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| Apprenticeship/Foundation Modern Apprenticeship in Dispensing and Pharmacy Assistants | Framework Issue Number 3 |
| Advanced Apprenticeship/Modern Apprenticeship for Pharmacy Technicians | Framework Issue Number 3 |

Framework Code

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| 2 | 8 | 7 |
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Date submitted to the AAG:

Would you like to present the framework to the AAG at its next meeting?

Date approved by the AAG:

Date funding agreed

Implementation date: England

Wales



Llywodraeth Cynulliad Cymru
Welsh Assembly Government

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Summary of Changes to this Framework

The framework has been revised to include the replacement QCF qualifications for the existing NVQ qualifications within the Level 2 Apprenticeship/ Foundation Modern Apprenticeship for Dispensing and Pharmacy Assistants and the Advanced Apprenticeship/Modern Apprenticeship for Pharmacy Technicians at Level 3.

The changes also include the replacement of the existing Level 3 Technical Certificate with a new QCF Technical Certificate and the addition of an accredited Technical Certificate for the Level 2 to ensure framework compliance.

In addition it includes Functional Skills in English and Maths as alternative to Key Skills which apply in England only and the addition of Essential Skills in Communication and Application of Number which apply in Wales only.

The changes to the Level 2 Apprenticeship/ Foundation Modern Apprenticeship are:

- Replacement of Edexcel Level 2 NVQ in Pharmacy Services 100/2614/9 with EDEXCEL Level 2 Certificate in Pharmacy Service Skills (NVQ) (QCF) 500/9351/4
- Replacement of City and Guilds Level 2 NVQ in Pharmacy Services 100/2519/4 with City & Guilds Level 2 NVQ Certificate in Pharmacy Service Skills (QCF) 500/9234/0
- The addition of accredited Technical Certificates: Edexcel BTEC Level 2 Certificate in Pharmaceutical Science (QCF) 500/9579/1 and City & Guilds Level 2 Certificate in Pharmaceutical Science (QCF) 500/9575/4
- The addition of Functional Skills in England at Level 1 in English and Maths and Essential Skills at Level 1 in Wales as an alternative to Key Skills.

The changes to the Level 3 Advanced Apprenticeship/ Modern Apprenticeship for Pharmacy Technicians are:

- Replacement of NVQ Level 3 in Pharmacy Services with: City & Guilds Level 3 NVQ Diploma in Pharmacy Service Skills (QCF) 500/9576/6 and EDEXCEL Level 3 Diploma in Pharmacy Service Skills (NVQ) (QCF) 500/9578/X
- Replacement of the BTEC National Certificate in Pharmacy Services 500/1138/8 with the EDEXCEL BTEC Level 3 Diploma in Pharmaceutical Science (QCF) 500/9939/5
- Replacement of the City and Guilds Certificate in Pharmacy Services 100/5845/X with the City & Guilds Level 3 Diploma in Pharmaceutical Science (QCF) 500/9959/0
- The addition of Functional Skills in England at Level 2 in English and Maths and Essential Skills at Level 2 in Wales as an alternative to Key Skills.

1 Contact Details of the Industry or Sector

| | |
|-----------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Title, level and coverage of apprenticeship | Apprenticeship/Foundation Apprenticeship for Dispensing and Pharmacy Assistants. Advanced Apprenticeship/Modern Apprenticeship for Pharmacy Technicians. |
| Name of Sector Skills Council/Standard Setting Body | Skills for Health |
| Contact name | Amanda Hall |
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| Date sent to AAG | 11th July 2010 |
| Date of Implementation | 1st September 2010 |

1.1 Responsibility for the Framework

Skills for Health will continue to take responsibility for the framework until further notice.

2 Summary of the Mandatory Outcomes

2.1 Summary of the Mandatory Outcomes for the Apprenticeship/Foundation Modern Apprenticeship for Dispensing and Pharmacy Assistants.

Framework Code Framework Issue Number

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| 2 | 8 | 7 | | 3 |
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| Apprenticeship/Foundation Modern Apprenticeship | Level | Credit Values |
|-----------------------------------------------------------------------------------------------------------------------------------------|-------|---------------|
| Competence Based Element | | |
| <ul style="list-style-type: none"> EDEXCEL Level 2 Certificate in Pharmacy Service Skills (NVQ) (QCF) 500/9351/4 | 2 | 20 |
| <ul style="list-style-type: none"> City & Guilds Level 2 NVQ Certificate in Pharmacy Service Skills (QCF) 500/9234/0 | 2 | 20 |
| Knowledge based element | | |
| <ul style="list-style-type: none"> EDEXCEL BTEC Level 2 Certificate in Pharmaceutical Science (QCF) 500/9579/1 | 2 | 30 |
| <ul style="list-style-type: none"> City & Guilds Level 2 Certificate in Pharmaceutical Science (QCF) 500/9575/4 | 2 | 30 |
| Key Skills | | |
| Application of Number | 1 | |
| Communications | 1 | |
| or | | |
| Functional Skills | | |
| English | 1 | |
| Maths | 1 | |
| or | | |
| Essential Skills | | |
| Application of Number | 1 | |
| Communications | 1 | |
| Additional Employer Requirements | | |
| There are no additional employer requirements | | |
| Employment rights and responsibilities | | |

| | | |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|----|
| For this framework, the apprentice is required to complete the Pharmacy specific ERR workbook provided by Skills for Health. Framework certification is issued on confirmation from training providers that the ERR has been completed. | | |
| Total number of credits required for A/FMA for Dispensing and Pharmacy Assistants | | 50 |

2.2 Summary of the Mandatory Outcomes for the Advanced Apprenticeship/Modern Apprenticeship for Pharmacy Technicians

Framework Code Framework Issue Number

| | | | | |
|---|---|---|--|---|
| 2 | 8 | 7 | | 3 |
|---|---|---|--|---|

| Advanced Apprenticeship/Modern Apprenticeship | Level | Credit Values |
|-------------------------------------------------------------------------------------------------------------------------------------|-------|---------------|
| Competence Based Element | | |
| <ul style="list-style-type: none"> City & Guilds Level 3 NVQ Diploma in Pharmacy Service Skills (QCF) 500/9576/6 | 3 | 75 |
| <ul style="list-style-type: none"> EDEXCEL Level 3 Diploma in Pharmacy Service Skills (NVQ) (QCF) 500/9578/X | 3 | 75 |
| Knowledge based element | | |
| <ul style="list-style-type: none"> City & Guilds Level 3 Diploma in Pharmaceutical Science (QCF) 500/9959/0 | 3 | 120 |
| <ul style="list-style-type: none"> EDEXCEL BTEC Level 3 Diploma in Pharmaceutical Science (QCF) 500/9939/5 | 3 | 120 |

| | | |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------|-----|
| <p style="text-align: center;">Key Skills Application of Number Communications or Functional Skills English Maths or Essential Skills Application of Number Communications</p> | <p>2 2 2 2 2 2</p> | |
| Additional Employer Requirements | | |
| There are no additional employer requirements. | | |
| Employment rights and responsibilities | | |
| For this framework, the apprentice is required to complete the Pharmacy specific ERR workbook provided by Skills for Health. Framework certification is issued on confirmation from training providers that the ERR has been completed. | | |
| Total number of credits required for the AA/MA for Pharmacy Technicians | | 195 |

3 Overview of the Framework

3.1 Rationale for Framework

The Pharmacy Industry

There are around 64,000 people employed in community pharmacies in the UK. A further 18,000 people are employed within hospital pharmacies, NHS Trusts and within the Pharmaceutical industry.

The majority of Pharmacy Technicians work in community (retail) pharmacy both for small independent pharmacies as well as the large multiple pharmacy companies. Many also work in the hospital pharmacy service both within the NHS as well as private hospitals. A few pharmacy technicians are employed in the pharmaceutical industry, HM Prisons, armed forces and in the NHS Primary Care Organisations (PCOs).

Pharmacy Technicians at Level 3

Pharmacy technicians prepare, supply and dispense a wide variety of medicines and products prescribed for patients. They are an essential part of the pharmacy team and work under the supervision of a registered pharmacist in order to provide medicines for patients in a safe and correct manner.

In community pharmacies, technicians assist the pharmacist with dispensing and preparing medicines for supply to the customer (patient) who visits the community pharmacy. They may also prepare medication for patients in nursing and residential homes as well as being involved in specialist areas of patient care such as elastic hosiery, stoma care and provision of oxygen to a patient's home. The pharmacy technician will therefore have a great deal of contact with the public and may provide advice and information on medicines as well as being involved in the sale of many products available in the community pharmacy.

In hospital pharmacy, as medicines become more complex and sophisticated, the role of the pharmacy technician is expanding into specialised areas. Although pharmacy technicians are responsible for many of the technical aspects of pharmacy they are also involved in the management of certain sections within the pharmacy e.g. dispensary, stores, aseptic services. Work on the hospital ward is common and therefore pharmacy technicians need to develop clinical skills.

Since some preparations are not always available from commercial sources medicines are prepared in the hospital pharmacy by technicians either for individual patients or in small quantities e.g. creams, ointments, parental nutrition and injections. Hospital wards and departments have their own stock of frequently used medicines. Technicians may monitor the stock levels and advise nurses on the correct storage of medicines, check expiry dates and discuss the changing needs of the wards with the nurses. With the increase in use of patient's own medicines technicians are checking supplies with the patient and giving medication advice.

Technicians may also purchase medicines from pharmaceutical companies and wholesalers therefore potentially saving the hospital money by buying wisely and cost effectively.

The role of the pharmacy technician in both community and hospital pharmacy is rewarding and provides an excellent career which offers variety and progression within the pharmacy profession.

From July 2011 all Pharmacy Technicians must meet the registration requirements of the General Pharmaceutical Council (GPhC) in order to practice. The requirements include:

- a competency based qualification for pharmacy technicians approved by the Council plus
- a knowledge based qualification or have successfully completed an accredited knowledge-based programme for pharmacy technicians approved or accredited by the Council and
- a minimum of two years consecutively completed relevant work-based experience under the supervision, direction or guidance of a pharmacist to whom the applicant was directly accountable for not less than 14 hours per week.

Successful Pharmacy Technicians wishing to progress to Pharmacist would develop their skills through progression to HE or further develop their skills through Management training. The Advanced Apprenticeship/ Modern Apprenticeship will also, where appropriate, provide progression to a Foundation Degree in Higher Education. Skills for Health is currently developing a Foundation Degree Framework that will articulate the entry requirements to Foundation Degrees from a range of entry points including Advanced Apprenticeships/ Modern Apprenticeships. For further information on progression please go to Section 6.2.

Dispensing and Pharmacy Assistants at Level 2

Dispensing and pharmacy assistants undertake a range of roles within the pharmacy which include the following:

- Sale of over the counter medicines and the provision of information to customers on symptoms and products
- Prescription receipt and collection
- The assembly of prescribed items (including the generation of labels)
- Ordering, receiving and storing pharmaceutical stock
- The supply of pharmaceutical stock
- Preparation for the manufacture of pharmaceutical products (including aseptic products)
- Manufacture and assembly of medicinal products (including aseptic products).

Successful Dispensing and Pharmacy Assistants will be encouraged to progress to the Advanced Apprenticeship /Modern Apprenticeship for Pharmacy Technicians. Pharmacy Technicians support the Pharmacist in the following areas:

- Dispensing medicines and products
- Controlling stock of pharmaceutical materials and equipment
- Providing pharmaceutical information and advice
- Manufacturing and assembling sterile and non-sterile batch medicinal products
- Supplying surgical appliances
- The training of other pharmacy support staff.

Employers and providers have developed the Apprenticeship/Foundation Modern Apprenticeship for Dispensing and Pharmacy Assistants and Advanced Apprenticeship/Modern Apprenticeship for Pharmacy Technicians framework to meet the needs of small and medium size enterprises and larger organisations.

The framework provides a structured approach to training and to developing prospective Dispensing and Pharmacy Assistants and Pharmacy Technicians, enabling the apprentice to understand the needs of the organisation, its customers and the sector within which they operate. It also ensures that Pharmacy Technicians will have met the education requirements for registration with the GPhC.

Consultation Process

In the initial development of the framework employers across the Pharmacy Sector both in the NHS and Community Pharmacy services were consulted with- this included employers from both large and smaller organizations. In addition the consultation process involved training providers, Awarding Organisations, the Association of Pharmacy Technicians (APTUK) and the Royal Pharmaceutical Society of Great Britain (RPSGB)

The review of the framework has been part of a UK wide project to develop thirty new Pharmacy National Occupational Standards, four Pharmacy Services Qualifications and Assessment Strategy.

The Pharmacy Strategy and Working groups included representatives from Department of Health, Scottish Executive, RPSGB, APTUK, Dispensing Doctors Association, all Wales Education and Training Pharmacist, Community and Hospital Pharmacy employers, Training Providers, Awarding Organisations across the four UK countries. The groups met over an eighteen month period from 2008- 2009. All were in support of the revision of the existing framework to include the new QCF qualifications and to ensure compliance of the Apprenticeship/ Foundation Modern Apprenticeship.

Take up and achievement of the Framework

Take up of the Framework have increased considerably in the last two years.

Although historically the numbers of starters have been low we have seen a significant increase in numbers since 2007. In 2007/09 there were 87 new starts recorded on both the Apprenticeship/Foundation Modern Apprenticeship and the Advanced Apprenticeship/Modern Apprenticeship, whilst in 2008/09 there were 344 new starters.

Achievement rates have also significantly improved: In 2006/07 the achievement rate was 57%, in 2007/08 it was 58% and in 2008/09 it rose to 72%.

Although the take up is still low, Skills for Health is working with the General Pharmaceutical Council and Training Providers to monitor progress.

4 Content of Framework

4.1 Competence Based Element

Apprenticeship/Foundation Modern Apprenticeship for Dispensing and Pharmacy Assistants:

- EDEXCEL Level 2 Certificate in Pharmacy Service Skills (NVQ) (QCF) 500/9351/4 – 20 Credits
- City & Guilds Level 2 NVQ Certificate in Pharmacy Service Skills (QCF) 500/9234/0- 20 Credits.

Advanced Apprenticeship/Modern Apprenticeship for Pharmacy Technicians:

- City & Guilds Level 3 NVQ Diploma in Pharmacy Service Skills (QCF) 500/9576/6 - 75 Credits
- EDEXCEL Level 3 Diploma in Pharmacy Service Skills (NVQ) (QCF) 500/9578/X - 75 Credits.

4.2 Knowledge Based Element

Apprenticeship/Foundation Modern Apprenticeship for Dispensing and Pharmacy Assistants:

- EDEXCEL BTEC Level 2 Certificate in Pharmaceutical Science (QCF) 500/9579/1 - 30 Credits
- City & Guilds Level 2 Certificate in Pharmaceutical Science (QCF) 500/9575/4- 30 Credits.

Advanced Apprenticeship/Modern Apprenticeship for Pharmacy Technicians:

- City & Guilds Level 3 Diploma in Pharmaceutical Science (QCF) 500/9959/0 – 120 Credits
- EDEXCEL BTEC Level 3 Diploma in Pharmaceutical Science (QCF) 500/9939/5 - 120 Credits.

The technical certificate for **Advanced Apprenticeship/Modern Apprenticeship for Pharmacy Technicians** is based upon the General Pharmaceutical Council Education Standards and completion of this underpinning knowledge programme is essential for registration requirements.

4.3 Key Skills or Essential Skills in Wales or Functional Skills in England

The Key Skill levels state the minimum level required, if a candidate has the ability they should be encouraged to achieve a higher level.

Skills For Health will rigorously follow the QCA Guidelines on proxy and relaxation rules for previously attained numeracy and literacy skills. These guidelines can be found at: http://www.qca.org.uk/qca_6562.aspx

Key Skills are certified separately and those that must be certificated are set out below, showing the minimum levels required:

Key Skill and Essential Skills in Wales only

Apprenticeship/Foundation Modern Apprenticeship for Dispensing and Pharmacy Assistants:

- Communication – Level 1
- Application of Number – Level 1

Advanced Apprenticeship/Modern apprenticeship for Pharmacy Technicians:

- Communication – Level 2
- Application of Number – Level 2.

Key Skills in Wales

In Wales, whilst Key Skill qualifications remain national qualifications, the assessment regime is based upon portfolio evidence only, an end test is not required. Portfolio assessment arrangements and quality assurance requirements remain the same across England and Wales.

Functional Skills in England

Apprenticeship/Foundation Modern Apprenticeship for Dispensing and Pharmacy Assistants:

- English – Level 1
- Maths – Level 1

Advanced Apprenticeship/Modern apprenticeship for Pharmacy Technicians:

- English – Level 2
- Maths – Level 2

The framework consultation did not support the inclusion of IT as a Key Skill, Essential Skill or Functional Skill as IT is integral to the demonstration of competence within the QCF qualifications at Levels 2 and 3.

4.4 Additional Employer Requirements

There are no additional employer requirements.

4.5 Employment Rights and Responsibilities

Apprenticeship/Foundation Modern Apprenticeship for Dispensing and Pharmacy Assistants:

For this framework, the apprentice is required to complete the Pharmacy specific ERR workbook provided by Skills for Health, meeting ERR requirements.

Advanced Apprenticeship/Modern Apprenticeship:

For this framework, the apprentice is required to complete the Pharmacy specific ERR workbook provided by Skills for Health, meeting ERR requirements.

The ERR is not evidenced on the framework certificate. However certificates will not issued without confirmation from training providers that the ERR workbook has been successfully completed. Skills for Health reserves the right to sample certificate applications to ensure the ERR workbook has been completed.

5 Implementation of Framework

5.1 Employed Status

All apprentices should be employed from the start of the apprenticeship. This view that employed status should be the norm was endorsed by the Steering Group developing the Apprenticeship/Foundation Modern Apprenticeship for Dispensing and Pharmacy Assistants and Advanced Apprenticeship/Modern Apprenticeship for Pharmacy Technicians frameworks and Skills for Health.

5.2 Entry Requirements

The **Apprenticeship/Foundation Modern Apprenticeship for Dispensing and Pharmacy Assistants** and **Advanced Apprenticeship/Modern Apprenticeship for Pharmacy Technicians** frameworks do not impose any restrictions to entry such as minimum levels of qualifications.

However, for entry onto the programmes, candidates must be able to demonstrate the potential to achieve the relevant Competence Qualification (QCF Level 2 for the **Apprenticeship/Foundation Modern Apprenticeship for Dispensing and Pharmacy Assistants** and QCF Level 3 for the **Advanced Apprenticeship/Modern Apprenticeship for Pharmacy Technicians**) and their associated Technical Certificates.

Candidates must also be able to demonstrate an ability to achieve the Key Skills, Essential Skills or Functional Skills required.

From July 2011 all Pharmacy Technicians must meet the registration requirements of the General Pharmaceutical Council (GPhC) in order to practice. The requirements include the completion of a competency based qualification for pharmacy technicians approved by the Council plus a knowledge based qualification or have successfully completed an accredited knowledge-based programme for pharmacy technicians approved or accredited by the Council. In addition Pharmacy Technicians must have a minimum of two years consecutively completed relevant work-based experience under the supervision, direction or guidance of a pharmacist to whom the applicant was directly accountable for not less than 14 hours per week.

The prime responsibility for selection and recruitment of the apprentice lies with individual employers who will have a clear idea of their own requirements. The frameworks embrace a wide range of levels, types of job and different career paths and therefore the broad principles of selection must be sufficiently flexible to allow employers to tailor them to meet their particular requirements.

As a general guide, candidates should have the following skills and attributes:

- Self-motivation to succeed within the industry
- Being numerate and literate
- Self discipline and enthusiasm
- Willingness to learn and apply that learning in the workplace
- Willingness to work with due regard to Health & Safety of self and others
- Willingness to communicate effectively with a range of people
- Willingness to work flexibly, encompassing both on and off job environments
- Willingness to observe the employer's terms and conditions of employment.
- An interest in providing excellent customer care
- An interest in working in the health sector.

5.3 Minimum Duration of Training

The average length of stay for the **Apprenticeship/Foundation Modern Apprenticeship is 12 months, and for the Advanced Apprenticeship/Modern Apprenticeship is 24 months.** In practice, this is considered indicative only as the apprentices' progress will depend on the achievement of the required competence.

5.4 Health and Safety

Health, safety and security issues are a formal part of the induction of all apprentices and are a key element of the Employment Responsibilities and Rights component of this framework.

All partners involved in the implementation of apprenticeships must adhere to their statutory responsibilities for health and safety as follows:

- A safe working environment for apprentices must be provided whilst they are at work or in training
- Appropriate training on health and safety in the workplace must be given to each apprentice
- Awareness of, and compliance with, legislation relating to the Health & Safety at work Act 1974, the Working Time Regulations 1998, COSHH and any other relevant legislation must be demonstrated
- The apprentice must be aware of and comply with their statutory responsibilities for health and safety at work. This relates to their own safety and to the safety of others in the workplace. They must also be aware of, and comply with, any additional health and safety procedures laid down by their employer/training provider
- The National Apprenticeship Service is responsible for monitoring the compliance of training providers to their statutory health and safety obligations and will carry this out through their Quality Assurance procedures

- Training providers will monitor the compliance of employers with Health and Safety statutory requirements.
- Employers, as part of their statutory responsibilities under the Management of the Health and Safety at Work Regulations 1999, are required to:
 - Assess risk to young people before they start work
 - Take account of their inexperience and lack of awareness of existing or potential risks and immaturity
 - Address specific factors in the risk assessment
 - Take account of the risk assessment in determining whether the young person should be prohibited from certain work activities, except where it is necessary for their training
 - Ensure risks are reduced as far as reasonably practicable
 - Ensure proper supervision is provided by a competent person
 - Check their employers liability insurance to ensure that no exclusions apply
 - Assess risks in relation to COSHH, lifting and handling, VDU equipment and violence and aggression.

5.5 Equality and Inclusion

Skills for Health endorse that there should be “open recruitment” of **Apprentices/Foundation Modern Apprentices and Advanced Apprentices/Modern Apprentices** to the programme, which is available to all young people, regardless of gender, ethnic origin, religion/belief, sexual orientation or disability who meet the stated selection criteria.

All partners involved in the delivery of the apprenticeships – local SFA and DCELLS, providers, assessment centres and employers must be committed to a policy of equal opportunities and must have a stated Equal Opportunities policy and procedures.

Employers/providers must be able to demonstrate that there are no overt or covert discriminatory practices in selection and employment. All promotional, selection and training activities must comply with relevant legislation, such as:

- The Welsh Language Act 1993 Chapter 38 (Wales only)
- The Care Standards Act 2000
- The Sex Discrimination Act, 1975 and Code of Practice
- The Race Relations Act, 1976 and Code of Practice
- The Disability Discrimination Act, 1995 and Code of Practice
- Data Protection Act 1998
- Employment Right Act 1996

- The Gender (Re-assignment) Act 1999
- Harassment Act 1997
- Health and Safety at Work Act 1974
- Human Rights Act 1998
- Public Interest Disclosure Act 1998 (Whistle Blowing Charter)
- Rehabilitation of Offenders Act 1974-1986 Amendment
- Sexual Discrimination Act 1976
- Proposed Code of Practice – Recruitment & Employment of Gay Men & Lesbians
- EU Equal Treatment Framework Directive (2000/78)
- Race Relations (Amendment) Act 2000
- Special Educational Needs & Disability Act 2001 and Code of Practice
- Equal Pay Act 1970 and Code of Practice.

The apprentice's knowledge about equal opportunities policies and procedures can be used as evidence for the Employment Responsibilities and Rights component of this framework.

5.6 Transfer Arrangements from Previous Framework

The Level 2 **Apprenticeship/ Foundation Modern Apprenticeship** was suspended on the 31st July 2009 as it was non compliant due to a lack of an accredited Technical Certificate. No new learners have registered onto the framework at Level 2 since that date.

The change to the mandatory outcomes to include the accredited Technical Certificate thus ensuring Framework compliance will not therefore affect any current learners.

A learner undertaking the Advanced Apprenticeship/ Modern Apprenticeship will not be affected by this change as it has remained fully compliant.

The new framework will commence on the 1st September 2010.

5.7 Monitoring Arrangements for the Framework

Skills for Health receives regular reports from Awarding Organisations on new starters to all its Frameworks and monthly completion reports from the Apprenticeship Co-ordinator detailing achievement on all of its Frameworks including 287.

These are regularly reviewed within the qualifications team and any outstanding issues brought up with relevant stakeholders.

6 Achievement and Progression

6.1 Certification

Skills for Health is responsible for Certification of the programme.

The successful apprentice will receive a completion certificate from Skills for Health, the Sector Skills Council for Health. This is separate from, and in addition to, those certificates awarded for the achievement of the individual components of the framework, e.g., QCF competence qualification, Key Skills/Essential/Functional Skills and Technical Certificate where specified.

Skills for Health's requirements for claiming the certificate are that a certification request form is obtained from Skills for Health.

With each batch of certification requests submitted to Skills for Health, an official purchase order and letter from the claiming organisation must be attached and a charge for certification will be levied by Skills for Health.

Skills for Health's requirements for claiming the certificate are:

- Copies of Certificates demonstrating completion of the mandatory requirements and confirmation from training providers that the ERR workbook has been successfully achieved
- Providers apply for the apprentice certificates
- A charge for certification will be levied by Skills for Health. Certification costs are £30.

Certificate request forms can be downloaded from the Skills for Health website at: www.skillsforhealth.org.uk If you have difficulty downloading the form please contact the Apprenticeships Coordinator on 0121 767 1865. All certificate request forms must be submitted with evidence of completion of the mandatory outcome of the **Apprentice/Advanced Apprentice/MA** as indicated in the guidance notes on the form and the requisite payment.

All requests for certificates will be subject to quality assurance checks by Skills for Health in accordance with the operating principles for the processing and issuing of certificates. Skills for Health reserves the right to sample certificate applications to ensure the ERR workbook has been completed.

6.2 Progression

Skills for Health aims to ensure that the **Apprenticeship/Foundation Modern Apprenticeship for Dispensing and Pharmacy Assistants and Advanced Apprenticeship/Modern Apprenticeship for Pharmacy Technicians** shall provide the best possible preparation to achieving technician status within the industry.

Apprentices/Foundation Modern Apprentices will be encouraged to progress to **Advanced Apprenticeships/Modern Apprenticeship**.

Successful Dispensing and Pharmacy Assistants will be encouraged to progress to the **Advanced Apprenticeship /Modern Apprenticeship** for Pharmacy Technicians. Pharmacy Technicians support the Pharmacist in the following areas:

- Dispensing medicines and products
- Controlling stock of pharmaceutical materials and equipment
- Providing pharmaceutical information and advice
- Manufacturing and assembling sterile and non-sterile batch medicinal products
- Supplying surgical appliances
- The training of other pharmacy support staff.

The **Advanced Apprenticeship/ Modern Apprenticeship** will also, where appropriate, provide progression to a Foundation Degree in Higher Education. Skills for Health is currently developing a Foundation Degree Framework that will articulate the entry requirements to Foundation Degrees from a range of entry points including **Advanced Apprenticeships/ Modern Apprenticeships**.

Successful Pharmacy Technicians wishing to progress to Pharmacist would develop their skills through progression to HE or further develop their skills through Management training.

The apprentice's knowledge about career pathways, information sources and the names of relevant professional bodies are contained within the Employment Responsibilities and Rights workbook that is supplied to every apprentice.

7 Fact Sheet

Apprenticeship/ Foundation Modern Apprenticeship for Dispensing and Pharmacy Assistants.

What's involved?

An apprentice can expect to be doing work based learning with an employer and to be paid a wage as an employee. The apprenticeship will include a QCF Qualification, Key /Essential or Functional Skills and a 'knowledge based element or technical certificate as listed below.

| Competence Based Element | Knowledge Based Element | Key Skills |
|-----------------------------------------------------------|-----------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| Level 2 Certificate in Pharmacy Services Skills (NVQ) QCF | Level 2 Certificate in Pharmaceutical Science (QCF) Awarding Organisation- City and Guilds | Key /Essential/ Functional Skills Communication L1 OR English Level 1 |
| | Level 2 Certificate in Pharmaceutical Science (QCF) Awarding Organisation- Edexcel | Application of Number Level 1 OR Maths Level 1 |

The decision on which competence based and knowledge elements will be studied will be made by the employer and/or training provider in discussion with the apprentice.

Entry requirements:

As a general guide, candidates should have the following skills and attributes:

- Self-motivation to succeed within the industry
- Self-discipline and enthusiasm
- Willingness to work with due regard to Health & Safety of self and others
- Willingness to communicate effectively with a range of people
- Willingness to work flexibly, encompassing both on and off job environments
- Willingness to observe the employer's terms and conditions of employment.
- An interest in providing excellent customer care
- An interest in working in the Health Sector

Minimum Periods of Training:

The minimum period of training for the **Apprenticeship/Foundation Modern Apprenticeship** is 12 months.

In practice, this is considered indicative only as the apprentices' progress will depend on the achievement of the required competence.

What type of job might an apprentice be doing?

Apprentices/Foundation Modern Apprentices will work in a range of areas within the pharmacy which may include the following:

- Sale of over the counter medicines and the provision of information to customers on symptoms and products
- Prescription receipt and collection
- The assembly of prescribed items (including the generation of labels)
- Ordering, receiving and storing pharmaceutical stock
- The supply of pharmaceutical stock
- Preparation for the manufacture of pharmaceutical products (including aseptic products)
- Manufacture and assembly of medicinal products (including aseptic products).

How long does the apprenticeship take to complete?

The average length of completion for the **Apprenticeship/Foundation Modern Apprenticeship** is 12 months.

Career progression after completing this apprenticeship

How could the apprentice progress after completing this apprenticeship?

Successful Dispensing and Pharmacy Assistants will be encouraged to progress to the Advanced Apprenticeship/Modern Apprenticeship for Pharmacy Technicians at Level 3

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in co- operation with the Royal Pharmaceutical Society of Great Britain.

7 Fact Sheet

Advanced Apprenticeship/ Modern Apprenticeship for Pharmacy Technicians

What's involved?

An apprentice can expect to be doing work based learning with an employer and to be paid a wage as an employee. The apprenticeship will include a QCF Qualification, Key/Essential/Functional Skills and a 'knowledge based element or technical certificate as listed below.

| Competence Based Element | Knowledge Based Element | Key Skills |
|------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Level 3 Diploma in Pharmacy Service Skills (NVQ) QCF | <p>Level 3 Diploma in Pharmaceutical Science (QCF) Awarding Organisation- City and Guilds</p> <p>BTEC Level 3 Diploma in Pharmaceutical Science (QCF) Awarding Organisation EDEXCEL</p> | <p>Key /Essential /Functional Skills</p> <p>Communication Level 2 OR English L2</p> <p>Application of Number Level 2 OR Maths Level 2</p> |

The decision on which competence based and knowledge elements will be studied will be made by the employer and/or training provider in discussion with the apprentice.

Entry requirements:

As a general guide, candidates should have the following skills and attributes:

- Self-motivation to succeed within the industry
- Self-discipline and enthusiasm
- Willingness to work with due regard to Health & Safety of self and others
- Willingness to communicate effectively with a range of people
- Willingness to work flexibly, encompassing both on and off job environments
- Willingness to observe the employer's terms and conditions of employment.
- An interest in providing excellent customer care
- An interest in working in the Health Sector.

Minimum Periods of Training:

The minimum period of training for the Advanced **Apprenticeship/Modern Apprenticeship** is 24 months.

What type of job might an apprentice be doing?

Advanced Apprentices/Modern Apprentices will support the pharmacist as well as providing a range of services including preparing, supplying and dispensing a wide variety of medicines and products prescribed for patients.

How long does the apprenticeship take to complete?

The average length of completion for the **Advanced Apprenticeship/Modern Apprenticeship** is 24 months.

Career progression after completing this apprenticeship

How could the apprentice progress after completing this apprenticeship?

From July 2011 all Pharmacy Technicians must meet the registration requirements of the General Pharmaceutical Council (GPhC) in order to practice. The requirements include:

- a competency based qualification for pharmacy technicians approved by the Council plus
- a knowledge based qualification or have successfully completed an accredited knowledge-based programme for pharmacy technicians approved or accredited by the Council and
- a minimum of two years consecutively completed relevant work-based experience under the supervision, direction or guidance of a pharmacist to whom the applicant was directly accountable for not less than 14 hours per week.

Successful Pharmacy Technicians wishing to progress to Pharmacist would develop their skills through progression to HE or further develop their skills through Management training.

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