

# apprenticeship FRAMEWORK

## Health (Pharmacy Services) (Wales)

### IMPORTANT NOTIFICATION FOR ALL APPRENTICESHIP STARTS FROM 14 OCTOBER 2016

Modifications to SASW came into effect on 14 October 2016. These changes relate to the **Essential Skills and Employer Rights and Responsibilities** requirements of a framework and they **ONLY** apply to new Apprenticeship starts on, or after, 14th October. Apprenticeship starts before this date must continue to meet the 2013 SASW requirements for Essential Skills and Employer Rights and Responsibilities.

For more details of the changes and how they will affect new apprenticeship starts, please read the following preface page to the framework document. NB: Please check the "Revising a Framework" section for information on any additional changes that may have been made to this framework.

### Latest framework version?

Please use this link to see if this is the latest issued version of this framework:

[afo.sscalliance.org/frameworkslibrary/index.cfm?id=FR03782](http://afo.sscalliance.org/frameworkslibrary/index.cfm?id=FR03782)

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# CHANGES TO REQUIREMENTS FOR APPRENTICESHIP STARTS FROM 14TH OCTOBER 2016

These changes relate to the Essential Skills and Employer Rights and Responsibilities requirements of a framework and they ONLY apply to new Apprenticeship starts on, or after, 14th October 2016. Apprenticeship starts before this date must continue to meet the 2013 SASW requirements for Essential Skills and Employer Rights and Responsibilities.

## Alternatives for Essential Skill qualifications

**Foundation apprenticeships (Level 2):** Where Essential Skills qualifications are specified in a foundation apprenticeship framework (Level 2), the apprenticeship framework must specify as a Welsh certificate requirement, the acceptance of one of the following recognised proxy qualifications.

For Communication:

- a. GCSE or iGCSE qualification in English language or literature to at least grade G (Level 1 equivalent); or
- b. O Level qualification in English language or literature to at least grade E; or
- c. A/AS Level qualification in English language or literature to at least grade E; or
- d. SCQF Level 4 – Communication Core Skills (Oral communication and written communication); or
- e. SQA National 4 English; or
- f. Functional Skills or Key Skills literacy qualifications in English provided the proxy qualification(s) attained are at Level 1 or above.

For Application of Number:

- a. GCSE or iGCSE qualification in Mathematics to at least grade G (Level 1 equivalent); or
- b. O Level qualification in Mathematics to at least grade E; or
- c. A/AS Level qualification in Mathematics to at least grade E; or
- d. SCQF Level 4 – Numeracy Core Skill (Graphical Information and using number); or
- e. SQA National 4 Mathematics ; or
- f. Functional Skills or Key Skills numeracy qualifications in Mathematics provided the proxy qualification(s) attained are at Level 1 or above.

**Apprenticeships (Level 3):** Where Essential Skills qualifications are specified in an apprenticeship framework (Level 3), the apprenticeship framework must specify as a Welsh certificate requirement, the acceptance of one of the following recognised proxy qualifications.

For Communication:

- a. GCSE or iGCSE qualification in English language or literature to at least grade C (Level 2 equivalent); or
- b. O Level Qualification in English language or literature to at least grade C; or
- c. A/AS Level qualification in English or literature to at least grade E; or
- d. SCQF Level 5 – Communication Core Skills (Oral communication and written communication); or
- e. SQA National 5 English; or
- f. Functional Skills or Key Skills literacy qualifications in English provided the proxy qualification(s) attained is at Level 2 or above.

For Application of Number:

- a. GCSE or iGCSE qualification in Mathematics to at least grade C (Level 2 equivalent); or
- b. O Level Qualification in Mathematics to at least grade C; or
- c. A/AS Level qualification in Mathematics to at least grade E; or
- d. SCQF Level 5 – Numeracy Core Skill (Graphical information and using number); or
- e. SQA National 5 Mathematics; or
- f. Functional Skills or Key Skills numeracy qualifications in Mathematics provided the proxy qualification(s) attained are at Level 2 or above.

**Higher Apprenticeships (Levels 4-7):** Essential Skills requirements are as for an apprenticeship frameworks at Level 3.

# CHANGES TO REQUIREMENTS FOR APPRENTICESHIP STARTS FROM 14TH OCTOBER 2016

## Employer Rights and Responsibilities (ERR)

The final modification to SASW is to Employer Rights and Responsibilities (ERR) which is no longer compulsory in frameworks. Please refer to the Employer Rights and Responsibilities section within the framework document to confirm specific requirements.

## Additional Information

It should be noted that SASW has also been modified to reflect existing improvements to Essential Skills Wales Qualifications. These improvements to ESW qualifications were signalled by the revised names:

- Essential Skills Wales Communication is now Essential Communication Skills (still 6 credits in size)
- Essential Skills Wales Application of Number Skills is now Essential Application of Number Skills (still 6 credits in size)
- Essential Skills Wales Information Communication Technology Skills is now Essential Digital Literacy Skills (still 6 credits in size)

Whilst there have been some amendments to the content of ESW qualifications, the most significant change has been to the assessment methodology for these qualifications.

From 1 January 2016, all new starts have had to follow the revised Essential Skill qualifications.

The updated version of SASW, and guidance documents, can be accessed here:

<http://gov.wales/topics/educationandskills/skillsandtraining/apprenticeships/providers/?lang=en&dgd>

Over the coming months, the Essential Skills section within AFO will be amended to reflect the SASW modifications and all current frameworks will be updated and reissued to incorporate these changes. In the meantime, if you are in any doubt as to the requirements of any framework then please contact the relevant Issuing Authority.

# Health (Pharmacy Services) (Wales)

## Contents

Framework summary .....	5
Framework information .....	6
Contact information .....	7
Revising a framework .....	9
Purpose of the framework .....	10
Entry conditions .....	13
Level 2: Foundation Apprenticeship in Health (Pharmacy Services) .....	14
Pathway 1: Foundation Apprenticeship in Health (Pharmacy Services) .....	15
Level 3: Apprenticeship in Health (Pharmacy Services) .....	25
Pathway 1: Apprenticeship in Health (Pharmacy Services) .....	26
Equality and diversity .....	36
On and off the job training .....	38
Wider key skills .....	41
Additional employer requirements .....	42

# Framework summary

## Health (Pharmacy Services)

### Foundation Apprenticeship in Health (Pharmacy Services)

#### Pathways for this framework at level 2 include:

##### Pathway 1: Foundation Apprenticeship in Health (Pharmacy Services)

**Competence qualifications available to this pathway:**

C1 - Level 2 NVQ Certificate in Pharmacy Service Skills (QCF)

**Knowledge qualifications available to this pathway:**

K1 - Level 2 Certificate in Pharmaceutical Science (QCF)

**Combined qualifications available to this pathway:**

N/A

**This pathway also contains information on:**

- Employee rights and responsibilities
- Essential skills

## Health (Pharmacy Services)

### Apprenticeship in Health (Pharmacy Services)

#### Pathways for this framework at level 3 include:

##### Pathway 1: Apprenticeship in Health (Pharmacy Services)

**Competence qualifications available to this pathway:**

C1 - Level 3 NVQ Diploma in Pharmacy Services Skills (QCF)

**Knowledge qualifications available to this pathway:**

K1 - Level 3 Diploma in Pharmaceutical Science (QCF)

**Combined qualifications available to this pathway:**

N/A

**This pathway also contains information on:**

- Employee rights and responsibilities
- Essential skills

# Framework information

## Information on the Publishing Authority for this framework:

### Skills for Health

The Apprenticeship sector for occupations in health care.

Issue number: 7	<b>This framework includes:</b>
Framework ID: FR03782	Level 2 Level 3
Date this framework is to be reviewed by: 30/09/2017	<b>This framework is for use in: Wales</b>

## Short description

The Health (Pharmacy Services) Framework supports individuals in the Pharmacy sector, as part of the wider healthcare team.

This Framework supports:

- Dispensing and Pharmacy Assistants at Level 2
- Pharmacy Technicians at Level 3

Dispensing and Pharmacy Assistants and Pharmacy Technicians 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.

The average duration for completion of this framework at Level 2 is 15 months and for Level 3 is 24 months.

This framework includes: Level 2 and Level 3

# Contact information

## Proposer of this framework

The proposer for this framework is Skills for Health. Where the proposal for the Apprenticeship framework comes from a third party/ies they are provided with information on the requirements for SASW compliance and additional guidance on the development of Apprenticeship frameworks in the Health sector. This guidance is also available by contacting [qualifications@skillsforhealth.org.uk](mailto:qualifications@skillsforhealth.org.uk)

Skills for Health worked with stakeholders to develop QCF qualifications and apprenticeship frameworks to ensure that these met both employer and SASW requirements. Employers and other stakeholders involved came from the NHS, Independent sector, qualifications regulators, Awarding Organisations and training providers.

Awarding Organisation/s included in the framework have completed the Skills for Health Qualifications Dialogue form and Skills for Health have supported these qualifications for inclusion in the Qualifications and Credit Framework. The Qualifications Dialogue form requires the Awarding Organisation to provide a summary of their overall approach to employer engagement, names of employers, sector representatives, professional bodies or statutory regulators consulted in the development. All of this information is then considered by Skills for Health to ascertain whether the qualifications are suitable for inclusion before they are entered into the framework.

## Developer of this framework

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## Issuing Authority's contact details

Issued by: Skills for Health  
Issuer contact name: Anne Clarke  
Issuer phone: 0117 922 1155  
Issuer email: [qualifications@skillsforhealth.org.uk](mailto:qualifications@skillsforhealth.org.uk)



# Revising a framework

## Contact details

Who is making this revision: Chrissie Cole  
Your organisation: Skills for Health  
Your email address: qualifications@skillsforhealth.org.uk

## Why this framework is being revised

To amend the framework review date

## Summary of changes made to this framework

To amend the framework review date to 30/09/2017

## Qualifications removed

*(no information)*

## Qualifications added

*(no information)*

## Qualifications that have been extended

*(no information)*

# Purpose of this framework

## Summary of the purpose of the framework

### Definition:

An Apprenticeship is a job with an accompanying skills development programme designed by employers in the sector. It allows the apprentice to gain technical knowledge and real practical experience along with essential and personal skills, required for their immediate job and future career. These are acquired through a mix of learning in the workplace, formal off the job training and the opportunity to practice and embed new skills in a real work context.

On completion of the Apprenticeship, an apprentice will be able to undertake the full range of duties, in the range of circumstances appropriate to the job, confidently and competently to the standard set by the health sector.

### About the pharmacy sector:

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 and large multiple pharmacy companies. Many also work in the hospital pharmacy service both within the NHS and private hospitals. Some Pharmacy Technicians are employed in the pharmaceutical industry, HM Prisons, armed forces and in NHS Primary Care Organisations (PCOs).

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 competence based qualification for Pharmacy Technicians approved by the Council, and
- 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.

In Wales, the Health (Pharmacy Services) Framework at Levels 2 and 3 provides a positive route for attracting staff into the Pharmacy sector. The Level 3 Framework provides quality assured training to achieve the qualified standard required by the General Pharmaceutical Council (GPhC).

## Workforce Supply

According to the General Pharmaceutical Council (GPhC) Pharmacy Technician Workforce Census 2010, there were 8300 registered practising Pharmacy Technicians. Accurate participation rates are not currently available, as registration with the GPhC is voluntary until 1st July 2011.

The demand for Dispensing Assistants, Pharmacy Assistants and Pharmacy Technicians is likely to grow in the next three to five years because:

- There will be a significant increase in the number of Pharmacy staffing establishments
- Vacancy rates have been increasing over a number of years and it is likely that they reflect a shortage rather than high turnover rate

### **About this framework:**

The framework supports the broad vision of the sector to develop an increasingly skilled, flexible and effective workforce whilst maintaining high quality and safe care for patients and addresses specific outcomes of the Skills for Health Sector Skills Assessment 2011.

[http://www.skillsforhealth.org.uk/about-us/resource-library/doc\\_download/328-sfh-summary-sector-skills-assessment-2011.html](http://www.skillsforhealth.org.uk/about-us/resource-library/doc_download/328-sfh-summary-sector-skills-assessment-2011.html)

Skills for Health is committed to engaging with Welsh employers, professional bodies and other stakeholders in the development of Apprenticeship frameworks. Engagement and consultation is through meetings including face to face and teleconferences and e-consultation. Consultation ensured that employer views are reflected in this framework on the minimum duration, the on and off the job learning time, the inclusion of Essential Skills Wales in IT and the use of a QCF qualification to meet the requirements for ERR and Wider Key Skills Wales. Apprentices will learn new skills and knowledge whilst carrying out real work as part of the healthcare team.

### **The Role of the Dispensing and Pharmacy Assistants**

Dispensing and Pharmacy Assistants undertake a range of roles within the pharmacy sector, 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)

### **The Role of the Pharmacy Technician**

Pharmacy Technicians 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.

Under Pharmacist supervision, Pharmacy Technicians:

- Supply medicines to patients, whether on prescription or over the counter
- Assemble medicines for prescriptions
- Provide information to patients and other healthcare professionals

Pharmacy Technicians also:

- Manage areas of medicines supply such as dispensaries
- Supervise other pharmacy staff
- Produce medicines in hospitals and the pharmaceutical industry

## Aims and objectives of this framework (Wales)

The apprenticeship framework will contribute towards developing a health sector with a skilled, flexible and effective workforce whilst maintaining high quality and safe care for patients.

Through completion of this apprenticeship learners will gain:

- Broad base training in the chosen occupational area
- Work experience that leads to a competency in the work place
- Transferable skills

Employers have endorsed the apprenticeship programme as it gives the broad base training in the skills for the occupational area through the completion of qualifications which are based on National Occupational Standards. The programme leads to better productivity, retention and a qualified workforce which aids the employer. Job role and outline can be viewed in this document (see section 'Jobs').

This framework contributes toward addressing the skills gaps identified in the Skills for Health Sector Skills Assessment 2011.

[http://www.skillsforhealth.org.uk/about-us/resource-library/doc\\_download/328-sfh-summary-sector-skills-assessment-2011.html](http://www.skillsforhealth.org.uk/about-us/resource-library/doc_download/328-sfh-summary-sector-skills-assessment-2011.html)

The apprenticeship programme ensures that learners are supported in the application of their learning directly into the workplace. Learners receive a minimum guaranteed amount of on and off the job training and will acquire transferable skills to support further progression.

The framework specifically supports the need to develop the skills and knowledge of workers at Career Framework levels 1 – 4 and provides career progression routes.

# Entry conditions for this framework

There are no specific qualifications required for entry to this apprenticeship framework.

Apprentices should:

- Show enthusiasm for working in the pharmacy sector
- Have basic literacy, numeracy and communication skills on which the apprenticeship will build
- Have a suitable level of physical fitness to perform some aspects of the job roles
- Be willing to undergo Disclosure and Barring Service checks
- Be flexible as there may be a requirement to work rotas

Individual health sector employers may have additional employment entry requirements e.g. a current driving licence would also be an advantage (and may be necessary for some roles).

Initial Assessment

Training providers and employers will use initial assessment to ensure that applicants have a fair opportunity to demonstrate their ability and to tailor programmes to meet individual needs, recognising prior qualifications and experience.

(See individual pathways for entry conditions at each level)

## Level 2

Title for this framework at level 2

# Foundation Apprenticeship in Health (Pharmacy Services)

### Pathways for this framework at level 2

Pathway 1:      Foundation Apprenticeship in Health (Pharmacy Services)

## Level 2, Pathway 1: Foundation Apprenticeship in Health (Pharmacy Services)

### Description of this pathway

Health (Pharmacy Services). Total 62 credits.

### Entry requirements for this pathway in addition to the framework entry requirements

Applicants to this Apprenticeship will be from different age groups, with differing backgrounds and experience.

As a guide, applicants may enter via a range of routes including from:

- work
- work experience
- school
- college
- training and/or experience which may include a portfolio showing what they have done

Applicants may have already achieved a range of qualifications eg:

- Essential Skills Wales
- GCSEs
- Welsh Baccalaureate
- Welsh Baccalaureate with Principal Learning
- foundation learning at level 1
- Other level 1 qualifications

### Personal Attributes

Employers look for health sector apprentices who are:

- Caring

- Conscientious
- Discreet
- Respectful
- Personable

They also expect them to:

- Be able to work in a team
- Carry out their duties meticulously



<b>Job title(s)</b>	<b>Job role(s)</b>
Pharmacy Assistants / Dispensing Assistants	Under Pharmacist supervision, Pharmacy Assistants will assist in the sale of over the counter medicines and the provision of information to customers on symptoms and products, prescription receipt and collection, assembly of prescribed items and ordering, receiving, storing pharmaceutical stock.

# Qualifications

## Competence qualifications available to this pathway

C1 - Level 2 NVQ Certificate in Pharmacy Service Skills (QCF)					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
C1a	500/9234/0	City & Guilds	20	62 - 79	N/A
C1b	500/9351/4	Pearson Edexcel	20	74 - 91	N/A

## Knowledge qualifications available to this pathway

K1 - Level 2 Certificate in Pharmaceutical Science (QCF)					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K1a	500/9575/4	City & Guilds	30	180	N/A
K1b	500/9579/1	Edexcel	30	180	N/A

## Combined qualifications available to this pathway

N/A

## Relationship between competence and knowledge qualifications

K1a and K1b provide underpinning knowledge for C1a and C1b (Level 2 NVQ Certificate in Pharmacy Service Skills (QCF))

C1a and C1b measures occupational competence and has been designed so that it can also be used alongside K1a and K1b within an apprenticeship framework.

On completing these qualifications the total number of credits which an apprentice will attain on the Qualifications and Credit Framework (QCF) equals 50, which exceeds the statutory required minimum of 37 credits.

The competence qualification exceeds the required minimum of 10 credits and the technical knowledge qualification exceeds the required minimum of 10 credits.

# Transferable skills (Wales)

## Essential skills (Wales)

	Minimum level	Credit value
Communication	Level 1	6
Application of numbers	Level 1	6
IT	n/a	n/a

## Progression routes into and from this pathway

### PROGRESSION INTO THIS PATHWAY

See Entry Conditions.

There are no proxies or relaxations for Essential Skills Wales and candidates must complete Communication and Application of Number at the level stated above.

Based on employer feedback there is no ICT requirement for this Framework. However, health sector employers are encouraged to deliver ICT skills locally in-line with their organisation's usual practice and to enable Apprentices to fulfil their role.

### PROGRESSION FROM THIS PATHWAY

Apprentices will be able to progress to the Level 3 Level Apprenticeship in Health (Pharmacy Services) on completion of the Level 2 Foundation Apprenticeship in Health (Pharmacy Services), to progress to a Pharmacy Technician.

Progression should not just be seen as vertical. In some instances progressing into another role at the same level may be just as rewarding as it offers the opportunity to develop new skills and knowledge.

Learners may also progress from this pathway onto further qualifications specific to their work context. A wide range of qualifications are available for use within the health sector. These may include further QCF qualifications or other work-related education and training to support Continuing Professional Development.

Apprentices who wish to progress into Higher Education are encouraged to complete GCSEs in English and Maths. GCSE qualifications are widely recognised across the Higher Education Sector and support progression into healthcare undergraduate programmes.

Further detailed information and advice on careers, within the Pharmacy sector, can be found at <http://www.wales.nhs.uk>

# Employee rights and responsibilities

Apprentices must complete the Pharmacy ERR workbook. The workbook is available from [www.skillsforhealth.org.uk/images/standards/apprenticeship-frameworks/wales/Pharmacy\\_ERR\\_workbook\\_vA01.pdf](http://www.skillsforhealth.org.uk/images/standards/apprenticeship-frameworks/wales/Pharmacy_ERR_workbook_vA01.pdf)

Apprentices must achieve the nine standards of attainment set out in the Employee Rights and Responsibilities (ERR) national outcomes. Apprentices are encouraged to complete the portfolio, as part of the induction programme offered by employers.

## Nine ERR National Outcomes

To achieve the ERR national outcomes the apprentice must demonstrate that he/she:

1. knows and understands the range of employer and employee statutory rights and responsibilities under Employment Law. This should cover the apprentice's rights and responsibilities under the Employment Rights Act 1996, Equality Act 2010 and Health & Safety legislation, together with the responsibilities and duties of employers;
2. knows and understands the procedures and documentation in their organisation which recognise and protect their relationship with their employer. Health & Safety and Equality & Diversity training must be an integral part of the apprentice's learning programme;
3. knows and understands the range of sources of information and advice available to them on their employment rights and responsibilities. Details of Access to Work and Additional Learning Support must be included in the programme;
4. understands the role played by their occupation within their organisation and industry;
5. has an informed view of the types of career pathways that are open to them;
6. knows the types of representative bodies and understands their relevance to their skill, trade or occupation, and their main roles and responsibilities;
7. knows where and how to get information and advice on their industry, occupation, training and career;
8. can describe and work within their organisation's principles of conduct and codes of practice;
9. recognises and can form a view on issues of public concern that affect their organisation and industry.

## Portfolio Assessment

The nine national outcomes will be demonstrated by Apprentices completing the tasks set within the portfolio. The ERR outcomes have been grouped into 4 sections within the portfolio, as follows:

### Section A. Statutory Rights and Responsibilities

This section maps to ERR national outcomes:

- 1 Employer and employee statutory rights and responsibilities
- 2 Health & Safety and Equality & Diversity
- 8 The organisation's principles and codes of practice

This section supports the Apprentice in understanding the key legal areas of employment such as contracts of employment, working hours and holidays, time off when sick (and sick pay), health and safety, data protection, and anti-discrimination (on the grounds of gender, race, religion, sexual orientation, age, pregnancy/breast feeding, marital/partnership status and disability).

### Section B. Procedures and Documentation

This section maps to ERR national outcomes:

- 2 Health & Safety and Equality & Diversity
- 3 Sources of information and advice on employment rights and responsibilities
- 7 Information and advice on the industry, occupation, training and career

This section supports the Apprentice in understanding how the organisation puts into practice the requirements of employment law, as well as describing the systems used within the company. The areas of policy covered include:

- Pay, benefits and hours of work
- Holiday and other authorised time off
- Sickness
- Health, safety and welfare
- Discipline and grievance
- Joining and leaving procedures
- Anti-discrimination and equal opportunities

### Section C. Career Pathways

This section maps to ERR national outcomes:

- 4 The role played by their occupation within the organisation and industry
- 5 Types of career pathways that are open to apprentices
- 6 The different types of representative bodies, their relevance and roles and responsibilities
- 7 Information and advice on the industry, occupation, training and career

This section supports the Apprentice with understanding how to access information advice and

guidance specific to their role and responsibilities, the Pharmacy sector, representative bodies, career progression opportunities and continuous personal development available.

### **Section D. Representative Bodies**

This section maps to ERR national outcomes:

- 6 The different types of representative bodies, their relevance and roles and responsibilities
- 7 Information and advice on the industry, occupation, training and career
- 9 Issues of public concern that affect their organisation and industry

This section supports the Apprentice understanding of trade unions, and other external representative bodies such as regulatory bodies and the range of services they offer to support the Pharmacy sector in information, advice and guidance.



## Level 3

Title for this framework at level 3

# Apprenticeship in Health (Pharmacy Services)

### Pathways for this framework at level 3

Pathway 1:      Apprenticeship in Health (Pharmacy Services)

## Level 3, Pathway 1: Apprenticeship in Health (Pharmacy Services)

### Description of this pathway

Health (Pharmacy Services). Total credits 207.

### Entry requirements for this pathway in addition to the framework entry requirements

Applicants to this Apprenticeship will be from different age groups, with differing backgrounds and experience.

As a guide, applicants may enter via a range of routes including from:

- work
- work experience
- school
- college
- training and/or experience which may include a portfolio showing what they have done

Applicants may have already achieved a range of qualifications eg:

- Essential Skills Wales
- Foundation Apprenticeship
- GCSEs
- GCEs
- Welsh Baccalaureate
- Welsh Baccalaureate with Principal Learning
- Other level 2 qualifications

### Personal Attributes

Employers look for health sector apprentices who are:

- Caring
- Conscientious
- Discreet
- Respectful
- Personable

They also expect them to:

- Be able to work in a team
- Carry out their duties meticulously

Job title(s)	Job role(s)
Pharmacy Technician	Under Pharmacist supervision, Pharmacy Technicians will assist in the supply medicines to patients, assemble medicines for prescriptions, provide information to patients and other healthcare professionals and manage areas of medicines supply e.g. dispensaries

# Qualifications

## Competence qualifications available to this pathway

C1 - Level 3 NVQ Diploma in Pharmacy Services Skills (QCF)					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
C1a	500/9576/6	City and Guilds	75	344 - 352	N/A
C1b	500/9578/X	Pearson Edexcel	75	344 - 352	N/A

## Knowledge qualifications available to this pathway

K1 - Level 3 Diploma in Pharmaceutical Science (QCF)					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K1a	500/9959/0	City and Guilds	120	720	N/A
K1b	500/9939/5	Edexcel	120	720	N/A

## Combined qualifications available to this pathway

N/A

## Relationship between competence and knowledge qualifications

K1a and K1b provide underpinning knowledge for C1a and C1b (Level 3 NVQ Diploma in Pharmacy Services Skills (QCF)).

C1a and C1b measure occupational competence and have been designed so that they can also be used alongside K1a and K1b within an apprenticeship framework.

On completing these qualifications the total number of credits which an apprentice will attain on the Qualifications and Credit Framework (QCF) equals 195 which exceeds the statutory required minimum of 37 credits.

The competence qualification exceeds the required minimum of 10 credits and the technical knowledge qualification exceeds the required minimum of 10 credits.

# Transferable skills (Wales)

## Essential skills (Wales)

	Minimum level	Credit value
Communication	2	6
Application of numbers	2	6
IT	n/a	n/a

## Progression routes into and from this pathway

### PROGRESSION INTO THIS PATHWAY

See Entry Conditions.

Some Apprentices may have already undertaken a Level 2 Apprenticeship (eg. Health (Pharmacy Services)).

There are no proxies or relaxations for Essential Skills Wales and candidates must complete Communication and Application of Number at the level stated above.

Based on employer feedback there is no ICT requirement for this Framework. However, health sector employers are encouraged to deliver ICT skills locally in-line with their organisation's usual practice and to enable Apprentices to fulfil their role.

### PROGRESSION FROM THIS PATHWAY

On completion of this pathway, learners may progress onto further qualifications specific to their work context. A wide range of qualifications are available for use within the health sector. These may include further QCF qualifications, a range of higher education qualifications or other work-related education and training to support Continuing Professional Development.

Pharmacy Technicians in the NHS work mainly in one of two areas, hospital pharmacy and community pharmacy.

In the hospital setting, there are several grades for qualified Pharmacy Technicians. Senior Technicians can specialise in areas such as medicines management, manufacturing, quality control, staff training, information technology, supplies procurement, clinical trials or medicines information services.

An expanding role is that of Clinical Technician, which involves working on wards, liaising with other healthcare professionals and closer contact with patients. A Chief Technician is often responsible for managing a section of the Pharmacy department.

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 competence based qualification for Pharmacy Technicians approved by the Council, and
- 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.

The Level 3 Framework provides quality assured training to achieve the qualified standard required by the General Pharmaceutical Council (GPhC).

Apprentices can progress to more senior roles within the practice and may ultimately progress to becoming:

- Pharmacists on completion of an appropriate degree
- Specialise in medicines management, manufacturing, quality control, staff training, information technology, supplies procurement, clinical trials or medicines information services
- Or as Managers within hospital or community setting.

Apprentices who wish to progress into Higher Education are encouraged to complete GCSEs in English and Maths. GCSE qualifications are widely recognised across the Higher Education Sector and support progression into healthcare undergraduate programmes.

Further detailed information and advice on careers, within the Pharmacy sector, can be found at <http://www.wales.nhs.uk>

**UCAS points for this pathway: N/A**



# Employee rights and responsibilities

Apprentices must complete the Pharmacy ERR workbook. The workbook is available from [www.skillsforhealth.org.uk/images/standards/apprenticeship-frameworks/wales/Pharmacy\\_ERR\\_workbook\\_vA01.pdf](http://www.skillsforhealth.org.uk/images/standards/apprenticeship-frameworks/wales/Pharmacy_ERR_workbook_vA01.pdf)

Please note: Apprentices who have completed the Employee Rights and Responsibilities Assessed Portfolio for SASE and SASW Compliant Apprenticeship Frameworks in Health (Pharmacy Services), in order to achieve the Level 2 Apprenticeship in Health (Pharmacy Services), will not be required to repeat this as long as it has been completed within 5 years of completion of the Level 3 Apprenticeship.

Skills for Health will look to ensure that the portfolio is current upon certification request at Level 3. The time limit to accept a completed portfolio claim form, to support an Apprentice achieving the Health (Pharmacy Services) at Level 3 is 5 years.

Apprentices must achieve the nine standards of attainment set out in the Employee Rights and Responsibilities (ERR) national outcomes. Apprentices are encouraged to complete the portfolio, as part of the induction programme offered by employers.

## Nine ERR National Outcomes

To achieve the ERR national outcomes the apprentice must demonstrate that he/she:

1. knows and understands the range of employer and employee statutory rights and responsibilities under Employment Law. This should cover the apprentice's rights and responsibilities under the Employment Rights Act 1996, Equality Act 2010 and Health & Safety legislation, together with the responsibilities and duties of employers;
2. knows and understands the procedures and documentation in their organisation which recognise and protect their relationship with their employer. Health & Safety and Equality & Diversity training must be an integral part of the apprentice's learning programme;
3. knows and understands the range of sources of information and advice available to them on their employment rights and responsibilities. Details of Access to Work and Additional Learning Support must be included in the programme;
4. understands the role played by their occupation within their organisation and industry;
5. has an informed view of the types of career pathways that are open to them;
6. knows the types of representative bodies and understands their relevance to their skill, trade or occupation, and their main roles and responsibilities;

7. knows where and how to get information and advice on their industry, occupation, training and career;
8. can describe and work within their organisation's principles of conduct and codes of practice;
9. recognises and can form a view on issues of public concern that affect their organisation and industry.

### **Portfolio Assessment**

The nine national outcomes will be demonstrated by completing the various tasks set within the portfolio. The 9 national ERR outcomes have been grouped into 4 categories, as provided below:

#### **Section A. Statutory Rights and Responsibilities**

This section maps to ERR national outcomes:

- 1 Employer and employee statutory rights and responsibilities
- 2 Health & Safety and Equality & Diversity
- 8 The organisation's principles and codes of practice

This section supports the Apprentice in understanding the key legal areas of employment such as contracts of employment, working hours and holidays, time off when sick (and sick pay), health and safety, data protection, and anti-discrimination (on the grounds of gender, race, religion, sexual orientation, age, pregnancy/breast feeding, marital/partnership status and disability).

#### **Section B. Procedures and Documentation**

This section maps to ERR national outcomes;

- 2 Health & Safety and Equality & Diversity
- 3 Sources of information and advice on employment rights and responsibilities
- 7 Information and advice on the industry, occupation, training and career

This section supports the Apprentice in understanding how the organisation puts into practice the requirements of employment law, as well as describing the systems used within the company. The areas of policy covered include:

- Pay, benefits and hours of work
- Holiday and other authorised time off
- Sickness
- Health, safety and welfare
- Discipline and grievance
- Joining and leaving procedures
- Anti-discrimination and equal opportunities

## **Section C. Career Pathways**

This section maps to ERR national outcomes:

- 4 The role played by their occupation within the organisation and industry
- 5 Types of career pathways that are open to apprentices
- 6 The different types of representative bodies, their relevance and roles and responsibilities
- 7 Information and advice on the industry, occupation, training and career

This section supports the Apprentice with understanding how to access information advice and guidance specific to their role and responsibilities, the Pharmacy sector, representative bodies, career progression opportunities and continuous personal development available.

## **Section D. Representative Bodies**

This section maps to ERR national outcomes:

- 6 The different types of representative bodies, their relevance and roles and responsibilities
- 7 Information and advice on the industry, occupation, training and career
- 9 Issues of public concern that affect their organisation and industry

This section supports the Apprentice understanding of trade unions, and other external representative bodies such as regulatory bodies and the range of services they offer to support the Pharmacy sector in information, advice and guidance.

*The remaining sections apply to all levels and pathways within this framework.*

## How equality and diversity will be met

There should be open recruitment to apprenticeship frameworks which is available to all who meet the stated selection criteria for the apprenticeship programme they are applying to. Skills for Health expects all partners involved in the delivery of the apprenticeship to comply with the Equality Act 2010 to ensure that applicants are not discriminated against, in terms of entry to and progression within the health sector, using the 8 protected characteristics of:

1. Age
2. Disability
3. Gender reassignment
4. Marriage and civil partnership
5. Pregnancy and maternity
6. Race
7. Religion or Belief
8. Sex or sexual orientation

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

There is a gender imbalance within the health sector, which is a predominantly female workforce. All jobs are open to both males and females and are advertised accordingly. Male role models are positively promoted through marketing materials, photos and case studies. However, a perception that certain job roles are for women remains and this may prevent some males from applying to work in these job roles. Local apprenticeship programmes may be designed by employers to encourage a higher number of male applicants into these roles and into the workforce as a whole.

Skills for Health is not aware of any other imbalance in the take up of this particular framework eg by ethnic groups. For all health apprenticeships local recruitment is encouraged to reflect the local community.

It is recommended that employers/providers conduct an exit interview if the apprentice leaves the programme before completion. During the learner's exit interview, it is recommended that information on learners leaving the programme before completion is identified and used to support the learner and develop the provision where necessary.

Skills for Health will monitor take up and achievement of all Apprenticeships and take steps to address any barriers to take up and achievement as part of our Sector Qualifications Strategy.



# On and off the job training (Wales)

## Summary of on- and off-the-job training

Level 2: To satisfy the requirements of this apprenticeship framework and pathway an apprentice will need to complete a total of 362 on and off-the-job training hours over 15 months.

Level 3: To satisfy the requirements of this apprenticeship framework and pathway an apprentice will need to complete a total of 1184 on and off-the-job training hours over 24 months.

## Off-the-job training

Level 2: For this apprenticeship framework and pathway an apprentice will need to complete a minimum of 300 off-the-job training hours.

Level 3: For this apprenticeship framework and pathway an apprentice will need to complete a minimum of 840 off-the-job training hours.

## How this requirement will be met

Level 2: Off-the-job learning will comprise:

- Level 1 Essential Skills Wales in Communication
- Level 1 Essential Skills Wales in Application of Number
- Level 2 Certificate in Pharmaceutical Science (QCF)

Off-the-job training undertaken before the apprentice started their apprenticeship may count towards the off-the-job training required for the apprenticeship if it was undertaken in relation to an accredited qualification contained in the framework for which a completion certificate is to be applied for.

Evidence to support the application for an apprenticeship completion certificate for off-the-job training will include a copy of the qualification certificate for each of the above qualifications detailing the units completed.

Level 3: Off-the-job learning will comprise:

Level 2 Essential Skills Wales in Communication  
Level 2 Essential Skills Wales in Application of Number  
Level 3 Diploma in Pharmaceutical Science (QCF)

Off-the-job training undertaken before the apprentice started their apprenticeship may count towards the off-the-job training required for the apprenticeship if it was undertaken in relation to an accredited qualification contained in the framework for which a completion certificate is to be applied for.

Evidence to support the application for an apprenticeship completion certificate for off-the-job training will include a copy of the qualification certificate for each of the above qualifications detailing the units completed.

## On-the-job training

Level 2: For this apprenticeship framework and pathway an apprentice will need to complete a minimum of 62 on-the-job training hours over 15 months.

Level 3: For this apprenticeship framework and pathway an apprentice will need to complete a minimum of 344 on-the-job training hours over 24 months.

## How this requirement will be met

Level 2: On-the-job learning will comprise:

Level 2 NVQ Certificate in Pharmacy Service Skills (QCF)

Evidence to support the application for an apprenticeship completion certificate for on-the-job training will include a copy of the qualification certificate for the above qualification detailing the units completed.

It is expected that:

- On-the-job and off-the-job training hours are both planned, reviewed and evaluated jointly between the apprentice and a tutor, or teacher; their workplace supervisor or manager and, where relevant, the apprentice's coach or mentor.
- On-the-job and off-the-job training support via either a tutor, teacher, mentor or manager is made available when required by the apprentice.

- On-the-job and off-the-job training hours are delivered through one or more of the following methods: individual and group teaching; e-learning; distance learning; coaching; mentoring; feedback & assessment; collaborative/networked learning with peers; guided study.

Level 3: On-the-job learning will comprise:

Level 3 NVQ Diploma in Pharmacy Service Skills (QCF)

Evidence to support the application for an apprenticeship completion certificate for on-the-job training will include a copy of the qualification certificate for the above qualification detailing the units completed.

It is expected that:

- On-the-job and off-the-job training hours are both planned, reviewed and evaluated jointly between the apprentice and a tutor, or teacher; their workplace supervisor or manager and, where relevant, the apprentice's coach or mentor.
- On-the-job and off-the-job training support via either a tutor, teacher, mentor or manager is made available when required by the apprentice.
- On-the-job and off-the-job training hours are delivered through one or more of the following methods: individual and group teaching; e-learning; distance learning; coaching; mentoring; feedback & assessment; collaborative/networked learning with peers; guided study.



# Wider key skills assessment and recognition (Wales)

## Improving own learning and performance

These skills are embedded in the qualifications listed as meeting the requirements under delivery and assessment of Employee Rights and Responsibilities.

## Working with others

These skills are embedded in the qualifications listed as meeting the requirements under delivery and assessment of Employee Rights and Responsibilities.

## Problem solving

These skills are embedded in the qualifications listed as meeting the requirements under delivery and assessment of Employee Rights and Responsibilities.

# Additional employer requirements

There are no additional employer requirements for this apprenticeship framework.

Further information about working in the health sector can be found at  
<http://www.wales.nhs.uk/>

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apprenticeship  
FRAMEWORKS ONLINE

For more information visit  
[www.afo.sscalliance.org](http://www.afo.sscalliance.org)