

Pharmacy Services Technician – Accelerated Apprenticeship

KNOWLEDGE
K1. Importance of personal development, CPD and self-reflection/ evaluation to support continuous improvement; the importance of professional registration and revalidation
K2. Understand how to supervise other staff within the pharmacy
K3. When to refer to a clinical colleague for support and advice including the raising of concerns
K4. Understand how to safeguard people, particularly children and vulnerable adults
K5. How to apply professional judgement in the best interests of people
K6. How to communicate with patients, carers and colleagues using a wide range of options focusing on delivering and improving pharmacy services
K7. How to respond appropriately to medical emergencies, including providing first aid
K8. Understand the most appropriate ways to prevent incidents
K9. How to deal with complaints and errors through established policies and procedures
K10. How to apply safe working practices in line with health and safety legislation; know how to risk assess processes and manage outcomes
SKILLS
S1. Effectively use a variety of methods, including feedback, to regularly monitor and reflect on practice, skills and knowledge
S2. Carry out a range of relevant continuing professional development (CPD) activities to meet regulatory requirements
S3. Reflect and act on feedback or concerns, thinking about what can be done to prevent something happening again
S4. Take part in the learning and development of others
S5. Demonstrate effective supervisory skills
S6. Demonstrate leadership skills within their scope of practice as a trainee
S7. Raise concerns even when it is not easy to do so
S8. Apply professional judgement in the best interests of people
S9. Act openly and honestly when things go wrong
S10. Involve, support and enable every person when making decisions about their health, care and wellbeing
S11. Adapt information and communication to meet the needs of particular audiences
S12. Communicate and work effectively with members of the multidisciplinary team

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S13. Respond effectively to complaints, incidents and errors and in a way that demonstrates person-centred care
S14. Take personal responsibility for the health and safety of themselves and others, and following up any concerns about the workplace which might put them, or others, at risk, including effective safeguards for children and vulnerable adults
S15. Provide a safe, effective and responsive pharmacy service
S16. Take personal responsibility for the legal, safe and efficient management and supply of medicines
S17. Assess a person's present supply of medicines and order appropriate medicines and products
S18. Identify and respond effectively to errors and near misses
S19. Respond to medical emergencies
S20. Engage others in the improvement of processes and systems
S21. Ensure that that health and safety controls are embedded and working