

apprenticeship FRAMEWORK

Health (Pharmacy Services) (Wales)

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Health (Pharmacy Services) (Wales)

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)

Combined qualifications available to this pathway:

Level 2 Certificate in Principles and Practice for Pharmacy Support Staff

This pathway also contains information on:

Essential skills

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Health (Pharmacy Services)

Apprenticeship in Health (Pharmacy Services)

Pathways for this framework at level 3 include:

Pathway 1: Apprenticeship in Health (Pharmacy Services)

Combined qualifications available to this pathway:

Level 3 Diploma in the Principles and Practice for Pharmacy Technicians

This pathway also contains information on:

Essential skills

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Framework information

Information on the Publishing Authority for this framework:

Skills for Health

The Apprenticeship sector for occupations in health care.

Issue number: 11	This framework includes:
Framework ID: FR05003	Level 2 Level 3
Date this framework is to be reviewed by: 31/3/2023	This framework is for use in: Wales

Short description

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

This Framework supports:

- Pharmacy Support Staff at Level 2
- Pharmacy Technicians at Level 3

Pharmacy Support Staff and Pharmacy Technicians are an essential part of the pharmacy team and work in order to provide medicines and services for patients in a safe and correct manner. A more detailed description of their roles and responsibilities is detailed in the relevant sections below.

The average duration for completion of this framework at Level 2 is between 12 and 15 months (depending on whether the apprentice needs to complete the Essential Skills) and for Level 3 is 24 months. Further information about the education requirements set by the General Pharmaceutical Council (GPhC) can be found here www.pharmacyregulation.org

This framework includes: Level 2 and Level 3.

Contact information

Proposer of this framework

The proposer for this framework is Skills for Health.

Skills for Health consulted with stakeholders 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.

Developer of this framework

Name: Chrissie Cole
Organisation: Skills for Health
Organisation type: Sector Skills Council
Job title: Assistant Manager
Phone: 0117 922 1155
Email: qualifications@skillsforhealth.org.uk
Postal address: Skills for Health
4th Floor
1 Temple Way
Bristol
BS2 0BY
Website: www.skillsforhealth.org.uk

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

Revising a framework

Contact details

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

Why this framework is being revised

29 November 2023

This framework has been revised to add an additional L2 Combined qualification.

Summary of changes made to this framework

Addition of: Open Awards Level 2 Certificate in the Principles and Practice for Pharmacy Support Staff

Qualifications removed

NONE

Qualifications added

Open Awards Level 2 Certificate in the Principles and Practice for Pharmacy Support Staff
C00/4848/2

Qualifications that have been extended

N/A

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 within the pharmaceutical industry. It is estimated that there are around 78,000 pharmacy, dispensing assistants and support staff working across the UK.

The majority of Pharmacy Technicians work in community pharmacy both for independent pharmacies and multiple pharmacy companies. Many also work in the hospital and primary care pharmacy services both within the NHS local health boards and private hospitals. Some Pharmacy Technicians are employed in the pharmaceutical industry, HM Prisons, GP practices and the armed forces.

All Pharmacy Technicians have a requirement to meet the registration requirements of the General Pharmaceutical Council (GPhC) in order to practice. The requirements include:

- achieve an approved qualification recognised by the GPhC
- complete a minimum of two years' relevant work-based experience in the UK under the supervision, direction or guidance of a pharmacist or pharmacy technician 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 level of competence required by the General Pharmaceutical Council (GPhC).

Workforce Supply

According to the General Pharmaceutical Council (GPhC) in November 2019, there were 1624 registered Pharmacy Technicians and a total of 3957 support staff in Wales.

The demand for Pharmacy Support Staff 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.
- The increasing demand from primary care in Wales.

In June 2018, the Welsh Government published *A Healthier Wales* as part of their *Health and Social Care Strategy*¹.

In April 2019, as a response to *A Healthier Wales*, the Welsh Pharmaceutical Committee published *Pharmacy: Delivering a Healthier Wales*, which details how through the better use of the unique knowledge and skills of pharmacists and pharmacy technicians, it can make a greater contribution to improving the health and wellbeing of the citizens of Wales².

In relation to pharmacy technician training, *Pharmacy: Delivering a Healthier Wales* states:

“We will ensure opportunities for Pharmacy Technicians to gain multisector experiences as well as increased interaction with other professional groups, including social care. Increasing capability and opportunities for Pharmacy Technicians will strengthen the foundation for pharmacy practice across all sectors. There will be an established network of Pharmacy Technicians who will enable the release of capacity for pharmacists to deliver enhanced clinical care for patients. Pharmacy Technicians will focus on management and use of medicines working with patients and the pharmacy team to improve outcomes from medicines”.

Community pharmacies often offer job opportunities for people in the local community. Many will start as healthcare assistants, access apprenticeships and will be supported to undertake accredited courses and progress to becoming registered pharmacy technicians, giving citizens a gateway into employment and develop opportunities.’

¹ <https://gov.wales/healthier-wales-long-term-plan-health-and-social-care>

²

<https://www.rpharms.com/Portals/0/RPS%20document%20library/Open%20access/Policy/Pharmacy%20Vision%20English.pdf?ver=2019-05-21-152234-477>

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.

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 virtual meetings 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 Digital Literacy and the use of a 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 Pharmacy Support Staff

Pharmacy Support Staff undertake a range of roles within the pharmacy sector, which include the following:

- Order, receive and store medicines and pharmacy stock
- Receive and collect prescriptions
- Assemble, dispense and supply a prescription
- Give advice and information about and sell non-prescription medicines or devices to individuals safely, referring to another member of the pharmacy team where necessary
- Prepare for/assist in the manufacture of medicines and medical devices for individual use, including specialised manufacturing practices such as aseptic production
- Assist in the provision of information to individuals on:
 - the effective use of medicines/medical devices
 - accessing and using healthcare services
 - symptoms, their own health and its management
 - services to help individuals manage conditions
 - promoting healthy lifestyles or other health needs
- Provide a collection or delivery service to individuals
- Dispose of medicines and medical devices safely or advise on their safe disposal
- Carry out checking and other quality control processes in the dispensing and supply of medicines
- Assist pharmacy professionals to provide a pharmacy service in person or at a distance/remotely, or in a setting away from a registered pharmacy, for example, assisting pharmacy professionals in:
 - the management of medicines for individuals
 - the process of preparing and administering tests and or treatments to individuals
 - taking clinical measurements

The Role of the Pharmacy Technician

Pharmacy Technicians are an essential part of the pharmacy team and generally work under the supervision of a registered Pharmacist, in order to provide services for patients, in a safe and correct manner.

Pharmacy technicians manage the supply of medicines and devices in a pharmacy and assist pharmacists with advisory services. Qualified Pharmacy Technicians can be involved in the following areas:

- providing safe and effective pharmacy services
- supplying medicines and devices to patients, whether on prescription or over the counter
- achieve the best outcomes through a patient's medicines
- administering of medicines
- providing information to patients and other healthcare professionals
- managing areas of medicines supply such as dispensaries
- supervising other pharmacy staff / training and development
- leading and manage teams
- answering customers questions face to face or by phone
- counselling patients on the effective and safe use of medicines
- providing advice on symptoms and the actions and uses of medicines
- processing pharmaceutical queries
- referring problems or queries to the pharmacist
- undertaking patient observations
- pre-packing, assembling and labelling medicines
- reconciling medicines
- manufacturing medicinal products
- preparing and in process checking of aseptic products
- quality control
- procurement
- information technology
- clinical trials
- medicines information
- education and training
- auditing
- project management

<https://www.pharmacyregulation.org/education/pharmacy-technician>

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 workplace
- Transferable skills

Employers have supported 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').

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

Apprentices should:

- Show enthusiasm for working in the pharmacy sector
- Have sufficient 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 more detailed 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 43 credits.

Combined qualification 25 credits

Essential Skills qualifications in Communication, Application of Number and Digital Literacy 18 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 or may be working towards a range of qualifications. These can include:

- Essential Skills Wales
- GCSEs
- Welsh Baccalaureate (at this time there is no credit transfer)
- Welsh Baccalaureate with Principal Learning (at this time there is no credit transfer)
- Foundation learning at level 1
- Other level 1 qualifications

(This is not an exhaustive list and these are not a pre- Framework requirement)

Personal Attributes

Employers look for health sector apprentices who are:

- Person-centred
- Caring
- Conscientious
- Discreet
- Respectful
- Personable

They also expect them to:

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

Job Title(s)	Job Role(s)
Pharmacy Support Staff	Under the supervision of a registered pharmacist or a pharmacy technician, Pharmacy Support Staff will assist in the sale of over the counter medicines, the provision of information to customers on symptoms and products, prescription receipt and collection, assembly of prescribed items and ordering, receiving, storing pharmaceutical stock as well as several other activities within the pharmacy environment

Qualifications

Combined qualifications available to this pathway

B1 - Level 2 Certificate in Principles and Practice for Pharmacy Support Staff					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	Total Qualification Time
B1a	C00/4170/6	Pearson Edexcel	25	150	250
B1b	C00/4848/2	Open Awards	36	265	360

Combined qualifications available to this pathway

Level 2 Certificate in Principles and Practice for Pharmacy Support Staff

Relationship between competence and knowledge qualifications

N/A

Transferable skills (Wales)

Essential skills (Wales)

Subject	Minimum Level
Communication	1
Application of numbers	1
ICT/Digital literacy	1

For a full list of available proxies for starts on or after 14th October 2016 please see section 24 of the current [SASW](#).

Progression routes into and from this pathway

PROGRESSION INTO THIS PATHWAY

See Entry Conditions.

PROGRESSION FROM THIS PATHWAY

Apprentices may 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 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 www.nhswalescareers.com

UCAS points for this pathway: N/A

Employee rights and responsibilities

Please note that for Apprenticeship starts from 14/10/2016 onwards ERR is no longer a **mandatory** requirement in all frameworks.

However, it may still be included in some frameworks and where it is not explicitly stated that ERR is not a requirement then confirmation of an Apprentice's ERR achievement will still remain a requirement for Apprenticeship certification purposes.

Is ERR a requirement for this pathway? **YES** ☐ **NO** ☒

Additional employer requirements

(No requirement specified)

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 150.

Combined qualification 132 credits

Essential Skills qualifications in Communication, Application of Number and Digital Literacy 18 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
- Foundation Apprenticeship
- GCSEs
- GCEs
- Welsh Baccalaureate (at this time there is no credit transfer)
- Welsh Baccalaureate with Principal Learning (at this time there is no credit transfer)
- Other level 2 qualifications

Entry requirements must also meet the entry requirements set out by the General Pharmaceutical Council.

- meeting specified English language requirements (GCSE English grade A*-C, grade 4 or equivalent)
- meeting specified numeracy requirements (GCSE Maths grade A*-C, grade 4 or equivalent)
- other academic requirements or experience equivalent to national level 2 or above (such as GCSE Science grade A*-C, grade 4 or equivalent)
- the ability to demonstrate knowledge and understanding of science suitable for entry to the course, for example, national level 2 or above (such as GCSE Science grade A*-C, grade 4 or equivalent)
- other academic requirements or experience equivalent to national level 2 or above
- taking account of good character checks (such as Disclosure and Barring Service/Disclosure Scotland checks, or equivalent.)
- health checks (information about conditions that may affect fitness to practise as a trainee and how such conditions could be managed.)

Personal Attributes

Employers look for health sector apprentices who are:

- Person-centred
- Caring
- Conscientious
- Discreet
- Respectful
- Personable
- Resilient

They also expect them to:

- Be able to work in a team
- Carry out their duties accurately and meticulously
- Willing to accept accountability and leadership

Job title(s)	Job role(s)
Pharmacy Technician	<p>Pharmacy Technicians are registered professionals working within the regulatory standards for pharmacy, as set by the General Pharmaceutical Council (GPhC). (Pharmacy Order 2010).</p> <p>They work in a variety of settings optimising the contribution that medicines make to producing informed and desired outcomes of patient care.</p>

Qualifications

Combined qualifications available to this pathway

C1 - Level 3 Diploma in the Principles and Practice for Pharmacy Technicians					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	Total Qualification Time
C1a	C00/3962/0	Pearson Edexcel	132	785	1320
	C00/4153/8	NCFE/CACHE	132	785	1320

Combined qualifications available to this pathway

Level 3 Diploma in the Principles and Practice for Pharmacy Technicians

Relationship between competence and knowledge qualifications

N/A

Transferable skills (Wales)

Essential skills (Wales)

Subject	Minimum Level
Communication	2
Application of numbers	2
Digital literacy	2

For a full list of available proxies for starts on or after 14th October 2016 please see section 35 of the current [SASW](#).

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)).

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 qualifications, a range of higher education qualifications or other work-related education and training to support Continuing Professional Development.

The majority of Pharmacy Technicians work in community pharmacy both for independent pharmacies and multiple pharmacy companies. Many also work in the hospital and primary care pharmacy services both within the NHS local health boards and private hospitals. Some Pharmacy Technicians are employed in the pharmaceutical industry, HM Prisons, GP practices and the armed forces.

There are a variety of roles for Pharmacy Technicians. Pharmacy Technicians can work in areas such as clinics, nursing homes, primary care, medicines management, manufacturing, quality control, staff training, information technology, supplies procurement, clinical trials or medicines information services.

Another role is Management of Pharmacy Services, which involves liaising with other healthcare professionals and closer contact with patients.

All Pharmacy Technicians have a requirement to meet the registration requirements of the General Pharmaceutical Council (GPhC) in order to practice. The requirements include:

- achieve an approved qualification recognised by the GPhC
- complete a minimum of two years' relevant work-based experience in the UK under the supervision, direction or guidance of a pharmacist or pharmacy technician 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 level of competence required by the General Pharmaceutical Council (GPhC).

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 www.nhswalescareers.com

UCAS points for this pathway: N/A

Employee rights and responsibilities

Please note that for Apprenticeship starts from 14/10/2016 onwards ERR is no longer a **mandatory** requirement in all frameworks.

However, it may still be included in some frameworks and where it is not explicitly stated that ERR is not a requirement then confirmation of an Apprentice's ERR achievement will still remain a requirement for Apprenticeship certification purposes.

Is ERR a requirement for this pathway? **YES** ☐ **NO** ☒

Additional employer requirements

(No requirement specified)

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. Gender
9. 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.

Welsh language

Skills for Health recognises the principle that the Welsh and English languages should be treated on a basis of equality. Consideration should be given to those whose first language is Welsh or those who simply are able and choose to speak Welsh.

Awarding Bodies, employers, HEIs and training providers should take a proportionate approach to delivering the on programme and assessment elements of qualifications delivered in Wales in the Welsh language; based on a level of established demand to cater for both languages where needed and/or required when delivering this apprenticeship.

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 430 on and off-the-job training hours over on average between 12 and 15 months (depending on whether the apprentice needs to complete the Essential Skills)

Level 3: To satisfy the requirements of this apprenticeship framework and pathway an apprentice will need to complete a total of 1500 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 280 off-the-job training hours.

Level 3: For this apprenticeship framework and pathway an apprentice will need to complete a minimum of 965 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 (60 hours)

Level 1 Essential Skills Wales in Application of Number (60 hours)

Level 1 Essential Skills Wales in Digital Literacy (60 hours)

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 (60 hours)

Level 2 Essential Skills Wales in Application of Number (60 hours)

Level 2 Essential Skills Wales in Digital Literacy (60 hours)

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 150 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 715 on-the-job training hours over 24 months.

How this requirement will be met

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

Level 2: Certificate in Principles and Practice for Pharmacy Support Staff

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 Diploma in the Principles and Practice for Pharmacy Technicians

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. To meet GPhC requirements, the designated workplace supervisor should be a registrant Pharmacist or Pharmacy Technician.
- 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.

There is an expectation that employers will appropriately support apprentices in both pathways with training opportunities to meet the requirements of the qualifications within the framework, including access to the required resources and off-the job time to complete within the expected timescales.

Essential employability skills (Wales)

Essential employability skills

(No requirement specified)

