

REGULATION OF DISPENSING/PHARMACY ASSISTANTS

Minimum Competence Requirement

Dear Colleague

GRANDPARENT CLAUSE ARRANGEMENTS Declaration of Competence for Dispensing/Pharmacy Assistants

Competence has been defined as "having the necessary skills, knowledge and attitudes to undertake a job properly and consistently".

In the changing climate of pharmacy the Society has made a decision to move towards the regulation of dispensing/pharmacy assistants. The Government has highlighted that patient safety is of paramount concern and that there is a need to assure patients that the staff that care for them are well trained and maintain the requisite competence. Policies will be implemented soon that will affect both the training of support staff and the environment in which they undertake their work.

The following information applies only to dispensing/pharmacy assistants and does not extend to medicines counter assistants or to staff with pharmacy technician qualifications who are intending to register with the Society.

From 1 January 2005 onwards, a minimum competence requirement will be in place for all staff involved in those pharmacy services agreed by Council in October 2003 (see p2). However, for existing staff, the Society recognises these employees may already have completed an acceptable course and/or have the relevant experience. A transitional arrangement known as a "Grandparent Clause" allows existing dispensing/pharmacy assistants to continue working without the need for a new qualification after 1 January 2005 provided they demonstrate their competence to a satisfactory minimum standard.

Staff will be exempt from training under the Grandparent Clause if they have:

- Completed an approved prior course for dispensing/pharmacy assistants and been declared competent by a supervising pharmacist, **or**
- Relevant work experience and have been assessed and declared competent by a supervising pharmacist.

The supervising pharmacist will have to complete a "declaration of competence" (see p8) for each member of staff that they wish to declare as being exempt from further training. A support guide (see p4) has been prepared to help pharmacists complete the "declaration of competence" form. The pharmacist will be required to indicate on the "declaration of competence" form only those area(s) of work where the employee has specific duties and is deemed to be competent. **The Society does not expect staff to be competent in all areas.**

If an employee fails to demonstrate their competence in a particular area, then the supervising pharmacist may consider top-up training and submitting the declaration form to the Society at a later date (see p3, Grandparent Clause Time Frames).

Yours sincerely,



Sue Kilby
(Head of Practice, Royal Pharmaceutical Society)



Royal
Pharmaceutical
Society
of Great Britain

Background

From 1 January 2005 onwards pharmacists will have a professional obligation to ensure that dispensing/pharmacy assistants are competent in the areas in which they are working to a minimum standard equivalent to the new Pharmacy Services Scottish/National Vocational Qualification (S/NVQ) level 2 qualification or undertaking training towards this.

From the same date, it will also be a professional obligation for pharmacists to put in place and operate written standard operating procedures covering the dispensing process.

In October 2003, the Council confirmed (based on the units of the Pharmacy Services S/NVQ level 2 framework) that the requirement should apply to staff involved in any of the following activities:

- **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)**

If in the future, staff were to take on additional responsibilities that relate to the dispensing process but fall outside of the activities covered by policy, then these additional duties could be incorporated into the standard operating procedures covering dispensing activities.

The Council has taken a pragmatic approach to implementing the policy. It has accepted advice from employers and training providers that provided staff are competent to perform those tasks that fall within their roles and responsibilities, it is not necessary for all of them to undertake the full S/NVQ qualification. From 1 January 2005, new staff (or staff that are new to an activity mentioned above) will have to complete a training programme relevant to the job role in one of four ways:

- Successful achievement of the Pharmacy Services S/NVQ level 2
- Successful achievement of the units in the S/NVQ level 2 that are relevant to the roles and responsibilities undertaken by the dispensing assistant
- Successful achievement of a training programme accredited to be of an equivalent level to S/NVQ level 2
- Successful achievement of the units of an accredited training programme of an equivalent level to S/NVQ level 2 that are relevant to the roles and responsibilities undertaken by the dispensing assistant.

* MCAs are exempt from the requirement for a declaration of competence by a pharmacist or further training in the units marked with an asterisk, provided they have successfully completed an accredited MCA course or have previously been considered to have met the Society's requirements for MCAs

Pharmacy support staff definitions

Pharmacy technician A person who holds a Pharmacy Services Scottish/National Vocational Qualification (S/NVQ) level 3 qualification or a qualification that has previously recognised by employers as a valid qualification for pharmacy technicians.

The Royal Pharmaceutical Society of Great Britain is moving towards the regulation of pharmacy technicians that will include registration with the Society. Further information on this can be obtained from Janet Flint (e-mail janet.flint@rpsgb.org).

Dispensing assistant/dispenser/ pharmacy assistant/ assistant technical officer (ATO) A person involved in a range of pharmacy support activities covered by the 2005 minimum competence requirements.

Medicines counter assistant A person who has satisfactorily completed or is undertaking an accredited programme of training for work in support of the sale of non-prescription medicines, the receipt of prescriptions, the handing out of completed dispensed items and the provision of advice on health matters.

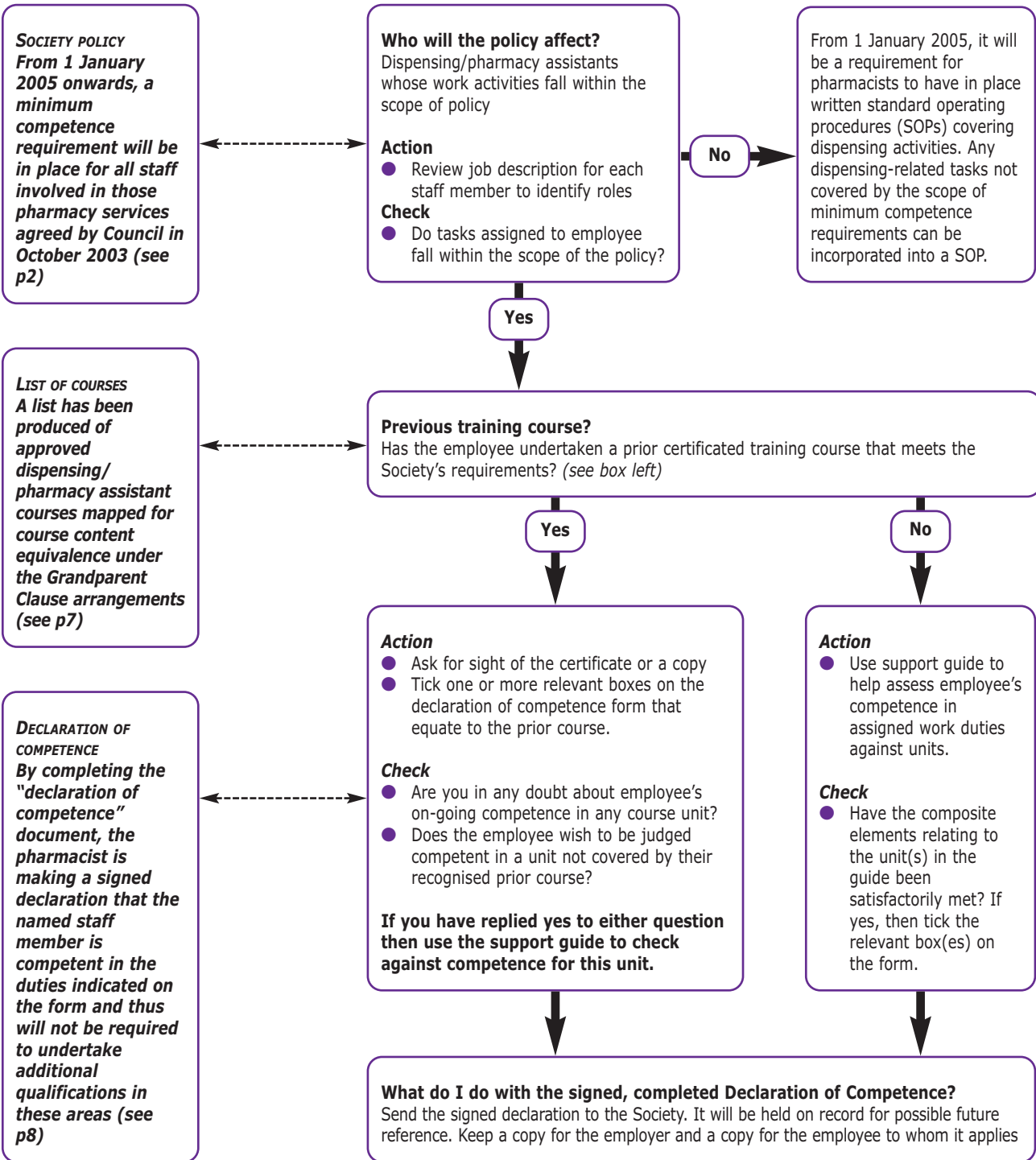
For more detailed definitions please refer to the Society's website: www.rpsgb.org

Grandparent Clause: Action plan for pharmacists

1. Review the job descriptions of your pharmacy support staff to determine who will be affected by the Society's requirement for minimum competence.
2. Assess the work experience and past training qualifications of your staff. Exclude all staff who work solely as medicines counter assistants and staff with pharmacy technician qualifications who intend to register with the Society. Ensure that you have details of their work experience and copies of any relevant certificates on file.
3. Completing the "declaration of competence":
Tick one or more boxes that relate to the area of the work where the employee has responsibility and is deemed to be competent.
 - (i) Person who has completed an approved prior course: Tick the relevant boxes on the declaration form that equate to the prior course (see page 7). Members of staff who wish to be judged competent in a unit not covered by their recognised prior course will undergo a competency assessment by the supervising pharmacist based on the criteria of the support guide (see page 4).
 - (ii) Person with relevant work experience but who has not completed an approved prior course: The supervising pharmacist should use the support guide to identify those areas of work where the staff member is competent and then tick one or more relevant boxes on the declaration form.
4. Send a copy of the signed form to the Society (copies should also be retained by the employer and dispensing/pharmacy assistant to whom it applies).

Grandparent Clause: Flowchart

Any employee who has not been declared exempt from further training under the Grandparent Clause arrangements will, from 1 January 2005, be required to undertake an accredited course.



Grandparent Clause time frames

For staff who are currently in employment, the cut-off point for the submission of "declaration of competence" forms is 31 December 2004. For those staff who are not in current employment (eg, on career breaks or maternity leave) but who intend to return to work

after 31 December 2004 but before 31 December 2005, the time period for the submission of "declaration of competence" forms under the Grandparent Clause has been extended by a year until a cut-off point of 31 December 2005.

Support guide for supervising pharmacists

The aim of this background guidance is to enable the supervising pharmacist to make a decision as to whether or not a member of staff working as a dispensing/pharmacy assistant can satisfactorily be declared competent in the duties they undertake against the

unit(s) specified under the Grandparent Clause. Before making the signed declaration of competence the supervising pharmacist should ensure that the composite elements of the individual unit(s) listed below have been satisfactorily met.

01. Customer service

TO DEMONSTRATE COMPETENCE IN THIS UNIT, ASSISTANTS SHOULD BE ABLE TO:

- Identify who, or give details of who, their customers are:
 - Internal
 - External
- Describe organisational policies and procedures relating to customer care, their importance and why they should be followed
- Describe their role in customer service provision:
 - Developing and maintaining customer relationships
 - Retaining customer loyalty and confidence and their contribution to this
- Meet, identify and understand customer needs
- Understand the needs of difficult customers
- Deal with customers in different situations and with different needs, including special needs
- Provide information to customers
- Describe organisational complaints procedures
- Describe information sources
- Have a good understanding of basic communication skills, covering:
 - Communication skills — speaking, listening, writing and reading
 - Telephone techniques
 - Face-to-face contact
 - Electronic contact
 - Written messages
 - Checking understanding
 - Providing clear and accurate information
 - Non-verbal communication — body language, facial expressions, use of space
 - Barriers to effective communication
 - Dealing with
 - conflict
 - difficult situations
 - difficult working relationships
 - anger
 - stressful situations

Assistants need to know the limits of their role and to whom to refer

02. Health and safety

TO DEMONSTRATE COMPETENCE IN THIS UNIT, ASSISTANTS SHOULD BE ABLE TO:

- Understand the main points of the Health and Safety at Work etc Act 1999

- Describe the legal and professional duties for Health and Safety (H&S) in the work place as required by the HASAW Act
- Identify other legislation relating to safe practices within their organisation and outline their responsibilities to each:
 - The Control of Substances Hazardous to Health Regulations 2002
 - Manual handling
 - Visual display unit (VDU)
 - Fire
- Describe workplace procedures relating to controlling risks to H&S, eg, staff rules, H&S policy
- Outline safe working practices
- Identify potential hazards and H&S risks
- Identify precautionary measures that could be taken in the workplace to reduce risk
- Understand the procedures reporting risks, accidents and incidents
- Understand their role, scope and responsibility in reporting risks, accidents and incidents
- Identify persons with responsibility for H&S matters, eg, fire officer, H&S officer, first aider, line manager
- Understand the need to adhere to suppliers' and manufacturers' instructions when using equipment, materials and products
- Discuss the importance of:
 - Safe working practices
 - Personal conduct
 - Personal hygiene
 - Use of protective clothing
- Discuss the importance of:
 - Storage and handling of hazardous materials, including:
 - correct storage
 - cleaning storage area and making it safe if stock is damaged
 - maintaining safe storage environment
 - checking refrigerators work
 - checking walkways are free from obstruction
 - safe handling of stock
 - safe storage
 - Storage and disposal of waste

03. Teams and teamwork

TO DEMONSTRATE COMPETENCE IN THIS UNIT, ASSISTANTS SHOULD BE ABLE TO:

- Identify the key responsibilities of the team
- Identify their role in the team and in the effectiveness of the team

- Explain the limitations of their role
- Identify key members of the team
- Understand the team's contribution to the organisation's work
- Work with the team and understand the importance of:
 - Communication with other team members
 - Supporting the team, helping others with their work
 - Working relationships
 - Developing working relationships within the team
 - Problems with teams and how the dynamics of teams impacts on the work
- Improve the work of the team, continuing to improve, suggesting improvements
- Understand the importance of dealing with both positive and negative feedback

04. Assist in the sale of OTC medicines and provide information to customers on symptoms and products

ASSISTANTS MUST HAVE A GOOD UNDERSTANDING OF AND BE ABLE TO DISCUSS:

- The main actions and side effects of the active ingredients used in over-the-counter medicines (these are listed in the formulary in the panel, facing page)
- Pharmacy protocol relating to the sales of medicines: what is in protocols, why use them, why they should be followed at all times
- Legal and ethical requirements relating to sale of general sale list (GSL) medicines (GSL), pharmacy (P) medicines and prescription only medicines (POMs)
- Questioning using such techniques as 2WHAM (**W**ho is the medicine for? **W**hat is the medicine for? **H**ow long have the symptoms been present? **A**ction already taken? **M**edicines taken for other reasons, prescribed or otherwise?)
- Understanding needs of different customers
- Recommending suitable products: GSLs and Ps
- Respond to enquiries on symptoms, products and health care
- Check customers' understanding of medicines
- Transactional procedures involved in selling medicines
- Referral to pharmacist — for information, where problem with request for medicine
- Signs of misuse, abuse of medicines →

- Providing information:
 - Pack information
 - Patient information leaflets
 - Information on symptoms, products and health care advice
 - When to refer
 - What information should be supplied by the pharmacist

05. Assist in the supply of prescribed items
(includes prescription receipt and collection)

TO DEMONSTRATE COMPETENCE IN THIS UNIT, ASSISTANTS SHOULD BE ABLE TO UNDERSTAND THE FOLLOWING:

- Procedures for receipt of prescriptions working within standard operating procedures (SOPs)
- Prescription exemptions, charges, prepayment certificates, how to claim refunds, claim forms legal requirements
- Legislation of fees and exemptions
- Transactional and administration procedures (local and governmental)
- Procedures for issuing dispensed items, working within SOPs
- Understand importance of maintaining a clean working environment and equipment
- Appropriate standards of behaviour and personal hygiene required for working in a pharmacy.
- Principles of issuing medicine in respect to:
 - storage
 - repeat supply
 - expiry date
 - outstanding balance
 - why this information is important
- Provision of information in both oral and written format, eg, patient information leaflets
- Importance of checking the client's understanding of information provided
- Why you must always identify and confirm patient's name
- Why it is important to assess patient's needs for referral
- The reasons for referral — if confused, problems with prescription, client requests
- Who the patient should be referred to, eg, pharmacist
- Procedures for delivery of prescribed items working within SOPs
- Different types of prescriptions and their use
- The basic structure and function of the constituent parts of the NHS and their relation to the pharmaceutical services and aspects relevant to pharmacy

06. Assist in the assembly of prescribed items

TO DEMONSTRATE COMPETENCE IN THIS UNIT, ASSISTANTS SHOULD HAVE A BASIC UNDERSTANDING OF:

- Laws that protect the public such as Weights and Measures Act 1985, Data Protection Act 1998

- What is meant by and why it is important to keep patient confidentiality
- The quality of pharmaceutical products
- The broad role of the Royal Pharmaceutical Society and other organisations relevant to the sector of practice
- The basic structure and function of the constituent parts of the NHS and their relation to the pharmaceutical services and aspects relevant to pharmacy

ASSISTANTS SHOULD HAVE A BASIC UNDERSTANDING OF HOW THE FOLLOWING IMPACT ON THE PROVISION OF A PHARMACY SERVICE:

- The Medicines Act 1968
 - Containers and packaging
 - Emergency supply of prescription only medicines
 - General sale list medicines
 - Pharmacy medicines
 - Prescription only medicines
 - Persons exempt from the restrictions
- The Misuse of Drugs Act 1971
- The Medicines (Labelling) Regulations 1976
 - Requirements for general labelling provision
 - Warnings and special requirements for different medicines and products
- The Poisons Act 1972
 - The legal requirements for the retail sale and supply of poisons
- Legislation relating to Health and Safety at Work
 - The Health and Safety at Work etc Act 1974
 - The Chemicals (Hazard Information and Packaging for Supply) Regulations 2002
 - The Control of Substance Hazardous to Health Regulations 2002
 - Controls imposed on the supply of industrial and mineralised methylated spirits to the public and persons authorised to purchase them

ASSISTANTS SHOULD BE ABLE TO:

- Identify the relevant standard operating procedures (SOPs) for the assembly and checking of prescribed items and understand the importance of working within SOPs
- Identify the reasons for accuracy and neatness when assembling prescribed items, including labelling
- Understand the limits of their role in dispensing
- Understand the importance of: maintaining dispensing records including use of computer systems, prescription annotation
- Identify and use the correct equipment when assembling prescribed items
- Understand the importance and the necessity to maintain a clean environment and equipment

Formulary for sale of OTC Medicines
(see unit 04, facing page)

This formulary contains the names of those active ingredient names commonly used in over-the-counter remedies. Assistants must be familiar with the use of these in OTC medicines and be able to identify the products in which they are contained. Assistants must be able to identify those situations that require referral to the pharmacist before a product is sold.

Aciclovir	Loperamide
Acrivastine	Loratidine
Alcohol	Magnesium
Alginate	Malathion
Almond oil	Mebendazole
Aluminium	Mebeverine
Arachis oil	Meclozine
Aspirin	Menthol
Azelastine	Miconazole
Beclometasone	Minoxidil
Benzalkonium	Morphine
Benzocaine	Nicotinates
Benzoyl peroxide	Nicotine
Bisacodyl	Nonoxinol 9
Buclizine	Olive oil
Caffeine	Oral rehydration solutions
Calcium	Oxymetazoline
Cetirizine	Paracetamol
Cetrimide	Peppermint Oil
Cetylpyridinium	Permethrin
Chlorhexidine	Phenothrin
Chlorphenamine	Phenylephrine
Cimetidine	Phenylpropanol-amine
Cinnarizine	Pholcodine
Clotrimazole	Piperazine
Coal Tar	Piroxicam
Codeine	Potassium and sodium citrates
Crotamiton	Povidone iodine
Dequalinium	Promethazine
Dextromethorphan	Propamide
Dihydrocodeine	Pseudoephedrine
Dimeticone	Ranitidine
Diphenhydramine	St John's wort
Domperidone	Salicylates
Famotidine	Salicylic acid
Felbinac	Selenium sulphide
Fluoride	Senna
Fluconazole	Sodium cromoglicate
Folic acid	Sulphur
Formaldehyde	Tea tree oil
Glutaraldehyde	Terbinafine
Glycerin	Tolnaftate
Guaifenesin	Triamcinolone
Hydrocortisone	Triclosan
Hyoscine	Tyrothricin
Ibuprofen	Undecenoic acid
Iron	Urea hydrogen peroxide
Ispaghula	Vitamins A, B, C, D, E
Kaolin	Witch hazel
Ketoconazole	Xylometazoline
Ketoprofen	Zinc oxide
Lactic acid	Zinc pyrithione
Lactulose	
Lanolin	
Levonorgestrel	
Levocabastine	
Lidocaine	
Liquid paraffin	

- Describe appropriate standards of behaviour and personal hygiene required for working in a pharmacy
- Understand potential consequences of dispensing errors
- Understand common abbreviations used on prescriptions
- Understand the importance of use of protective clothing
- Demonstrate an understanding of:
 - Drug forms
 - Drug strengths
 - Generics and branded products
 - Units of measurement
 - Transfer of medicines from bulk
 - Quantity calculations
- Identify the purpose of the different types of prescription received within their organisation
- Understand why and how prescriptions must be endorsed
- Discuss the filing and storage of prescriptions

07. Order, receive and store pharmaceutical stock

TO DEMONSTRATE COMPETENCE IN THIS UNIT, ASSISTANTS SHOULD BE ABLE TO:

- Describe stock control systems:
 - Procedures for ordering from pharmaceutical companies and wholesalers, sources and suppliers
 - Principles of stock rotation and monitoring shelf-life
- Understand the basic requirements for receiving stock and what should be done if they are not met, this will include the following:
 - Condition of items
 - Signature
 - Checking order, discrepancies
 - Checking expiry dates
 - Reporting problems
 - Completing documentation - electronically and paper
- Understand why certain items require special storage, these may include:
 - Low temperature
 - Special orders, named-patient supplies, trials
 - Secured, CDs
 - Room temperature
 - Refrigerated items
 - Isolated
- Discuss how and why it is important to store stock safely and tidily
- Discuss the importance of expiry dates
- Understand what is meant by damaged stock and how you would deal with such stock

08. Assist with the supply of pharmaceutical stock

TO DEMONSTRATE COMPETENCE IN THIS UNIT, ASSISTANTS SHOULD BE ABLE TO:

- Discuss why it is important to supply the correct stock in the correct formulation and the correct quantity

- Understand the health and safety issues in respect of storage and issuing of stock
- Understand the difference between branded and generic drugs
- Discuss why different stock is stored under different conditions
- Understand the principles of stock rotation
- Describe the action to be taken when dealing with:
 - Out-of-date stock
 - Damaged stock
 - Contaminated stock
 - Stock that has been stored incorrectly
- Discuss how to deal with the following situations:
 - Urgent requests
 - Unavailable stock
 - Issuing stock with short expiry dates
- Be aware of the correct packaging for the safe distribution/delivery of stock
- Understand the importance of security when distributing stock
- Understand why it is important to keep accurate records

09. Prepare to make pharmaceutical products

TO DEMONSTRATE COMPETENCE IN THIS UNIT, ASSISTANTS SHOULD BE ABLE TO:

- Understand the basics of good manufacturing practice requirements and how they apply to practice
- Understand the limits of their role and the referral procedures
- Understand the relevant documentation and the need for accurate complete records, including:
 - preprinted worksheets
 - quality exception reports/free format worksheets
 - environmental monitoring sheets, equipment logs
- Understand why work areas should be free from contamination and be able to identify:
 - Basic causes of contamination
 - How to avoid contamination
 - How to deal with contaminated areas
- Discuss the importance of personal hygiene and the correct use of protective clothing
- Understand the reasons for using different types of work areas
- Understand which equipment should be used to prepare different products and why it is important to use the correct equipment
- Understand why it is important to carry out environmental monitoring checks and keep accurate records
- Understand the different types of consumables and when used: suitable quality, quantity and in date, bottles and containers, closures, syringes,

needles, transfer sets, secondary packaging, protective clothing, equipment filters

- Discuss the importance of stock rotation
- Discuss the purpose of expiry dates
- Describe the necessity for careful labelling of pharmaceutical containers and packaging and the need to produce clear and easily understood labels
- Understand the purpose of label reconciliation

10. Assist with the manufacture and assembly of medicinal products

TO DEMONSTRATE COMPETENCE IN THIS UNIT, ASSISTANTS SHOULD BE ABLE TO:

- Understand the basics of good manufacturing practice requirements and how they apply to practice
- Understand the limits of their role and the referral procedures
- Understand what is meant by contamination, microbiological and cross-contamination and identify:
 - Basic causes of contamination
 - How to avoid contamination
 - How to deal with contaminated areas
- Discuss the importance of personal hygiene and the correct use of protective clothing
- Understand the different types of products
- Identify the different types of processes and how they should be used
- Understand the basic principles of sterilisation
- Understand the relevant documentation and the need for accurate complete records
- Understand the purpose of product and label reconciliation
- Describe basic units of measurement and weight
- Describe the correct procedures and techniques to measure volumes of liquids competently
 - Meniscus of a liquid
 - Appropriate procedure for opaque and viscous liquids
 - Error and limits of accuracy
- Describe the correct procedures for weighing solids
- Describe the necessity for care of equipment:
 - Cleanliness
 - Functions of inspectors of weight and measures
 - Effects of using damaged equipment
 - Clean and tidy procedures in practical work
- Describe the types of containers and packaging commonly used to hold pharmaceutical products:
 - Features of commonly used containers and closures

- Choice of suitable container that does not interact with, and protects against:
 - Moisture
 - Spillage
 - Light
 - Atmospheric contamination
 - Crushing
 - Microbial contamination
- Packaging of medicines for safe postage and transport
- Legal requirements for safe transport of pharmaceutical products
- Legal or other requirements for special types of container such as child resistant closures
- Describe the necessity for careful labelling of pharmaceutical containers and packaging and the need to produce clear and easily understood labels
- Understand the procedures for dismantling and storing equipment
- Discuss the procedures for the disposal of waste and cleaning products
- Understand the storage requirements for different products including any quarantine requirements.

11. Assist with the preparation of aseptic products

TO DEMONSTRATE COMPETENCE IN THIS UNIT, ASSISTANTS SHOULD BE ABLE TO:

- Understand the basics of Good Manufacturing Practice requirements and how they apply to practice
- Understand the limits of their role and the referral procedures
- Understand what is meant by contamination, microbiological and cross-contamination and identify:
 - Basic causes of contamination
 - How to avoid contamination
 - How to deal with contaminated areas
 - What is meant by a clean room
- Discuss the importance of personal hygiene and the correct use of protective clothing
- Understand:
 - Procedures for hand washing and glove changing
 - Basic principles of aseptic dispensing

- Procedures for dealing with needle stick injuries
- Purpose of environmental monitoring and why it is important
- Identify how hazardous materials should be correctly handled and how to minimise risks
- Accuracy and quality checks
- Discuss the purpose of labelling and product reconciliation
- Understand why different methods and materials are used for packaging
- Know the correct:
 - Procedures for dismantling and storing equipment
 - Method of cleaning equipment and work areas
- Discuss the procedures for safe disposal of equipment, waste and cleaning products
- Understand the procedures for quarantining products and when this applies
- Discuss the importance of correct storage including temperature control and quarantine

Dispensing/pharmacy assistant courses mapped for equivalence to the Grandparent Clause for pharmacy services S/NVQ level 2

Units 01, 02 and 03 cover "Customer services", "Health and safety" and "Teams and teamwork", respectively, and underpin working in a community or hospital pharmacy. Any employee deemed to be competent in their role would be expected to have met the requirements of these units in the course of their work. In terms of the mapping exercise the units were not explicitly covered and final confirmation should come from the supervising pharmacist when completing the "declaration of competence" form.

Unit 04 covers "Assist in the sale of OTC medicines and provide information to customers on symptoms and products". This unit was not included in the mapping as anyone who has previously worked as a medicines counter assistant will satisfactorily have met the requirements if they have completed an accredited course for medicines counter assistants covering this unit or have previously been considered to have met the Society's requirements for MCAs.

COURSE PROVIDER	COURSE TITLE	UNITS
COMMUNITY		
Boots The Chemists	Pharmacy assistants training course	05, 06, 07, 08
Buttercups Training	Dispensing assistant course	05, 06, 07, 08
Lloydspharmacy	Dispensing assistant training course/dispensers training programme	05, 06, 07, 08
National Pharmaceutical Association	NPA dispensary assistants' course	05, 06, 07, 08
HOSPITAL		
Birmingham Children's Hospital NHS Trust	Competency based programme for dispensing assistant technical officers	05, 07, 08
South Manchester University Hospitals NHS Trust – Aseptic Services	Assessment and training programme for senior assistant technical officers (ATOs) – aseptic services	09, 11
South West Medicines Information and Training	South west pharmacy assistant accredited training Scheme	05, 07, 08, 09, 11
St Richards Hospital, Chichester	Assistants Training course: Part 1 (Basic competencies) Part 2 (Advanced competencies)	05, 11 05, 07, 08, 09, 11
University Hospitals of Leicester NHS Trust	ATO dispensary training scheme	05

Declaration of competence for dispensing/pharmacy assistants under the Grandparent Clause arrangements

By completing this document, the pharmacist is making a signed declaration that the named member of staff is competent in the duties that are indicated and thus will not be required to undertake additional qualifications in these areas. This document will be held on record at the RPSGB.

Please note that this form does not apply to MCAs or staff with pharmacy technician qualifications who are intending to register with the Society.

Please complete this form in BLOCK CAPITALS and black ink

Dispensing/PHARMACY assistant:

Surname: **Forename(s):**

Please print full name

Address of pharmacy:
.....
.....

I hereby declare that the above named person meets the criteria of the knowledge and understanding of the Pharmacy Services S/NVQ Level 2 (assessed using the support guide and/or approved prior course) in the following area(s):

Please tick ONE OR MORE relevant boxes

Unit	Scope of work	Competent
01	Customer service	
02	Health and safety	
03	Teams and teamwork	
04	Assist in the sale of OTC medicines and provide information to customers on symptoms and products	
05	Assist in the supply of prescribed items (includes prescription receipt and collection)	
06	Assist in the assembly of prescribed items	
07	Order, receive and store pharmaceutical stock	
08	Assist with the supply of pharmaceutical stock	
09	Prepare to make pharmaceutical products	
10	Assist with the manufacture and assembly of medicinal products	
11	Assist with the preparation of aseptic products	

Pharmacist:

Surname: **Forename(s):**

Please print full name

RSPGB registration number: **Signature of pharmacist:**

Daytime telephone number: **Date:**

Please send completed form to the address given below and mark the envelope "GP2"

This document will be held at the RPSGB, in accordance with the Data Protection Act 1998 and may be shared with third parties for the purposes of verification



**Royal
Pharmaceutical
Society
of Great Britain**

Completed forms should be posted to:
Registration Section
Royal Pharmaceutical Society of Great Britain
1 Lambeth High Street
London SE1 7JN

Enquiries
Enquiries about this document should be addressed to the Society's Registration Section (tel 020 7572 2577; e-mail gp2@rpsgb.org).