

# Apprenticeships +

## Pharmacy Technician

### Apprenticeship Level 3



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**The  
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## Quick Information

### New Apprenticeship Standard designed by employers for employers

**Sector**

Science, Dental & Pharmacy

**Who is it for?**

New recruits and existing staff

**Start date**

September and January

**Level**

Level 3

**Duration**

24 months

**How does it work?**

College attendance 1 day a week, skills assessment in the workplace

**Assessment**

End Point Assessment

**Qualification**

Level 3 BTEC Diploma in the Principles and Practice for Pharmacy Technicians

**Review**

This Apprenticeship should be reviewed after 3 years

## Pharmacy Technician

Pharmacy Technicians are registered professionals working within the regulatory standards for pharmacy, as set by the General Pharmaceutical Council (GPhC) Pharmacy Order 2010.

Pharmacy Technicians work in a wide range of settings, including (but not exclusively): registered pharmacies, community services, justice (the Prison Service), GP Practices, dispensing doctors' practices, care homes and clinical commissioning groups, hospitals, mental health, defence (HM Armed Services) and within the pharmaceutical industry

Pharmacy technicians manage the supply of medicines and devices in a pharmacy and assist pharmacists with advisory services. The actual work setting will determine the specific areas of activity that the Pharmacy Technician undertakes, but typically their role will include the following

- providing safe and effective pharmacy services
- supply medicines and devices to patients, whether on prescription or over the counter
- achieving the best outcomes through a patient's medicines
- assemble medicines for prescriptions
- provide information to patients and other healthcare professionals
- manage areas of medicines supply such as dispensaries
- supervise other pharmacy staff
- answering customers questions face to face or by phone
- pre-packing, assembling and labelling medicines
- referring problems or queries to the pharmacist

A Pharmacy Technician is responsible for carrying out both routine and specialist services, including highly complex activities requiring them to use their professional judgement. They are expected to work both individually and as part of a multi-disciplinary team. They are able to work with minimum supervision, with a high degree of autonomy, taking responsibility for the quality and accuracy of the work that they have undertaken and that of others.



## Key Areas of Study

The Apprentice will cover essential knowledge, skills and behaviours on their programme as detailed below.

Pharmacy Technicians are expected to communicate effectively with healthcare professionals, patients and the public, whilst respecting and maintaining confidentiality and privacy.

## Occupation duties

**Knowledge, Skills and Behaviours required, referenced in blue below each duty.**

### Duty 1

Achieve the best possible outcome through a person's medicines by managing, ordering, receiving, maintaining and supplying medicines and other pharmaceutical products safely, legally and effectively, whilst meeting the regulatory standards.

Knowledge – K1 K2 K3 K4  
Skills – S1 S2 S3 S4 S5 S6  
Behaviours – B1 B5

### Duty 2

Provide person-centred health advice to all patients

Knowledge – K5 K6 K7 K8  
Skills – S7 S8 S9  
Behaviours – B4

### Duty 3

Support the management of the day to day operation of the pharmacy, eg clinical governance, business operation and processes, including where appropriate the supervision of members of staff

Knowledge – K9 K10 K26  
Skills – S10 S11 S12 S13 S14 S32  
Behaviours – B1 B2

### Duty 4

Provide training to pharmacy and the wider healthcare teams. e.g. for a new member of staff

Knowledge – K11  
Skills – S15

### Duty 5

Maintain a quality service through auditing and evaluating the service and processes, and respond to feedback

Knowledge – K12 K13 K14  
Skills – S16 S17 S18  
Behaviours – B1 B2

### Duty 6

Advise people, in a wide range of settings, on the safe and effective use of their medicines and devices.

Knowledge – K15 K16 K17  
Skills – S19 S20 S21 S22 S23  
Behaviours – B4

### Duty 7

Manage your own professional and personal development

Knowledge – K18 K19 K20  
Skills – S24 S25 S26  
Behaviours – B3

### Duty 8

Ensure patient safety, by promoting safe practices, and the effective use of systems

Knowledge – K21 K22  
Skills – S27 S28  
Behaviours – B1

### Duty 9

Provide specialist services in response to local and national needs and initiatives.

Knowledge – K23  
Skills – S29

### Duty 10

Respond appropriately to medical emergencies.

Knowledge – K24 K25  
Skills – S30 S31

## Knowledge

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- **K1:** How to ensure legal, regulatory and professional standards are maintained.
- **K2:** Understand the limits of their accountability, authority and responsibility
- **K3:** Understand the science of pharmacy, basic pharmacological principles, actions and use of drugs
- **K4:** How to ensure the quality of ingredients to produce and supply safe and effective medicines and products
- **K5:** Understand the principles that underpin person-centred care
- **K6:** How to apply professional judgement in the best interests of people
- **K7:** How to communicate with patients, carers and colleagues using a wide range of options and channels focusing on delivering and improving pharmacy services
- **K8:** Understand the principles of information, governance and confidentiality
- **K9:** How to order, receive, maintain, supply and dispose of medicines and other pharmaceutical products safely, legally and effectively
- **K10:** How to apply safe working practices in line with health and safety legislation; know how to risk assess processes and manage outcomes
- **K11:** Know how to effectively deliver key pharmaceutical messages to healthcare team members
- **K12:** Understand the principles of audit and quality-improvement strategies, and how to implement recommendations effectively
- **K13:** Understand the principles of risk management
- **K14:** Understand the most appropriate ways to reflect and act on feedback or concerns, thinking about what can be done to prevent adverse incidents
- **K15:** Understand the importance of effective methods of communication to different audiences
- **K16:** Know how to manage a person's diverse needs and what is important to them
- **K17:** Know how to provide and promote advice on healthy lifestyles and initiatives, using available resources and evidence-based techniques
- **K18:** Understand how to effectively collaborate and work with colleagues and health care professionals
- **K19:** Know how to undertake effective self-reflection, and how to manage their own personal development
- **K20:** Understand the principles of revalidation
- **K21:** Understand how to safeguard people, particularly children and vulnerable adults
- **K22:** Understand how to deal with complaints and errors, through effective use of established policies and procedures
- **K23:** Know how to work within any local, regional and national guidelines and policies
- **K24:** Know how to apply health and safety legislation in the workplace controls
- **K25:** Know how to respond appropriately to medical first aid emergencies
- **K26:** Understand how to effectively supervise other staff within the pharmacy
- **K27:** Understands how to effectively manage a patient's medicines by ordering, receiving, maintaining and supplying those medicines and other pharmaceutical products

## Training, Tutoring and Assessment

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The whole programme takes a minimum of 24 months to complete, typically at 21 months to complete learning, at which point your Apprentice can prepare for their End Point Assessment, by agreement with you and us. The pace at which the Apprentice progresses will be driven by you and the Apprentice. We will work closely with you to plan and deliver appropriate support and training. Your Apprentice will mainly learn on the job, but training and one-to-one tutoring are a key part of the new Apprenticeship standards, not just assessment, with more time on tutoring as part of the 20% off-the-job training.

We will carry out joint reviews with you at regular intervals to discuss progress, every 10-12 weeks.

You can use your normal performance management processes to monitor the progress of the Apprentice, provide feedback and guide development. Your Apprentice will be expected to adhere to submission dates for assignments to ensure they are on track with their learning and development throughout the Apprenticeship.

## End Point Assessment

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Professional Discussion based on a Portfolio of Evidence • Fail • Pass • Distinction  
Assessment Observation with question and answer session.

*For more information on the assessment for the Pharmacy Technician Apprenticeship please see the full assessment plan in the Apprenticeship Standard. We will arrange the End Point Assessment.*



## Apprentice Entry Requirements

5 GCSE Grades A\* - C (Grade 9 – 4)- including Maths English and Dual Science

## Regulated Standard

This is a Regulated occupation.

## Regulator Body:

General Pharmaceuticals Council

Training provider must be approved by regulator body

EPAO must be approved by regulator body

## More Information

To find out more about the opportunities and financing of Apprenticeships and to discuss your particular requirements, please email [apprenticeshipsandtraining@sheffcol.ac.uk](mailto:apprenticeshipsandtraining@sheffcol.ac.uk) or call **0114 260 2600** to speak to one of our friendly employer advisors.

## Get In Touch

### Email

[apprenticeshipsandtraining@sheffcol.ac.uk](mailto:apprenticeshipsandtraining@sheffcol.ac.uk)

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0114 260 2600

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## Why choose The Sheffield College?

As one of the region's largest providers of Apprenticeships, The Sheffield College is more than just your local provider; we deliver the dedicated support you need to source, train and get the best out of your Apprentice.

*We appreciate how difficult and time consuming it can be to recruit suitable staff. That's why we will source, shortlist and prepare candidates before you meet them.*

*We help you get the best deal by finding the right funding and we handle the paperwork to make the process of arranging an Apprenticeship training programme as smooth as possible. Our Employer Partnership Team, Apprenticeship Tutors and assessment staff are experts, and we invest time and money in training and upskilling them regularly so their knowledge is up-to-date and industry standard.*

*At The Sheffield College we go above and beyond; we know that every business is different and we help to develop Apprentices who will meet the needs of your business.*