

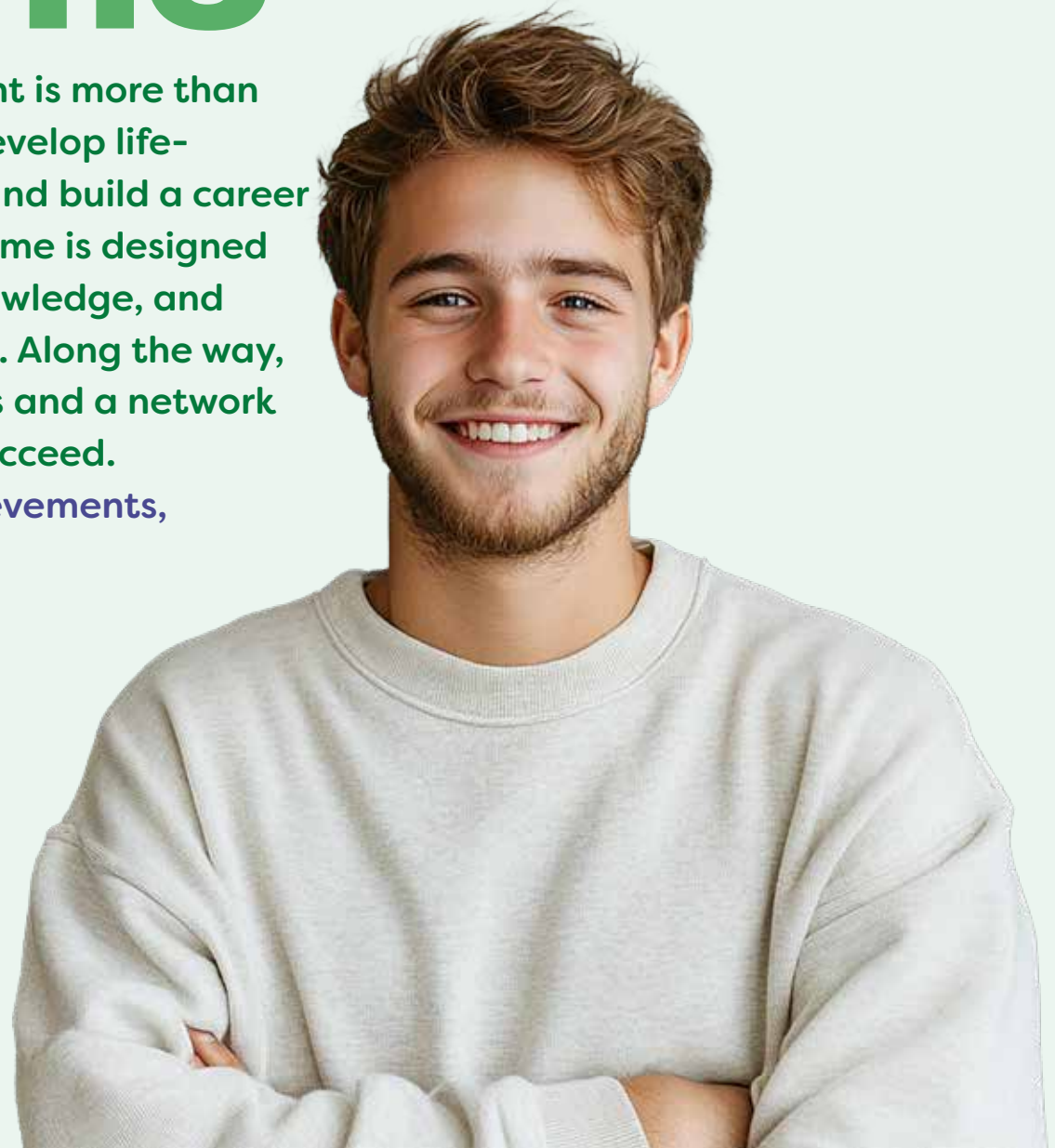
**Level 2**

# **Pharmacy Services Assistant Apprenticeship Programme**

# Welcome

Becoming a Pharmacy Services Assistant 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.



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## 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 2 Apprenticeship Standard for Pharmacy Services Assistants is approved by the General Pharmaceutical Council (GPhC) and meets their requirements for pharmacy support staff.

# Course Information

# Course Information



## Who is the course for?

Apprentices work 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.

### Course duration:

12 months plus 3 months for Apprenticeship Assessment

## At Level 2, there are various topics that apprentices will learn including:

- ✓ Dispensing and Supply of Medicines and Medicinal Products
- ✓ Communication, Pharmacy Law and Ethics
- ✓ Person-centred Care
- ✓ Health and Safety in the Workplace

Find out more on [page 13](#)

## How will Apprentices be taught?

### 2 hours fortnightly 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 Apprenticeship 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 patient's 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?

To enrol onto this course, English and Maths requirements differ depending on the learner's age:

**For learners aged 16–18:** It is mandatory to either already hold, or be able to work towards and achieve, the required English and Maths qualifications as part of the apprenticeship. These must be completed prior to Gateway to Completion.

**For learners aged 19 and over:** It is recommended that applicants hold GCSE English and Maths at Grade C/4 or above (or an equivalent qualification). If evidence of prior achievement is not available at enrolment, learners may choose to complete these subjects separately through Skills4, with full funding and support provided.

While English and Maths are optional for adult learners to enrol onto this apprenticeship, completing them is strongly advised – particularly for those intending to progress to a higher-level qualification in the future.

# Your Learner Journey



# Your Learner Journey



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## 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.



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## 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)



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## 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.

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## 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, live, fortnightly, sessions are delivered virtually.

Observations are planned and carried out by a tutor in the workplace to mirror the requirements of Apprenticeship Assessment.



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.

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### Gateway to Completion

Upon completion of their qualification, Apprentices will go through Gateway to Completion. 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 Apprenticeship Assessment. Once this is agreed upon, Apprentices will complete the Apprenticeship Assessment with the independent Assessment Organisation. They will receive support all the way up to the day of their Apprenticeship Assessment.

## 6

### Apprenticeship Assessment

The Apprenticeship Assessment process usually lasts for around 3 months, learners will participate in activities set by the Assessment Organisation.

The Final Awards Board will review the following mandatory requirements:

- Observation with questions
- Interview underpinned by a portfolio of evidence
- Multiple choice questions

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### Certification

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

# Trusted By

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# Unit Breakdowns



## Unit Breakdowns

### Dispensing and Supply of Medicines and Medicinal Products

In this unit, learners will develop broad technical skills which are fundamental to the practice of a Pharmacy Services Assistant (PSA); 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 unit, 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 unit must become embedded into the practice of all Pharmacy Services Assistants (PSA). Person-centred care is one of the nine standards for pharmacy professionals. Although PSAs 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, PSAs 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. Health professionals



## Unit Breakdowns

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 PSA can contribute to national targets.

### Communication, pharmacy laws and ethics

In this unit, learners will develop communication skills and learn about the law and ethical issues that are fundamental to the practice of a Pharmacy Services Assistant. 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 unit is entirely focused on health and safety in the workplace. It covers all aspects 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 should contribute towards the confirmation that the learner behaviours are conducive to working as a pharmacy professional.



# Qualification Pathway



# Qualification Pathway

1 Year



# Off-the-job Training

# Off-the-job Training

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## 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 to Completion 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

# Off-the-job Training

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## 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

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A career as a Pharmacy Services Assistant 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 Services Assistant career take you? L2 Qualified Pharmacy Services Assistant

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

### Band 2

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

### Band 3

- Band 3 staff includes clinical support workers, therapy assistants, pharmacy assistants, administrative workers and clerical staff
- Accuracy Checking Dispensers

### Next Steps

- Pharmacy Technician Apprenticeship
- Another Level 3 Apprenticeship
- A career in the wider healthcare sector

# Get Started Today!

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