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Pharmacy Support Staff



Subject Area	Pharmacy
Course Type	Apprenticeships
Study Level	Level 2
Delivery Mode	Part-time
Location	Workplace
Duration	1 Academic Year
Start Date	Year round enrolment
Course Code	PA000162

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Course Summary

The Pharmacy Services Assistant (PSA) works under the supervision of a Pharmacist, Pharmacy Technician, or other accountable healthcare professional. The PSA provides a variety of pharmacy and medicines services to patients, the public and other professional healthcare teams. The PSA supports the delivery of pharmacy services in a variety of pharmacy environments.

A PSA will be involved in supporting the supply, preparation and assembly of medicines and products; issuing them to patients and other healthcare professionals and assisting in providing advice to patients to help them to make effective use of their medicines. They will be responsible for ordering and receiving medicines, as well as their storage, disposal and return.

They will have an understanding of healthy lifestyle choices and relevant screening services. They will understand and work to standard operating procedures (SOPs), a set of step-by-step instructions compiled by their organisation to help staff carry out routine operations. SOPs aim to achieve efficiency, quality output and uniformity of performance, while reducing miscommunication and failure to comply with pharmacy

regulations.

This course is delivered by online learning in addition to regular workplace assessments.

What You Will Learn

The following skills, knowledge and behaviours are what will be gained from this apprenticeship.

Core Knowledge & Skills:

- Dispensing and supply of medicines and medicinal products
- Team work
- Communication, pharmacy law and ethics
- Person centred care
- Health and safety in the workplace

Behaviours:

- Be trustworthy and honest, respectful and caring
- Act with integrity and fair conduct, have the courage to say when something is wrong
- Be a reliable and capable member of the workforce and recognise your own value and that of your team
- Display effective interpersonal skills
- Respect patients' values

Entry Requirements

Must achieve a minimum of Entry Level 3 in initial assessments or already have GCSE A-C or 9-4.

Progression

You may choose to progress to further study or employment in the Pharmacy sector working as a Pharmacy Services Assistant.

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