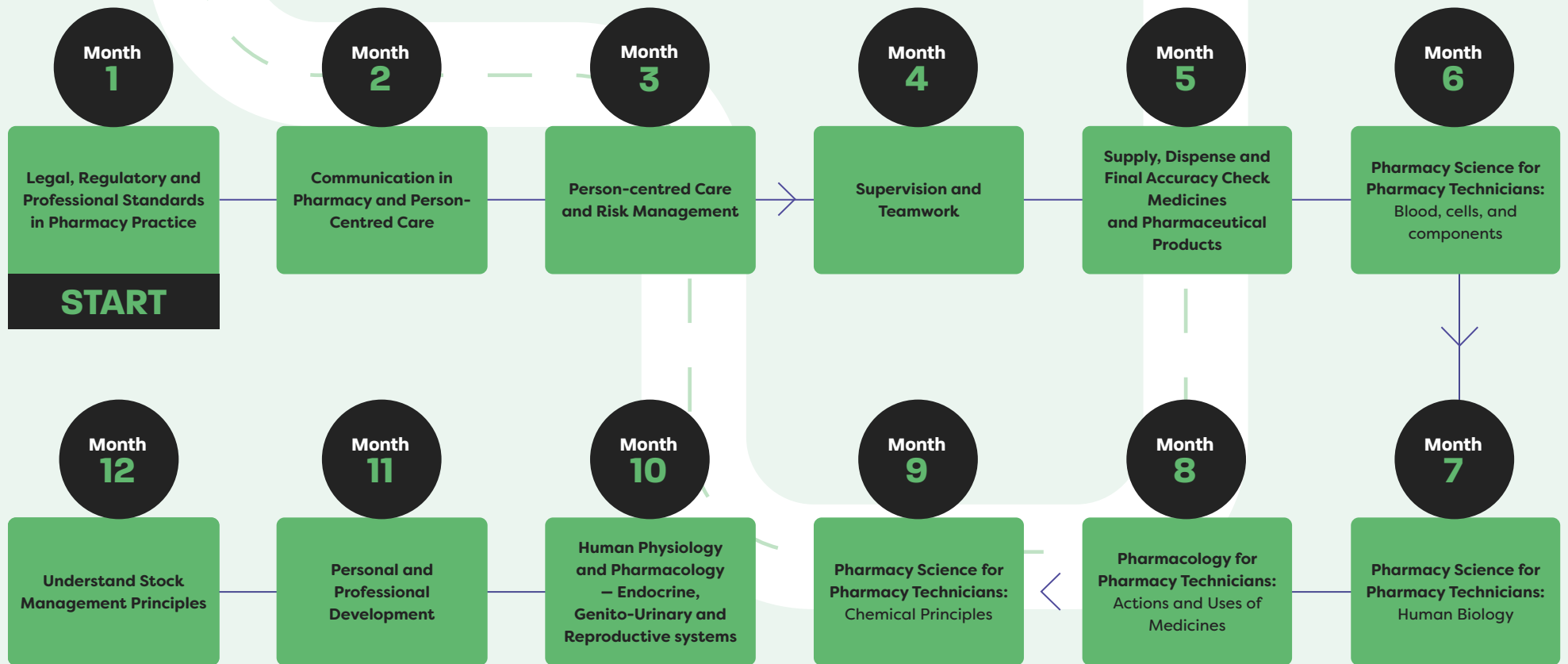


# Qualification Pathway

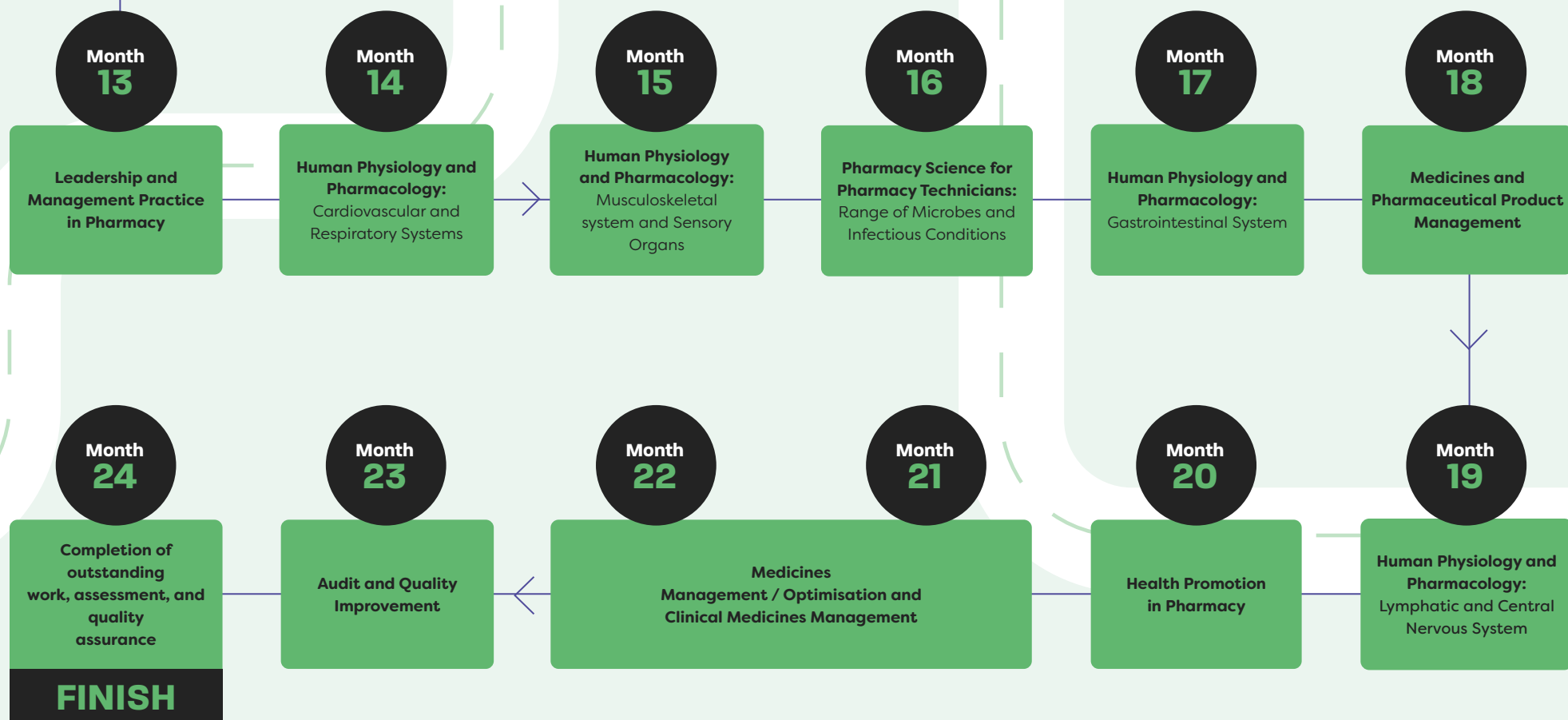
# Qualification Pathway

2 Years

Year One: 12 months



Year Two: 12 months



# Off-the-job Training

# Off-the-job Training

## What is off-the-job training?

Off-the-job training is a vital and mandatory part of every apprenticeship programme. It refers to any learning undertaken by the apprentice during their paid working hours that is outside of their usual day-to-day duties, but directly related to the development of the knowledge, skills, and behaviours required by their apprenticeship standard.

It's important to note that off-the-job training must take place during the apprentice's normal working hours, this means the hours they are paid for, excluding any overtime. Recently, the Department for Education (DfE) introduced changes to how off-the-job training is measured and delivered. Rather than applying a single standard approach across all apprenticeships, the requirement is now tailored to each apprenticeship programme.

This means that the minimum number of off-the-job training hours an apprentice must complete will differ depending on the specific apprenticeship they are enrolled on.

These hours are not optional. Apprentices must meet the minimum off-the-job training requirement in order to progress to the gateway stage, the point at which they are assessed for successful completion of their apprenticeship.

If this requirement is not met, they cannot move forward, which may cause delays and affect both the apprentice's progress and their apprenticeship duration.

Employers play a key role in supporting this part of the apprenticeship. This includes allowing your apprentice time within their normal working hours to complete their off-the-job learning, working closely with the training provider to plan and structure training time effectively, and creating a supportive environment.

If you are unsure about the required off-the-job hours for a particular apprenticeship or need support in structuring this into your apprentice's schedule, our team is here to help guide you through the process.

## Why during working hours?

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.

More information on off-the-job training can be found on the [www.gov.uk](https://www.gov.uk) website

## 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 Other Departments or Sites
- ✓ Project Work.

## Learning Support:

- ✓ Writing Assignments
- ✓ Writing Self Assessments
- ✓ Revision
- ✓ Exam Prep
- ✓ One-to-one Tutorials
- ✓ Peer Discussions.

# Career Opportunities

# Career Opportunities

---

A career as a Pharmacy Technician is your gateway to a dynamic and evolving healthcare industry. Whether you're driven by a passion for patient care, intrigued by the science of medicines, or excited about being part of innovative treatments, this profession offers endless possibilities. From working in bustling hospital wards to becoming a specialist in fields like oncology or clinical trials, each path is a chance to make a real difference. With experience, you can lead teams, mentor future professionals, or even explore research and development. **The journey is yours to shape—where will it take you?**



## Where can a Pharmacy Technician career take you?

- With experience, Apprentices could become a departmental supervisor or manager
- Apprentices could move into a specialist area like Oncology, Paediatrics, or Clinical Trials
- Apprentices could take on a specialist role like a Clinical Pharmacy Technician, working with healthcare professionals and patients in hospital wards
- Some Pharmacy Technicians go into research and development work or move into pharmaceutical production, sales or marketing
- Apprentices could become a pharmacy tutor working with Pre-Registration Trainee Pharmacy Technicians (PTPT)
- Apprentices could become a branch manager of a community pharmacy or launch a variety of services.

## L3 Qualified Pharmacy Technician

### Band 4

- Band 4 Pharmacy Technicians can work across a wide variety of sectors applying their newly attained knowledge and skills from the Level 3 Apprenticeship.
- A Band 4 role, is an excellent opportunity for Pharmacy Technicians to build on their skills and work towards a career pathway in pharmacy that further challenges and builds on these skills, with a focus on moving towards a more specialist, senior role.

### Band 5+

- Medicines Management Technicians, Education and Training Technicians, Supervisory Roles
- Specialist Pharmacy Technician
- ICS based e.g., in a GP surgery
- Specialist Pharmacy Technician within an ambulance service

### Next Steps

- Industry specific training e.g., Healthy Living Champion
- Further or higher study e.g., Pharmacist with additional qualifications

# Frequently Asked Questions

---

## What are the entry requirements?

To enrol in this course, apprentices must be assessed as working at Level 1.5 or above in English and maths. A Level 2 Science qualification is advantageous. Additional mandatory entry requirements include good character checks and fitness to practice health checks.

## Are functional skills required?

Apprentices are expected to have the required Maths and English skills and certification before enrolling on the course. This is usually a GCSE at Grade C/4 but can also be a Functional Skill at Level 2 or equivalent qualification. Additional support is provided through our dedicated Functional Skills Tutors where required to support Apprentices completing assignments or supporting their Maths skills level.

## How many hours is the apprentice likely to need off-the-job (OTJ)?

Apprentices will need to spend 6 hours of their working week on OTJ activities. There should be no additional time required unless the learner requires additional learning support; this will usually be discussed at induction.

## What is expected of the employer?

Skills4Pharmacy will take the lead on off-the-job training to an extent but there will be an emphasis on the employer to contribute to the organisational training required. Employers will also need to arrange on-the-job training for Apprentices in line with our scheme of work. In addition to supporting the training requirements above, we ask for your participation in 12-weekly formal progress reviews and evidence sign-off. The employer will also lead the formal gateway meeting at the end of the learner's training programme.

## Is final accuracy included?

Apprentices will complete Supply, Dispense and Final Accuracy Check Medicines and Pharmaceutical Products as part of the GPhC-accredited course. The unit, 'Supply, Dispense and Final Accuracy Check Medicines and Pharmaceutical Products' is designed to show the learner's competency in performing the ACPT role. Dispensing will be covered in year 1, and the final accuracy check of other's work will be covered in year 2. It is up to the individual employer to agree that this can be taken as final accuracy checking competency. You may wish to put a probationary checking period in place after the learner has qualified and abide by your organisation's Standard Operating Procedures (SOPs).

## Trusted By

---



# Get Started Today!

0161 794 0528

[info@skills4pharmacy.co.uk](mailto:info@skills4pharmacy.co.uk)

[skills4pharmacy.co.uk](http://skills4pharmacy.co.uk)

**Skills**   
Pharmacy