

# **Pre-registration Training Manual**

**2018 – 2019**

**(for use by trainees and tutors)**

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## Welcome from the registrar to trainees

On behalf of the Pharmaceutical Society of Northern Ireland, I would like to welcome you to your pre-registration training year.

The Pharmaceutical Society of Northern Ireland is the regulatory body for pharmacists in Northern Ireland. Our primary purpose is to ensure that practising pharmacists are fit to practise, keep their skills and knowledge up to date and deliver high quality safe care to patients.

The pre-registration year is about learning what it means to become a healthcare professional. During your training year you need to demonstrate that you have what it takes to become a competent, registered pharmacist. The public expect pharmacists to be fit to practise. Your training is about demonstrating that you are fit to practise and that you are able to meet the requirements for professional conduct as defined by [The Code](#).

To register, you need to demonstrate that you are competent. This means that you need to provide evidence that you have the necessary skills, knowledge and attitudes required to consistently undertake the role of a pharmacist. Information about what exactly you need to do to provide evidence of your competency and how this will be assessed during your training year, is provided in this manual.

Pre-registration training is not about 'getting through' the training year and passing the assessment components of the programme. It is an essential opportunity for you to learn how to apply the skills and knowledge obtained during your MPharm degree. You are not expected to be a passive participant but an active learner who will be exposed to real-life tasks and situations. You will need to use every opportunity to gain experience and develop your competence.

You will learn much from your tutor and their experiences as a registered pharmacist. Your tutor will be your role model. The Society recognises the valuable support, mentoring and commitment provided to trainees by our pre-registration tutors.

Before embarking on a pre-registration training placement, all trainees, tutors and employers are directed to read, and to fully understand their obligations in relation to the [Standards for Pre-Registration Training](#).

It is good to report that the feedback from previous trainees indicates high satisfaction levels with training. Trainees tell us they do enjoy their training, cope well with it and that training reinforces their choice of career.

It will be an exciting year and plenty of hard work will be needed but the outcome is you finally attaining your registration as a healthcare professional; this remains one of my proudest days in life.

I hope that you enjoy your training. If you have questions or feedback, please [contact us](#).

With my best wishes for a successful year.

Brendan Kerr  
Registrar

## Key dates

During your training year, you must attend 5 compulsory 1-day training courses. The range of available dates for each course are described below. You must choose one date for each course. It is advisable to check with your tutor that the dates are suitable. If it becomes necessary to change dates you will be informed as soon as possible.

Table 1: Key dates		
<b>1. Induction training event</b>	<b>3 July 2018</b> <b>6 July 2018</b> <b>3 August 2018</b> <b>7 August 2018</b> <b>14 September 2018</b> (This event is for trainees starting after August only)	<b>Apply at:</b> <a href="http://www.psni.org.uk/events/">http://www.psni.org.uk/events/</a>
<b>2. Business Management training event</b>	<b>30 October 2018</b> <b>12 November 2018</b> <b>27 November 2018</b>	<b>Apply at:</b> <a href="http://www.psni.org.uk/events/">http://www.psni.org.uk/events/</a>
<b>3. Supporting Professional Practice</b>	<b>18 September 2018</b> <b>24 September 2018</b>	<b>NICPLD *</b>
<b>4. Law and Ethics</b>	<b>12 October 2018</b> <b>9 November 2018</b> <b>25 January 2019</b> <b>22 February 2019</b>	<b>NICPLD *</b>
<b>5. Basic and Emergency First Aid</b>	<b>29 October 2018</b> <b>30 October 2018</b> <b>31 October 2018</b> <b>1 November 2018</b> <b>3 December 2018</b> <b>4 December 2018</b> <b>5 December 2018</b> <b>6 December 2018</b> <b>11 February 2019</b> <b>12 February 2019</b> <b>13 February 2019</b> <b>14 February 2019</b>	<b>NICPLD *</b>
Table 2: Other Key		

**dates**

**Calculation training.**  
This is offered by the  
Pharmacy Forum for a  
small fee

**March/April 2019**

**Pharmacy Forum NI \*\***

**Registration  
Examination  
Application and  
examination fee  
submitted**

**For June exam:**

**For October exam:**

**1<sup>st</sup> May 2019**

**1<sup>st</sup> September 2019**

**Registration  
Examination \*\*\***

**TBC**

**TBC**

**Examination results  
published**

**28 June 2019**

**25 October 2019**

**\* NICPLD will provide information to you at your induction day with details of how to apply and the associated deadlines.**

**\*\* Pharmacy Forum NI will contact you directly about calculation courses when dates are confirmed**

**\*\*\* You will receive communication by email once the date for the registration examination is confirmed**

# 1. Introduction

## 1.1 Welcome to the pre-registration training year

The information in this manual is designed for use by pre-registration trainees but should also be read by tutors as a reference guide. The manual will guide trainees and tutors through the pre-registration training experience and ensure that both parties are aware of their responsibilities.

It will describe what a pre-registration trainee must do to join the register at the end of the training period. If there is any doubt about any aspect of the requirements, clarification should be sought from the Pharmaceutical Society NI.

As a trainee, you have already committed four or more years of your life training to be a pharmacist. You have graduated with an MPharm degree and you have acquired the skills and knowledge in a degree programme designed to meet the specifications of the Pharmaceutical Society NI.

Now you need to put your knowledge and skills into practice and continue to learn throughout your training year to become a competent pharmacist.

## 1.2 Aims for pre-registration training

The Council of the Pharmaceutical Society NI considers that the primary aim of the pre-registration experience is to reinforce among trainees an awareness that they are to become members of a profession, and to develop further within them a professional attitude and a sense of responsibility.

The objectives for pre-registration training are:

- (a) to give the trainee experience of applying in practice the knowledge acquired during the undergraduate course;
- (b) to emphasise that the trainee's positive attitude towards the experience is important if the aims are to be fulfilled;
- (c) to facilitate the development of a responsible attitude by requiring the trainee to reach a satisfactory level of competence in relation to the time spent in those aspects of pharmaceutical practice in which approved experience is given;
- (d) to develop the ability of the trainee to communicate clearly with members of the public and with members of allied professions;
- (e) to give the trainee an appreciation of the pharmacist's role within the health service and the pharmaceutical industry, and within the community;
- (f) to give the trainee an appreciation of the need for continuing study throughout their professional career;

- (g) to increase the trainee's awareness of the whole spectrum of pharmaceutical activities, including a direct involvement with the patients in relation to the proper use of medicines and the promotion of good health;
- (h) to bring the trainee to the commencement of a career in pharmacy practice with a willingness to make professional decisions within their current competence and a desire continually to improve competence through experience as well as study;
- (i) to give the trainee an understanding of the development, structure and functions of the Pharmaceutical Society NI and of other pharmaceutical bodies and organisations.

It is expected that, having completed your pre-registration training year and achieved a satisfactory standard you will have met the aims and objectives for pre-registration training.

### **1.3 The standards for Pre-Registration training**

The [Standards for Pre-registration Training](#) make it explicitly clear what the minimum requirements are for the training to be recognised by the Pharmaceutical Society of Northern Ireland. The standards apply to trainees, tutors and the respective employing organisations. Before embarking on a pre-registration training agreement, trainees, tutors and employers must read and understand what each of their obligations are in relation to the standards for pre-registration training. The standards can be viewed using the link above.

Whilst most trainees, tutors and employers will strictly adhere to the standards, we recognise that there will always be exceptional circumstances and these should be managed by way of early communication with the Society.

Non-compliance with the Standards for Pre-registration training may result in components of training not being recognised by the Pharmaceutical Society. In certain circumstances, this may also lead to proceedings if there is seen to be deliberate or persistent non-compliance with the standards.

If you have concerns that training may not be in accordance with the Standards for Pre-Registration training then you should speak with your tutor or your employer in the first instance to resolve any issues. If the situation is not resolved, you can raise concerns about your training arrangements via the Pharmaceutical Society NI website or with the Pre-registration Lead directly. All concerns will be addressed and objectively investigated.

### **1.4 Fitness to Practise**

You should be aware that your behaviour throughout the pre-registration training year, including in your personal life may have an impact on your fitness to practise. Your behaviour at all times must justify the trust and confidence of the public. Before you can practise as a pharmacist in Northern Ireland, you must join the Pharmaceutical Society NI Register and in order to do so, you will be expected to show a commitment to upholding professional values as outlined in the The Code.



## 1.5 The Code

An important aspect of your training is understanding and embracing the professional responsibilities and ethics of being a pharmacist. The Code sets the standard of professional conduct for all pharmacists and is regarded as governing the conduct of all pharmacists both within and outside the practice of pharmacy.

The Code details five mandatory principles that explain the required standards of professional behaviour. These are:

Principle 1: Always put the patient first

Principle 2: Provide a safe and quality service

Principle 3: Act with professionalism and integrity at all times

Principle 4: Communicate effectively and work properly with colleagues

Principle 5: Maintain and develop your knowledge, skills and competence.

As a professional requirement of registration, all pharmacists in Northern Ireland are expected to abide by the Pharmaceutical Society NI Code. During your training, you need to demonstrate to your tutor that you meet the requirements for professional conduct as defined by The Code. [The Code](#) can be accessed using this link or via the Pharmaceutical Society NI website.

## 1.6 Registering as a trainee with the Pharmaceutical Society NI

To register as a trainee, you must have:

1. Organised your pre-registration training placement where there is a suitably qualified tutor in an establishment that has been approved by Council for this purpose
2. Informed the Pharmaceutical Society NI of the date of starting your training, where your training will occur and the name(s) of your tutor(s) for the full 52-week training period
3. Provided documentary evidence that you have an MPharm degree from a UK university
4. Completed declarations regarding Health, Good Character and data protection.
5. Paid the trainee's registration fee

Trainees are required to submit a certified copy of their MPharm degree certificate no later than 8 weeks after starting pre-registration training. Details of who can certify certificates can be accessed via this [link](#) to the Pharmaceutical NI website. Please note that a scanned or faxed copies will not be accepted.

## 2. Overview of the pre-registration training year

You are required to spend 52 weeks working in a community pharmacy, a hospital pharmacy or, a combined community pharmacy / hospital placement (or other approved alternative training site). Towards the end of your training period you are required to pass the Pharmaceutical Society NI's registration examination. The timeline below gives you an overview of the pre-registration year. The exact dates will depend on the date you start training.

**Table 2: Pre-registration timeline**

MONTH	APPRAISAL & TUTOR DECLARATION	PERFORMANCE STANDARDS COMPLETION	EXAMINATION
1	Discuss training and assessments with tutor and prepare action plan	Discuss Performance Standards with tutor and prepare action plan	
2			
3			
4	13-week appraisal* submitted	13 weeks: 25 % completion of Performance Standards	
5			
6			
7	26-week* appraisal submitted (& declaration of first tutor if co-tutoring)	26 weeks: 50 % completion of Performance Standards	
8			
9			
10	39-week* appraisal submitted	39 weeks: 75 – 90 % completion Performance Standards	Exam Entry submitted
11			
12	50-week appraisal* and final declaration submitted	50 weeks: 100% completion	Registration Exam & Results
Registration	<b>DOCUMENTATION FOR REGISTRATION MUST BE SUBMITTED TWO WEEKS BEFORE YOUR REGISTRATION DATE</b>		

### 2.1 How is a trainee assessed during training

You will be assessed in several ways throughout your pre-registration training year as follows:

- Completion of performance standards
- Quarterly appraisals with your tutor
- Completion of compulsory distance learning modules
- Attendance at compulsory training days
- Registration examination
- Final declaration from your tutor

The assessment process provides evidence that you are competent to join the register of pharmacists.

Pre-registration training is not just about completing assessments and passing the examination. It is an essential opportunity for you to learn through work. You are not expected to be a passive participant but an active learner who will be exposed to real-life tasks and situations. You will need use these opportunities to gain experience and develop your competence.

Further information about the assessment components is provided in subsequent sections.

## 2.2 Compulsory training days

You are required to attend 5 compulsory one-day training events. The Pharmaceutical Society NI delivers the induction and business management training events. You should register for these events using this [link](#) to the events section on the Pharmaceutical Society NI website. The remaining compulsory training days are delivered on behalf of the Pharmaceutical Society NI by the Northern Ireland Centre for Pharmacy Learning and Development (NICPLD). Available dates for training are shown on page 4 of this manual. The compulsory courses are as follows:

1. **Induction Training Day** will provide an overview of the structure and components of the pre-registration training programme and an overview of the role and functions of the Pharmaceutical Society NI. You will also have an opportunity to meet your fellow trainees
2. **Business Management Training** provides an insight into principles of business management relevant to professional pharmacists.
3. **Law and Ethics** training day looks at the link between law and ethics and how it applies to the practice of pharmacy in Northern Ireland.
4. **Basic and Emergency First Aid** aims to enable you to deal with minor and deteriorating conditions in any casualty and to use emergency life support techniques.
5. **Supporting Professional Practice** describes the obligations and responsibilities of pharmacy professionals in relation to the practice of pharmacy within Northern Ireland.

Further details about the compulsory training days and how to apply will be provided at the induction Event.

## 2.3 Compulsory distance-learning modules

You are also required to complete compulsory distance-learning modules supplied by NICPLD and you will be required to answer multiple choice questions to complete each module.

The distance learning modules are as follows:

- 1. The Responsible Pharmacist**
- 2. Controlled drugs – striking a balance**
- 3. The EU General Data Protection Regulation**
- 4. Patient medication review and records**
- 5. Patient safety - high risk medicines: Insulin**
- 6. Patient safety – high risk medicines: Opioids**
- 7. Patient safety – high risk medicines: Oral anticoagulants**
- 8. Patient safety - Medical calculations**
- 9. Patient safety - Medication incidents**
- 10. Minor ailments: CNS**
- 11. Minor ailments: Eyes, ears and oral health**
- 12. Minor ailments: GI**
- 13. Minor ailments: Infections and infestations**
- 14. Minor ailments: Respiratory**
- 15. Minor ailments: Skin**
- 16. Minor ailments: Urogenital**

You will receive further information at the induction training day about what you need to do to access the compulsory distance-learning modules and the associated deadlines for completion. You will be expected to demonstrate a professional sense of responsibility during your training year. One way you can demonstrate this is by ensuring that you have completed all compulsory distance learning courses by the deadlines specified by NICPLD. If you do not meet the deadlines you and your tutor will be contacted to establish if there is a valid reason why you have missed that deadline.

At the end of your training year you need to generate a certificate online from the NICPLD website as evidence of your completion of the assignments associated with the compulsory training days and distance learning modules. This must be included with your application to register as a pharmacist at the end of the training year.

## **2.4 Additional NICPLD courses**

In addition to the compulsory live and distance learning courses described above, NICPLD organises an extensive range of live events and other distance learning material.

Details of their programme will be posted to you.

You may not be eligible for some of their courses or they may be offered preferentially to qualified pharmacists, however, there will be plenty of courses to choose from. It is up to you to identify which events would meet your learning needs best and to apply to attend. Your tutor will be able to guide you about which courses will be relevant.

## **2.5 Additional learning**

Several pharmacy journals and newsletters will arrive at your pharmacy or be available online. It is important that you select relevant articles from these publications and study them to keep up to date with current developments.

Examples of newsletters include the HSC Medicine Safety Matters updates, NI Medicines Management updates, Compass note, newsletters from the Pharmacy Inspector and drug safety updates from the MHRA. Relevant journals include the Chemist & Druggist, the Pharmaceutical Journal, Ulster Chemist Review and Pharmacy in Focus

## **2.6 The registration examination**

The registration examination is held in June and October of each training year. It is a legal requirement for trainees to have completed 45 weeks satisfactory pre-registration training to be eligible to sit the examination. You need to apply to sit the examination and submit pay the examination fee. Further details about the registration examination and how you apply are provided on page 38.

## **2.7 Registration**

At the end of your training year you must be able to demonstrate to the Registrar that you have fulfilled the Pharmaceutical Society NI's regulations on pre-registration training for you to be admitted to the register of pharmacists. Further details about [Registration](#) can be accessed via this link to the Pharmaceutical Society website.

### 3. Training requirements

Further information about training requirements for pre-registration training is provided in the [Standards for Pre-registration Training](#).

Most trainees will undertake their training in a 52-week programme, under the supervision of a single tutor. However, other training arrangements exist. Some trainees undertake their training with a 26-week split during the year. This means that the trainee will have two tutors during the year, e.g. a community-based tutor for 26-weeks and a hospital-based tutor for the remainder. Alternatively, if you work for a community pharmacy multiple, you may have a 26-week split in a different branch.

#### 3.1 Co-tutoring arrangements

A co-tutoring training arrangement may also be considered by the Society. It is different from a 6-month split. When a co-tutoring arrangement exists, the trainee will be supervised by two separate tutors each week. In these circumstances, both tutors must work with and provide supervision to the trainee for no less than 30 hours over 4 days.

In a co-tutoring arrangement, one of the tutors will be nominated to verify performance standards and conduct quarterly appraisals with you. Both tutors are required sign the final declaration at the end of training. To apply for a co-tutoring training arrangement, a co-tutoring form must be completed. [Co-tutor Forms](#) are available via this link to the Pharmaceutical Society NI website.

#### 3.2 Change of tutor

Occasionally, you may find that your employer needs to change your tutor. In this instance, the change is notified to the Society through a [Change of Tutor Form](#). If you are also required to change your training site during your training, an [Approval of Pharmacy Premises Form](#) must also be submitted.

Please note: As outlined in the [Standards for Pre-Registration Training](#), the Pharmaceutical Society NI reserves the right not to recognise training, if notification of any proposed changes to tutor or training site is not received in advance.

#### 3.3 Notifying the Society if training arrangements change

The Society recognises that life events or sudden unforeseen circumstances can arise where the training arrangements between tutors and trainees, made at the start of the year must change. An example of this might be were your tutor is suddenly off work on prolonged absence. (e.g. due to sickness).

The standards for pre-registration training define the obligation of tutors and employers in relation to notifying the Society of any changes in training arrangements. If changes to your training arrangements are unavoidable, make early contact with the Pharmaceutical Society NI to ensure that change is managed and recognised by your regulator.

Please note - if you do not notify us of changes to your training arrangements, all training subsequent to the un-notified change, will not be recognised. If in doubt, contact the Pre-registration department.

### **3.4 Attendance**

During your pre-registration training, you must normally be employed in a full-time capacity and be working the normal hours of the pharmacy concerned. You are expected to work about 35 - 45 hours per week.

Your training period should extend for one full continuous year and include the normal holiday entitlement for the establishment(s) concerned and public holidays.

The Society recognises that some areas of pharmacy practice may not be available at the trainees nominated training site (e.g. domiciliary oxygen service, needle exchange). In these circumstances, the tutor must write to the Society and seek authorisation for training to be recognised at another branch within the organisation. The tutor is required to submit a training plan, in advance, which indicates:

- the number of days the trainee will be away from the branch
- what areas of pharmacy practice will be covered
- what performance standards will be met
- what governance arrangements will be in place to ensure continuity of training and verification by the tutor
- whether an accredited tutor will be available on site

Up to a maximum period of 2 weeks training at another branch may be considered by the Society in response to a request. Requests to train at another branch should be submitted to the Society at the start of the training year.

### **3.5 Absence**

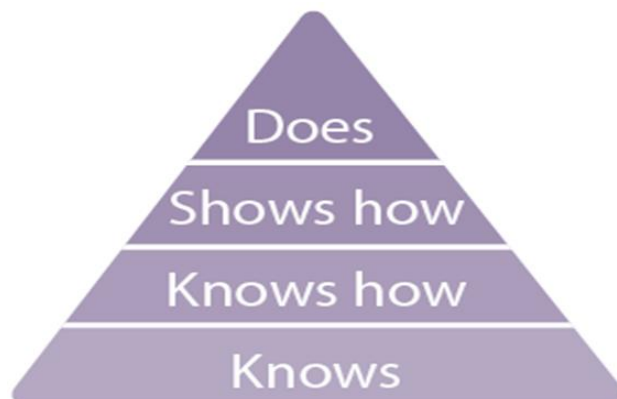
If you are absent on sick leave, or for any other reason, for more than the equivalent of one working week, you must inform the Pharmaceutical Society NI's Pre-registration Lead and provide a valid and documented reason.

The Pharmaceutical Society NI permits a maximum total absence of 42 days (inclusive of annual leave, sick leave, public and bank holidays) out of pre-registration training before an extension to training is required.

The Council of the Pharmaceutical Society NI has discretion with regards to any allowances that can be made. Further information on attendance and absence is provided in the [Standards for Pre-registration Training](#). If in doubt, contact the Pre-registration department.

## 4. Demonstrating your competency

The theory behind assessment in the pre-registration year is broadly based on Miller's triangle, which is used to describe levels of competence. It progresses upwards where every underlying step is the building block to the next level.



**Level 1:** The first level is 'knows' or demonstrating that you know something.

**Level 2:** The next level is applying your knowledge, to show that you know what it is for. So 'knows how' is tested in written examinations such as tests in MPharm or OSPAP courses.

**Level 3:** By this level, you should then be able to 'show how' something is done. This is often in a simulated environment i.e. during your pre-registration training year.

**Level 4:** The last level in the process is when you have moved beyond 'showing how' to 'doing'. You can routinely carry out a task in a reliable and safe manner in a real environment such as a pharmacy.

To illustrate this, you could apply the following example in relation to the dispensing process. At the beginning of your pre-registration training you will be at level 3. You are able to 'show how' to dispense a prescription, but this may have been on a limited number of occasions in pharmacy practice classes or during an OSCE assessment.

Your pre-registration year really focuses on the last step in the process, progressing from 'shows how' to 'does' – from the classroom to the real world. Under supervision as a trainee, you will be expected to repeatedly, accurately and safely dispense in a pharmacy.

While the earlier steps are often based on logic and are easy to plan, this last step demands thorough analysis of how you can incorporate a skill into an everyday situation and remain able to reflect on it as a learning experience. The 'does' situations are real, time pressured and can be complex.



## **5. Starting your training**

### **5.1 Develop rapport with your tutor**

Your pre-registration tutor is the main person responsible for supporting you through training. Your tutor will be based at the pharmacy where you are undertaking your training and will normally be expected to act as your tutor for the period of training.

They will guide you through the year and act as your role model. Your tutor will observe you, provide you with developmental feedback and assess your performance.

Your relationship with your tutor is important to your learning and development and it is vital that you establish good rapport early on in your training. It will undoubtedly evolve over the year. When you start your training, it will probably be necessary for your tutor to give you maximal support and supervision. However, as you gain experience and develop competence over the year, it is expected that you will be given and should willingly take more responsibility.

You and your tutor need to discuss your progress regularly and you will both need to set aside time, every fortnight, to discuss your progress. The meetings may take about 15-20 minutes. It will be your opportunity to demonstrate your progress and receive feedback. You should also use this meeting to plan ahead and identify key areas for development. It is suggested that you keep a brief record of these meetings. Your tutor may wish to keep their own records of these meetings.

### **5.2 Sign a learning contract**

To help you understand the commitments that you and your tutor have to each other, you are both required to discuss and sign a learning contract as part of your application to join the training programme.

The learning contract clarifies what is expected during training. It is not a contract of employment, but an agreement by both parties to commit to the providing and receiving of training.

It is considered good practice to revisit the learning contract at the start of training and at each appraisal to re-affirm the training commitments made by both parties. You should print off and keep a copy for your records.

If your training involves a 26-week split, (i.e. 26 weeks in hospital plus 26 weeks in a community pharmacy) both tutors are required to sign a learning contract and this needs to be included in your application to join the training programme.

One learning contract is included in the application form. Additional copies of the [Learning Contract](#) can be printed using this link to the Pharmaceutical Society NI website.

## 5.3 Develop an outline training plan with your tutor

The training site will have a structured training plan for pre-registration training. This requirement is stipulated in the standards for pre-registration training. You and your tutor should have an initial meeting to review this training plan together and produce a tailored outline for your own training year.

At the beginning of training you should also discuss your present level of competence with your tutor. This will help identify your learning and development needs.

The plan should identify which areas of practice will be covered and when. You will need to factor in dates for your quarterly appraisal reviews, annual leave, compulsory training days and deadlines for completion of distance learning modules. This will ensure that everything can be covered in the time available.

## 5.4 Role of the tutor during training

One of a tutor's key responsibilities is to observe your performance, assess your competence, give you feedback and ultimately make the final declaration that you are fit to go on the register.

Your tutor is someone who has at least three years' experience as a registered pharmacist in the aspect of pharmacy where training is being undertaken. They have also attended a compulsory tutor's training course to act as an accredited tutor.

### **Tutor's objectives are to:**

- Observe and assess your performance
- Instruct you in new skills
- Advise you on your progress
- Assess your progress
- Provide reports on your progress to the Pharmaceutical Society NI
- Give you feedback

It is important to realise that your tutor has a lot to do to achieve all these objectives. They will also be busy fulfilling her other responsibilities as a pharmacist in addition to acting as your tutor for the year.

Remember you are only one of these responsibilities and should not expect instant attention.

On many occasions, your tutor will be observing you without specifically saying that they are doing so. You will receive motivational and developmental feedback from your tutor throughout the training year. The feedback that you receive will at times be constructive, but the goal of this feedback is to ensure that you will be able to demonstrate that you are fit to join the register of pharmacists at the end of your training. Your tutor will also provide you with feedback to help you identify areas for further training and suggest ways of obtaining this experience.

One of the commitments that you make when you sign the learning contract, is that you will continually use feedback from your tutor to help you to develop further.

Similarly, your tutor also makes a commitment to receive feedback from you in order to help them develop their tutoring skills.

**It is important to understand that, although your tutor is there to support and guide you during training, you are ultimately responsible for your own learning.**

### **Delegation of responsibilities**

Your tutor is the person responsible for ensuring that your training meets the standards required by the Pharmaceutical Society NI. They also have responsibility to observe your day-to-day activities and assess your performance. This cannot be done at a distance.

Your tutor may not, however, be able to be with you all the time and may need to delegate some training to others, normally another pharmacist. In this case, your tutor will ensure any additional person involved in your training is appropriate and will make him/her fully aware of your learning needs. Your tutor will need to clarify roles and responsibilities with all concerned and ensure governance arrangements are in place to maintain the integrity of training. Your tutor will consult with this additional person regarding your progress and make use of this information in their assessments.

**Your nominated tutor MUST be the person to complete your appraisals, review your e-portfolio records and complete the final declaration.**

## **5.5 Interacting with your tutor**

Your tutor is an experienced professional pharmacist who has accepted the responsibility to act in the capacity of tutor. Different tutors have different styles of interacting with their trainees. Usually everyone is adaptable and after an initial adjustment period we anticipate that you and your tutor will develop a good working relationship.

### **What should you do if you are concerned about your interaction with your tutor?**

Personal effectiveness is one of the key performance standards, so in the first instance you should try to manage the situation yourself using an effective problem-solving approach.

If you experience a problem, try to define as accurately as possible, where the problem areas are. It might help to write them down and reflect on them. Try to change your perspective and see things from another point of view. It may help to talk it over with a friend who can be objective. Once you have identified the specific problem areas you need to consider possible solutions that might help resolve the problem.

The next step is to arrange a private meeting with your tutor to discuss your concerns. This will often help resolve any difficulties. A neutral venue in a place where you can talk together, without interruption is best for this. You should also be prepared to be flexible in

arriving at a solution with your tutor. If you have tried this approach and are still unhappy, there may be other people for you to approach e.g. your employer or HR department. You may also know an independent experienced pharmacist with whom you are able to talk to.

If you have used a problem-solving approach to resolve matters with your tutor and you are still not achieving a resolution, you can contact the Pre-registration Lead. Contact details are provided below.

The Pharmaceutical Society does not arrange placements nor does it employ trainees or tutors. Human resources are managed by the employers. The Society provides a supportive and pastoral role to the trainee and tutor.

## 6. Getting support

If you are concerned about your training in any way or if you are experiencing personal difficulties, you are strongly advised to seek help at an early stage. It is usually easier and less stressful to tackle issues before they have gone too far. If you are experiencing high levels of stress in the work environment you should discuss the matter with your tutor / employer in the first instance. You should also seek medical advice from your doctor.

If you have any evidenced concerns regarding your training you can contact the Pre-registration Lead.

### 6.1 Contacting the Pre-reg Lead

The Pre-registration Lead is a pharmacist who is based in the Pharmaceutical Society NI premises. You can discuss any problems that you are having confidentially, with the Pre-registration Lead and arrange to meet where this is necessary.

Their job involves the development, management and delivery of the Pre-registration Programme. Specific duties and responsibilities include:

- Providing help and support to trainees and tutors
- Monitoring progress of pre-registration trainees through the year culminating in the registration examination
- Quality management of the pre-registration training programme

#### Contact details:

Name: Daniel Young

Post The Pharmaceutical Society NI, 73 University Street, Belfast, BT7 1HL

Phone 028 9032 6927

Web [www.psni.org.uk](http://www.psni.org.uk)

Email [pre-registration@psni.org.uk](mailto:pre-registration@psni.org.uk)

### 6.2 Pharmacists' advice and support service

The Pharmacists' Advice and Support Service (PASS) is a charitable trust with a legal mandate to help pharmacists and pre-registration trainees in times of need. This is a confidential service for any difficulties that a trainee might be experiencing, either in their personal life or at work. PASS also provide a free, independent and confidential counselling service.

In certain circumstances (mainly if there are difficulties caused by ill health or disability), a cash grant may be available.

Here are just some of the services on offer through PASS:

- Information and signposting to key service providers
- Face to face, telephone, and specialist counselling service offered through our partner, Inspire Wellbeing
- Short term financial assistance
- Funding for specialist treatment

**Contact details:**

Post            The Pharmaceutical Society NI, 73 University Street, Belfast, BT7 1HL

Free phone    02890329553

Web            <http://forum.psni.org.uk/pass/>

Email          [pass@psni.org.uk](mailto:pass@psni.org.uk)

The service is free, impartial and completely confidential.

## 7. Training Methods

Training during the pre-registration year will differ in many respects to training received at University. The pre-registration training programme is work-based learning and you must take advantage of all the learning opportunities that present during the year. To maximise the benefit from your training experience there are a number of methods you might choose to use.

### (1) Prescription Review

On a daily basis, take ten different prescription items which have been dispensed. For each of these items establish the medicine's name, its indications, its contra-indications, side effects, any pharmaceutical precautions and its legal category. This will very quickly give you a sound and extensive knowledge of the common medicines you are dealing with.

### (2) Over the counter diary

Keep a daily diary of four counter medicine sales and describe what conditions they have been sold for and what drug or drugs they contain.

### (3) Patient diary

Keep a record of symptoms that patients present to the pharmacist. Record what action the pharmacist took to manage those symptoms. You should consider using the AS METHOD mnemonic (See page 21) to record the actions taken and how this influenced the overall management of the conditions.

### (4) Role-play simulation

Dealing with patients and doctors requires a degree of skill. It is advisable that you practise your approach and communication skills by taking certain prescriptions which have inherent problems and role play it with your tutor who will act as the doctor or patient. This will allow your tutor to point out some of the things you neglected to say, should not have said or should have said differently.

### (5) Practice

Some aspects of pharmacy business require accounting, which is best learned by experience. It is therefore appropriate if your tutor shows you how this accounting is done and allows you to process various records over a number of weeks.

### (6) Error log

Keeping a personal error log of any dispensing related medication incidents that you are involved with, provides you with valuable insight into how to develop your dispensing practice. Pre-registration trainees work under the supervision of a registered pharmacist and it is expected that the accuracy and consistency of your dispensing practice will improve as the pre-registration training year progresses. Take time to analyse what has gone wrong and

what actions you could take to prevent a similar error happening in the future.

## 7.2 Responding to symptoms mnemonic

The AS METHOD technique is a mnemonic which allows the pharmacist to cover all necessary questions when dealing with symptoms at the counter. Only when these questions are asked and satisfactory answers are obtained from the patient, can the pharmacist view the whole problem and decide on appropriate management. This might include the sale of a suitable OTC remedy, the sale of an OTC remedy with instruction to see a GP should the symptoms last more than three days, or referral to the GP without the sale of any medicine.

**A Age of the patient?** – A 55 year old man complaining of heartburn might have a heart problem whereas 19 year old man complaining of the same symptoms will probably have heartburn. In most cases the age of the patient will be obvious and you will not need to ask.

**S Self or for someone else?** - It is important to establish this early in the interview, it will save a lot of time later.

**M Medicines being taken?** - This is obviously an important question since the symptom may be drug induced or one of the patient's drugs may be incompatible with an OTC medicine you might suggest.

**E Any extra medicines?** – Some patients do not regard simple analgesics and cough remedies as medicines.

**T Time?** How long has the symptom occurred? - As a rule, symptoms which have only been present for two or three days can be treated. Symptoms of a longer duration will require investigation by the doctor. Be careful, a 55-year-old man with a pain in his chest needs immediate referral.

**Taken anything?** - It is wise to enquire if any medicine has been taken to alleviate the symptom. This will indicate if the symptom is what the patient thinks they have. For example, if it was found to be totally ineffective in heartburn you should consider cardiovascular involvement. It will also stop the embarrassing situation of suggesting something that the patient has already tried and found ineffective.

**H History of disease?** - Establish if the client has a chronic disease which might have a bearing on the symptom or place them in a risk group which would require referral.

**O Other symptoms?** - Does the client have any other symptoms which they might think insignificant but could be vital to your diagnosis? For example, a client with frequent vomiting who is also losing a lot of weight. This client needs referral to a GP.

**D Doing anything to alleviate or worsen the symptom?** - This is a good indicator of the cause of the symptom. For example, if the patient reports that his heartburn is worse when he runs for a bus this might indicate cardiovascular involvement whereas if it is



worse when he lies down it is probably heartburn.

### **7.3 Reference sources**

Your employer has undertaken to provide a list of reference sources specified by Council in the pharmacy where you are working.

The list is provided on page 58-59. Other useful references and textbooks are also suggested.

## 8. Quarterly appraisals

### 8.1 Quarterly Appraisal Reports to the Pharmaceutical Society NI

Your tutor is the best person to assess your day-to-day practice and they will be undertaking a formal appraisal of your progress at quarterly intervals.

At each appraisal, your tutor will assess your performance and it is intended to show how you are progressing through your training. It is also a means of alerting the Pharmaceutical Society NI to any major difficulties that might arise. Appraisal interviews occur at the end of week 13, week 26, week 39 and at week 50 of training.

It is expected that the appraisal process will be a positive and constructive contribution to your development throughout the year and will be used to resolve major difficulties in a small number of instances.

Your tutor will assess your performance in the following areas:

- **Development of sense of professional responsibility**
- **Application of pharmaceutical knowledge**
- **Attitude towards:**
  - a) Staff
  - b) Patients / public
- **Ability to communicate:**
  - a) With patients
  - b) With colleagues
  - c) With members of other professions
- **Ability to accept and take authority**

### 8.2 Scoring of appraisals

It is important to understand that each appraisal report should indicate the stage you are at compared the level expected from a practising pharmacist at the end of the year.

The score does not relate to your progress during that quarter.

Your tutor will assess your performance in the areas mentioned above, using the following scoring system:

1	Excellent	Has achieved the highest standard expected of a competent pharmacist and demonstrates this standard consistently
2	Good	Has achieved the required standard expected of a competent pharmacist and demonstrates this standard consistently
3	Demonstrating progress, but not at standard for registration	Has made progress but needs further practice/training in order to demonstrate the standard consistently
4	Some progress	Has made some progress but requires further training/development
5	No progress	Has failed to develop to the minimum standard acceptable
NT	Not Tested (must not be used in more than TWO categories)	Has not had the opportunity to develop at this stage

It is perfectly normal for trainees **not** to attain scores of 1 (excellent) or 2 (good) at the first 13-week appraisal. You may even be scored as NT (not tested) if you have not had significant experience in the area being assessed. However, it is expected that your appraisal score would improve by the next appraisal and that you would be graded as good or excellent in the 39-week appraisal.

It is also expected that if you receive a score of NT (not tested) at 13 weeks then you and your tutor will work together and put a plan in place to ensure that you get the right experience. A trainee receiving a score of NT at 26 weeks would be cause for concern. The pre-registration lead will contact you and your tutor to explore the reasons for this.

If you are assessed as Grade 3, 4 or 5 in any component in your 39-week appraisal, this may indicate that further training is required before you are eligible for registration. If this happens, you will be expected to rectify any deficiencies in the final quarter of the training year, so that your tutor is able to complete the final appraisal and complete the declaration form.

In the event of there being disagreement between you and your tutor on whether an acceptable level of performance has been achieved, both of you must record your respective observations on the appraisal record in the e-portfolio.

For registration, you must attain a score of 1 (excellent) or 2 (good) for all areas of the appraisal at 50 weeks.

It is important that you are prepare for your quarterly appraisal and consider what evidence you have in relation to your performance. Your tutor will also review your % completion of performance standards at appraisal time. Further information about appraisals will be provided at your induction training day.

### 8.3 Submission of appraisals

Your tutor will complete each appraisal using the online e-portfolio system and then send it to you. You will have the opportunity to add any comments. Once you have added your comments, you are responsible for submitting the appraisal to the Pharmaceutical Society NI in a timely basis.

### 8.4 Deadlines for submission of Appraisal Reports

Appraisal deadlines will be displayed on the home screen of your pre-registration e-portfolio.

In exceptional circumstances, a maximum grace period for submission of appraisals of 2 weeks is allowed after the end of the appraisal deadline.

### 8.5 Final declaration by tutor

Your tutor has the responsibility of declaring that you are 'a fit and proper person' to become a registered pharmacist. At the end of your training year you must have satisfied your tutor that you:

- Have demonstrated competence appropriate to a registered pharmacist in all of the performance standards required by the Pharmaceutical Society NI
- Have a professional attitude and sense of responsibility sufficient for a registered pharmacist
- Will have completed a period totalling 52 weeks of pre-registration training
- Are able to apply in practice knowledge of the law relating to the practice of pharmacy and are a fit and proper person to be registered as a pharmaceutical chemist

Your tutor must complete a [Final Declaration Form](#). It needs to be submitted to the Pharmaceutical Society NI along with your registration documents at the end of the year.

#### Two placements declarations

If your training is split between two placements, e.g. 26 weeks in hospital and 26 weeks in community, your first placement tutor must complete a 26-week declaration form to indicate that your first period of training has been completed satisfactorily and that they anticipate you will have satisfied all the requirements of pre-registration training by the end of the training year. This 26-week declaration form can be accessed using this [link](#) or via the Pharmaceutical Society NI website.

If, at the end of 26 weeks, your first tutor does not consider your progress is sufficient to permit them to complete the declaration, then:

- The reasons for concern must be discussed with you.
- The 26-week declaration must not be completed by the tutor
- The tutor must submit a report identifying the problems to the Pre-registration Lead. The report should include details about what you are doing well, what you are doing less well and what you need to do better.

- Your second tutor will be informed of your situation by the Pre-Registration Lead and will review your 26-week appraisal.

It is still possible for you to complete your training within the year, notwithstanding the unfavourable 26-week appraisal. However, you will need to tackle the identified weaknesses in your performance and ensure that you reach a satisfactory standard by the end of the year so that your second tutor is able to sign the final declaration. Your second tutor will be informed of your situation by the Pre-registration Lead and will review copies of your 13 and 26-week appraisals. This will help you and your second tutor to plan your training so that problem areas can be addressed.

### **What happens if my tutor does not complete the final declaration?**

If your tutor considers that you do not meet the criteria specified in the final declaration or has other serious concerns about your progress, they must inform you and the Pre-registration Lead that they are unable to complete the final declaration.

The Pre-registration Lead in consultation with the tutor will then make recommendations for any further training requirements. A further 3 months training is the expected minimum additional training period. The tutor and employer are under no obligation to accept the trainee for an extended training period.

It is important to be aware that the Registrar can only accept a total training period of one continuous year if, at the end of that time, the pre-registration tutor(s) is (are) prepared to complete the appropriate declaration confirming that the experience has been satisfactorily completed.

## **8.6 Deadlines for submission of final declaration**

The final tutor declaration is part of the documentation for registration and must be submitted 2 weeks before registration. Further information about registration is provided in section 8.

## 9. Demonstrating your competency through performance standards

Competence means being able to consistently perform to a recognised standard. In this case, the standard is set by the Pharmaceutical Society NI, which must ensure that, upon joining the Pharmaceutical Register, you are able to undertake all the duties of a pharmacist. During your pre-registration training year, you will need to develop your competence and demonstrate that you have the necessary skills, knowledge and attitudes associated with being a pharmacist.

**Competence is having the necessary skills, knowledge and attitudes to undertake, consistently, the role of a pharmacist**

The performance standards make explicitly clear what you are expected to be able to do and how you should behave to join the register (see page 49).

The performance standards focus on the 'skills and attitudes' aspect of competence by requiring you to provide evidence of appropriate performance and behaviour during your training. You will be required to demonstrate the knowledge aspect of competence throughout the year, as this underpins your ability to perform and behave appropriately. In addition, your knowledge will be assessed in the registration examination.

### 9.1 What is the pre-registration e-portfolio?

You will record the evidence your developing competency via an online pre-registration training website called the e-portfolio. Before starting your training, you will receive information by email which explains how you register for the site.

Once registered for the e-portfolio, you will be able to create cycles of learning and claim the performance standards that apply to that cycle of learning.

You must also keep a separate folder containing hard copies of the evidence used in each cycle. Examples of the evidence you can record is provided on page 35.

Your tutor has the overall responsibility of confirming that you have completed all the performance standards and achieved a satisfactory level of performance but it must be emphasised that it is your responsibility to provide the evidence to your tutor to enable them to make this decision.

Further information about how you claim performance standards and how the e-portfolio operates will be provided to you at your induction training day.

### 9.2 Starting your e-portfolio

You should arrange to meet with your tutor within the first few days of starting your training to establish a plan for the year ahead to complete your performance standards e-portfolio.

The plan should include dates for achieving the targets for % completion expected at each appraisal (see page 34)

The first stage in developing your competence is to assess your current position. You should identify the areas that you are most confident about and which areas you need to develop. You may wish to carry out a SWOT analysis to help you identify the areas that you need to develop.

The initial meeting with your tutor is very important and should take some time. You should:

- *Discuss the Performance Standards*
  - Clarify your understanding of each performance standard
  - Discuss the assessment process with your tutor
  - Discuss the evidence to be provided for your e-portfolio
- *Consider your current level of competence*
  - What standard am I at now?
  - Am I consistently at this standard?
  - Is my present standard sufficient?
- *Identify your training/learning needs*
  - What training would benefit me most at this stage in my pre-registration year?
- *Discuss how to achieve the performance standards*
  - What opportunities are available for me to develop a specific performance standard?
  - What evidence do I need to collect for my e-portfolio?
  - Discuss how you will plan your activities and manage your time so that you can meet your objectives

If you and your tutor agree that you need more practice in a specific performance standard, then consider what opportunities there are for you to develop the standard.

Everyday activities working in a pharmacy environment will give you many opportunities to develop your competence. You must learn to take advantage of these opportunities and recognise how you can best learn from them. Having identified the opportunities, you then need to be clear about what you are trying to achieve and how you are going to achieve it.

You may need to consider other organised events (e.g. NICPLD courses) as a means of developing competence. Also, your own private study time will be important for developing your knowledge.

Your plans will probably need revised from time-to-time as unplanned learning opportunities arise, planned activities are missed or the expected standard was not achieved. Having a plan and reviewing progress at regular intervals will help you stay focused and ensure you meet all the training needs by the end of your pre-registration year.

### 9.3 Tutor guidance on verification of performance standards

As tutor, when you verify a cycle you are providing positive assurances to the Society that your trainee has achieved the specific performance standards attached to a learning cycle.

It is important to realise, that although your trainee may have submitted additional cycles to you for verification, the % completion score that the Society monitors is based entirely on cycles that you have verified.

You should regularly log on to the e-portfolio to assess your trainee's progress and verify their learning cycles. It is suggested that as a minimum, you should do this every 2 weeks. Regular verification is needed for 2 reasons.

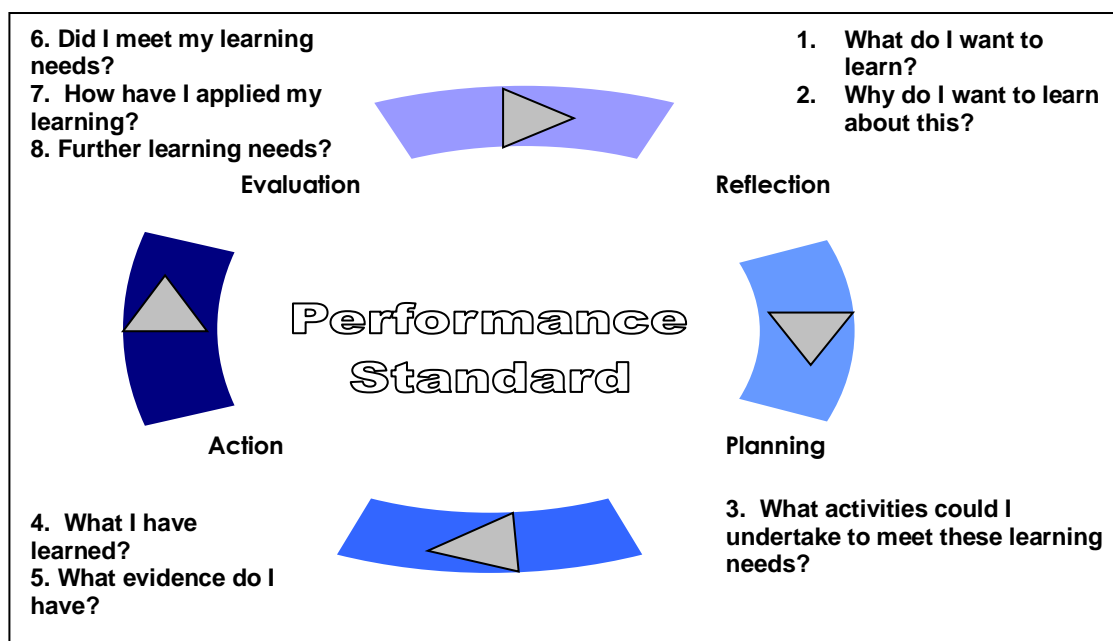
Firstly, it provides assurances to the Society and the public that your trainee is continually developing the necessary competencies throughout the year. Secondly, regular verification provides confirmation that you are continually engaging with the trainee to assist them in achieving their performance standards.

Guidance on the % completion targets for performance standards expected at each appraisal, is provided on page 34. If the trainee is not making the expected progress in terms of completion of performance standards, the Pre-registration Lead will contact the tutor and trainee to establish why expected levels of completion have not been met or to establish if any barriers exist. Tutors are reminded that they must also ensure that the evidence that the trainee is claiming applies e.g. if 'tutor observed' is claimed by the trainee as evidence – did you observe it?

An e-portfolio guide has been produced and is available through the resource section of the e-portfolio website. You can use this to show your trainee how cycles of learning can be created.

### 9.4 How to achieve a Performance Standard?

The recommended cycle of learning for developing your competence and therefore achieving a performance standard, is like the system that is used by pharmacists when they record their annual CPD (Continuing Professional Development).





When you log on to your e-portfolio you will be able to create a learning cycle via the 'cycle' section. You will be guided through each of the 4 stages of reflection, planning, action and evaluation. There are links to 'help sections' and guides to 'what good looks like' available in the e-portfolio.

Once you have made an entry into each of the stages of the learning cycle, you are able to attach performance standards. You are permitted to attach up to a maximum of 5 performance standards for each learning cycle.

It is your responsibility to submit the learning cycle to your tutor for verification. It is important to ensure that the performance standards you claim are relevant and apply to the actual learning cycle that you describe, otherwise your tutor can refuse to verify the learning cycle if the performance standards claimed do not apply.

When your tutor verifies a learning cycle they are confirming that it is acceptable and that you have successfully achieved the relevant performance standards. Tutors may also decide to ask you to modify the learning cycle. They will provide feedback to you on how you should amend the learning cycle. They also have an option to reject the cycle. This normally only occurs in exception, but may occur when the trainee submits a learning cycle with performance standards that do not apply or includes sensitive information.

## **9.5 The 4 stages of the learning cycle**

### **Stage 1: Reflection**

- **What do you want to learn?**
- **Why do I want to learn about this?**

At reflection stage, you need to identify specific learning needs. You can identify one or more specific learning needs. It is important to keep the learning need simple, precise and focused. This makes completing subsequent stages of your CPD cycle much easier.

### **Stage 2: Planning**

- **What activity/activities could I undertake to meet this learning need?**

At planning stage, you record what activities you plan to undertake to meet the learning need(s) that you have identified at reflection.

### **Stage 3: Action**

- **What did I do? (provide a short description)**
- **What did you learn in relation to your learning needs? (provide a short summary)**
- **What evidence do you have for this cycle?**

At action stage, you are required to provide a short summary of your personal learning. This summary must clearly relate to each of your learning needs. This means, if you have

described three learning needs in the reflection stage you should provide three statements of learning regarding each of these learning needs in your summary of learning at action stage.

At action stage, you are also required to enter details of the evidence collected in relation to the activity. You should keep the evidence related to each cycle in a separate folder. If your tutor has directly observed your activity then you can claim that the 'tutor has observed my activity'.

If your tutor has not observed the activity then you need to keep documentary evidence (e.g. photocopy of a prescription, journal article etc). It is important to understand that your tutor will check your evidence when they verify your learning cycles.

Further information on how you record your evidence is available on page 34. It is recommended that you keep a hard copy of any evidence for each learning cycle that you complete, regardless of whether the tutor has observed the activity.

#### **Stage 4: Evaluation**

- **Have I met my learning needs? If not, why not?**
- **How have I used or applied my learning?**
- **Have I identified any further learning needs?**

At evaluation, you need to reflect on your own performance. Having set yourself targets to complete a performance standard and collected the evidence, you need to consider if you have achieved the required standard and analyse if you have met your learning needs. Evaluation encourages you to reflect if there was anything you could have done better.

It is important to understand that you need to provide a clear indication of how you applied your learning.

When your tutor verifies a learning cycle they will expect to see an example of how you have applied your learning with a clear link between the original learning need(s).

Do not feel that by being self-critical you are exposing your weaknesses to your tutor. It demonstrates that you understand the skills associated with the performance standard in question and illustrates that you have insight into your own performance. It will also help you identify areas for further development.

Once you have entered information at the evaluation stage, you link relevant performance standards to your learning cycle before submitting to your tutor for review.

Your tutor will be able to give you feedback once they review a learning cycle. It is important to understand that when a tutor verifies a learning cycle, they are making the final decision that you met the performance standard you claimed.

## 9.6 Performance standards completion guidance

You can monitor your progress in achieving performance standards by accessing the e-portfolio. You will also be provided with a % completion score via the 'progress tab'.

You should use this % score to track your progress throughout the year. Your tutor will have access to this information as well and they will use it to monitor how well you are doing throughout the year and at appraisal time.

From a public interest viewpoint, patients and the public expect that trainee pharmacists demonstrate their developing competency in an arc of continual achievement throughout the year. For this reason, the Society has set expectations in relation to the % of performance standards that you are expected to achieve at each appraisal.

They are as follows:

- 13-week appraisal: 25% completed
- 26-week appraisal: 50% completed
- 39-week appraisal: 75 - 90% completed
- 50-week appraisal: 100 completed

The Society also monitors your progress and will contact both you and your tutor if sufficient progress is not being achieved.

It is important to understand that your % completion score is based only on those performance standards that your tutor has verified. It is recommended that you regularly inform your tutor if you have learning cycles that need to be verified.

You need to achieve a 100% completion score by week 50 to register.

## 9.7 Preparing your folder of evidence

As you proceed through your training, you need to keep a copy of the evidence related to what you have learned for each learning cycle.

The folder of evidence needs to be kept up to date during the year. You can use the cycle numbers from the online e-portfolio to reference each piece of evidence. This will make it easier for your tutor to examine the evidence when they verify a cycle.

A random selection of trainees will be asked to submit their folder of evidence to the Society for review. The external examiner may also request to see your e-portfolio and folder of evidence for assessment.

Whilst trainees are encouraged to share learning during their training year it is imperative that when working on your e-portfolio that no plagiarism occurs. Plagiarism is dishonest and unprofessional and may lead to fitness to practice proceedings.

The following types of documentation can be used as evidence of achieving a performance standard:

- Formal observation of your performance by your tutor
- Formal observation by another appropriate person
- Hard copy evidence

**(a) Formal observation by your tutor or another appropriate person**

When you have had sufficient training and experience to undertake an activity, you should organise a time when your tutor can observe you performing the activity.

Formal observation should normally be carried out by your tutor. However, if you are undertaking training in hospital, you may, on occasions, be supervised by others who will assess your performance. They will feedback to your tutor who will verify the learning cycle indicating their acknowledgement that the assessment has taken place with their support and agreement.

**(b) E-portfolio evidence when tutor has not observed your performance**

For some performance standards, it will not be possible for you to show your achievement sufficiently through formal observation. You will need to produce other types of evidence too.

The following list gives you some examples of types of evidence to include in your folder of evidence. You will undoubtedly find many additional types of evidence to use.

**Examples of types of evidence:**

- **Project/Audit work:** While no formal project is required to be submitted to the Pharmaceutical Society NI, as part of your pre-registration training, you will be required by your employer to carry out a small project or undertake an audit. This will provide evidence to support claims for your performance standard A 4.8 (Have successfully carried out a small, planned audit assignment).
- **NICPLD courses:** If you attend/complete any courses, you must include details of the course completed, the NICPLD record of your attending/completing the course and your 'score' in any assessment.
- **Study days:** If you attend any additional study days, you must include copies of the handouts, details of what was covered and how this can be put into practice.
- **Health promotion campaigns:** It may be possible for you to become involved in a local or pharmacy-organised Health Promotion Campaign. You can write a report of this activity for your e-portfolio.
- **Keeping a log or diary:** There are many types of activity in a pharmacy where you can keep a log or diary over a period of time for inclusion in your e-portfolio, e.g. medication errors and action taken, consultations with patients, members of the

healthcare team, drug tariff problems, records of activities associated with responding to symptoms or giving advice on OTC products.

- **Journal/book references:** You can include copies of journal references, copies of pages of the BNF.

### **How much evidence do I need?**

To provide evidence that you have consistently achieved a performance standard, you are required demonstrate that a standard has been met on three occasions. This means that you will need to produce three pieces of evidence which will be documented in three separate cycles of learning.

This applies to all performance standards except performance standard A 4.8 in which you only need to produce one piece of evidence.

For some activities, e.g. giving advice to customers over the counter, your tutor may want to observe you over a period of time, e.g. directly observing you providing health promotion advice to patients over a period of 2 weeks.

Your tutor may also ask you to demonstrate a standard on more than 3 occasions if they require further assurances about your competency in relation to that performance standard.

**An e-portfolio guide has been produced which is available through the pre-registration training website resource section.**

## **9.8 Performance Standards Assessment Summary tool (PSAS)**

Both you and your tutor will have access to the 'performance standards assessment summary tool (PSAS)'. This is viewed via the progress tab on the pre-registration e-portfolio. It is a useful tool to keep track of progress and can help you identify the performance standards that you need to focus on. The % completion score is displayed here also. You should review the PSAS tool on weekly basis.

## **9.9 What happens if I am not making progress?**

The Pharmaceutical Society NI will continually review your e-portfolio throughout the training year. If your progress is behind, the Pre-registration lead will contact both you and your tutor to establish if there is a reason why progress is behind or if any other barriers exist.

If you are having difficulties in completing your e-portfolio you need to seek advice from your tutor as soon as possible. In the event of any further difficulty you may contact the pre-registration Lead for advice.

## 10. Registration Examination

The Pharmaceutical Society NI' registration examination is held in June and October of each year (provisional dates are provided on page 5). A pass in this examination is a pre-requisite for registration.

You will be informed of the date and venue for the examination as soon as this is confirmed.

### General Information

- (a) This information should be read in conjunction with the Pharmaceutical Society NI's Regulations on Pre-registration Experience. The Council of the Pharmaceutical Society NI retains full rights of interpretation of the regulations.
- (b) No person who applies for registration under Article 8(2) (b) of the Pharmacy (Northern Ireland) Order 1976 who commenced pre-registration training on or after 31st May, 1993 shall be registered as a pharmaceutical chemist unless the applicant has passed the registration examination.
- (c) The training year syllabus will be as defined by the Council of the Pharmaceutical Society NI.
- (d) All aspects of the examination and associated procedures will be subject to review and amendment by the Council, through its Examination Committee.

### Conditions of Admission

- (a) A person shall be eligible to sit the examination upon completion of at least 45 weeks satisfactory pre-registration training in accordance with the Pharmaceutical Society NI's Regulations, payment of the entrance fee stipulated, and production of evidence to satisfy the Registrar of the Pharmaceutical Society NI as to his/her:
  - (i) Identity
  - (ii) Satisfactory completion of the 39th week Appraisal form in accordance with the Regulations on Pre-registration experience
- (b) Eligibility to sit the examination for the first time will lapse 18 months after the satisfactory completion of pre-registration training. In such circumstances, the candidate will have to meet such requirements as are specified by the Registrar before once again becoming eligible for first entry to the examination.

### 10.1 The pre-registration training year syllabus

The registration examination is an assessment of your knowledge and understanding of topics that form the core of knowledge required for effective professional practice.

The Pharmaceutical Society NI has produced a detailed syllabus for the pre-registration training year which should be used to guide you through the year. See page 60.

You should refer to the syllabus throughout your training year to identify learning needs and to help you prepare for your registration examination.

## 10.2 Entry and re-entry to examinations

The regulations relating to the registration examination are given below. It is your responsibility to submit your examination entry form and all the required information to the Pharmaceutical Society NI by the specified date. It is your responsibility to read and understand all the rules and regulations in relation to the examination. Further information can be found via this [link](#) to the Pharmaceutical Society NI website. A ratified entry form and your examination number will be sent to you no later than two weeks before the examination.

- (a) First entry candidates for the June examination (or October examination if relevant) must submit to the Pharmaceutical Society NI, at least **six weeks** before the date of the examination (with deadline of 1<sup>st</sup> May for the June examination and 1<sup>st</sup> September for the October examination)
  - (i) The appropriate examination fee
  - (ii) A completed application form for entry to the examination.
  - (iii) Two passport sized photographs, each bearing on the reverse side the following **hand-written** declaration of the pre-registration tutor,  
  
“**I certify that this is a true likeness of [trainee's name]**”  
*This declaration is to be signed and dated by the tutor in each case.*
  - (iv) A satisfactory 39th week appraisal must also be submitted before the registration examination.
- (b) Candidates for the October examination must submit a completed application form for entry to the examination **at least six weeks** before the date of the examination, together with the appropriate examination fee.
- (c) The Registrar reserves the right to refuse late entry to the examination for candidates who fail to comply with whichever of paragraph [a] or [b] applies. Such persons will only be admitted to the examination if they can prove postage to the Pharmaceutical Society NI of the specified items six or more weeks before the date of the examination or that the failure to submit these was due to circumstances completely unforeseeable to and beyond the control of the candidate.
- (d) Any request for special arrangements for a candidate with a permanent or temporary disability or other adjustments should normally be made to the Pharmaceutical Society NI no later than the 31<sup>st</sup> March for the June Examination and 31<sup>st</sup> July for the October Examination. The disability should be described and the nature of the special arrangements requested outlined. The Pharmaceutical Society NI reserves the right to request corroborating (medical) evidence for any adjustment requested. This is

required in all cases when the requested adjustment is for additional time. Candidates who develop a disability shortly before the examination should inform the Pharmaceutical Society NI immediately. [Information for Candidates with Disabilities](#).

- (e) Candidates will be admitted to the examination, on production of a ratified entry form with affixed photograph. This will be sent to candidates no later than two weeks before the date of examination.
- (f) A candidate who informs the Registrar of the Pharmaceutical Society NI in writing not less than seven days before the date of the examination of the withdrawal of her/his entry will be regarded as not having made an entry.
- (g) Candidates who do not attempt the examination due to illness, accident, bereavement or other adequate cause, for which appropriate certification must be provided, will be regarded as not having made an entry.
- (h) Candidates who under the provisions of (f) or (g) above are deemed not to have made an entry will be eligible to sit the next following examination without undergoing practice experience beyond an initial satisfactory years pre-registration training.

## 10.3 Examination Format

### Background and philosophy

It is our aim to make the registration examination a fair assessment of the knowledge expected of a competent pharmacist. The examination papers have been assessed by the Examination Committee and the external examiner.

### Open book examination

The aim of the open book examination is to test the ability of a pharmacist to use his/her knowledge and skills in conjunction with the main references sources that are readily accessible to be able to interpret data and answer questions that are within the broad remit of the professional responsibilities of a pharmacist. These include:

- Drug and therapeutic issues – such as doses, pharmacokinetics, clinical data
- Disease pathology and management – such as duration of treatment, side-effects, drug interactions and contra-indications
- Professional and Ethical issues
- Legislation for pharmacists
- Numerical exercises – including calculations and interpretation of numerical data

The open book examination lasts for three hours. It is divided into two sections, i.e. calculation questions (Section A) and open book questions (Section B). The pass marks for each section are 80% and 70% respectively.



The following reference sources are permitted for the open book examination in June and October this year.

- Drug Tariff (Northern Ireland) April 2019 edition
- British National Formulary 76<sup>th</sup> edition (September 2018 edition)
- BNF for children (2018-2019 edition)
- The Code

Only the Standards and Guidance Documents of the Pharmaceutical Society NI below are permitted into the examination:

- Standards on Advertising Services
- Standards on Internet Pharmacy
- Standards on Patient Confidentiality
- Standards on Patient Consent
- Standards on Pharmacist Prescribing
- Standards on Sale and Supply of Medicines
- Standards on the Responsible Pharmacist
- Guidance on Raising Concerns

### **Closed book examination**

The aim of the closed book examination is to test day-to-day knowledge that a pharmacist should have without consulting additional sources of information on:

- Practice issues, including responding to symptoms
- Knowledge of disease pathology and management
- Knowledge of drugs including therapeutic issues, side-effects, drug interactions and contra-indications
- Professional and Ethical issues
- Legislation for pharmacists

The closed book examination lasts for 2 hours.

### **MCQ style**

The examination consists of multiple-choice questions (MCQs). The format of the questions (except the calculation questions) is the same throughout, each question consisting of a statement followed by four stems which may be True (T) or False (F). Each stem carries equal marks. There are 60 questions in the Closed book examination and 50 in the Open book examination, including 20 calculation MCQs. The format of the calculation questions is the same throughout; each question consists of a statement which may be True (T) or False (F). Each stem carries equal marks.

Further information on how to mark your answers in the examination papers can be accessed using this [link](#).

## **Marking of the examination**

### Marking System

- There is no negative marking.
- Open book paper - Section A (20 calculation questions) has a pass mark of 80%
- Open book paper - Section B (30 multiple choice questions) has a pass mark of 70%
- Closed book paper – (60 multiple choice questions) has a pass mark of 70%
- There is no compensation between the sections
- There is no compensation between the Open book examination paper and the Closed book examination paper

## **10.4 Registration examination results**

Results of the Registration Examination will be made available via the website of the Pharmaceutical Society NI ([www.psn.org.uk](http://www.psn.org.uk)). You will need to have your examination number to access your result.

## **10.5 Sample MCQ questions**

To help you prepare for the registration examination, sample questions consisting of an open book and closed book questions will be available on your e-portfolio from March. It is strongly recommended that you attempt these sample questions.

## **10.6 Examination rules and regulations**

Candidates are responsible for adhering to the rules and regulations of the examination. Further information can be located on the Pharmaceutical Society NI website using this [link](#).

## **10.7 Permitted material**

Candidates are responsible for ensuring that they take only permitted material into the examination and have the correct reference sources for the open book examination. Further information can be located on the Pharmaceutical Society NI website using this [link](#).

- It is the candidate's responsibility to have the relevant edition of the reference sources for the open book examination. They will not be provided.
- There must be no additional notes or annotations (hand-written or typed) on any reference source a candidate brings into the open book examination. Books may be

tabbed and information highlighted only. Please refer to this [link](#) for further information

- Calculators may be used in this examination provided they are not mobile phone calculators and only have simple calculation facilities including a square root function (i.e. NOT scientific calculators). Please refer to this [link](#) for further information

## **10.8 What to do if you fail the examination / request for examination attempt to be nullified**

If you are unsuccessful in the registration examination, please contact the Pre-registration Lead as soon as possible.

Further information about what to do if you fail the examination or if you are requesting consideration to have your examination attempt nullified is provided using this [link](#).

# 11. Registering as a pharmacist

Registration will only take place when you can prove to the Registrar that you have fulfilled the Pharmaceutical Society NI regulations on Pre-registration Training and have passed the Registration Examination.

You must ensure that the following is received by the Pharmaceutical Society NI by the specified deadlines:

- A New Registrant form (this will be posted out to you)
- Registration fee (as specified by Council)
- Declaration form (two Declarations if you had two tutors)
- FOUR completed appraisal forms indicating an acceptable level of performance at 13, 26 and 39 weeks and a final appraisal indicating that you have attained the required standard (i.e. a score of 1 or 2 for all elements)
- Completion of the e-portfolio
- Proof of attendance at the Law & Ethics day, First Aid Training and Supporting Professional Practice all delivered by NICPLD (an attendance record will be provided by NICPLD, you must ensure that your attendance is recorded)
- Proof of passing the assignments associated with the compulsory distance learning courses by the deadline date
- Additional forms that may be required by Council. If required, these forms will be posted to you before registration.

You must generate a certificate from the NICPLD website which will be used as evidence of your attendance at the training days and completion of self-study course assessments and should be included with your documentation for registration.

The Registrar will already be aware of the result of the Registration Examination which you must have passed and your attendance at the Induction Training Event.

Your degree certificate must also have been presented for authentication at the start of your pre-registration training.

## 11.1 Registration Process

The aim is to have a seamless process for newly eligible pharmacists to join the register, i.e. there will be no delay between completing the compulsory pre-registration training and becoming a registered pharmacist.

To ensure that this occurs, the Registrar and the Council of the Pharmaceutical Society NI have agreed that the process for registration will be as described below.

1. All essential documentation for registration, including the specified registration fee, must be submitted by the trainee and be received by the Pharmaceutical Society NI no later than two weeks before your registration date. This will include the final appraisal and declaration, which will indicate when the trainee will have completed one full year. Documentation received after two weeks before your registration date will result in a delay in registration.
2. Notwithstanding the early submission of documentation, a trainee **must complete a full year** of training as specified in the regulations. Any illness or absence of a trainee after submission of registration documentation must be notified to the Pharmaceutical Society NI immediately by the trainee, tutor or employer and there will be an associated delay in joining the register.
3. All documentation must be completed appropriately, signed, dated and submitted as required. A completed and signed checklist of essential documentation to be submitted for registration must accompany the final submission of documents. Any errors or omissions in submitted documentation may result in a delay in registration.
4. If a tutor is not satisfied with a trainee's progress he/she should contact the Pre-registration Lead in the first instance. This may incur a delay in registration.
5. The Registrar will approve the addition of a trainee's name to the register without meeting the trainee, unless he/she has a reason for meeting the trainee face-to-face. The Registrar reserves the right to meet with a trainee, in which case registration may be delayed.
6. Trainees will be registered pharmacists the day after completing the full year training period, i.e. a trainee who has the approval of the Registrar to join the register and who started pre-registration training on 2 July 2018 will be a registered pharmacist on 2 July 2019, i.e. the anniversary of your start date.
7. Confirmation of registration and registration number will be posted to trainees. If written confirmation has not been received by the official registration date, a trainee and/or prospective employer can verify this via the '[Search the Register](#)' facility.

Further information can be accessed via this [link](#).

## 12. Role of the Pharmaceutical Society NI

The provision of pharmaceutical services in Northern Ireland requires the interaction of many groups and bodies. Many of these organisations have clear relationships with others, in some cases they may have no relationship but simply represent the interests of a specific group of pharmacists.

An understanding of the role of the various bodies is an important prerequisite to understanding the provision of the service in Northern Ireland.

The Pharmaceutical Society of Northern Ireland was established by the Pharmacy and Poisons Act (Northern Ireland) 1925, and has been based at 73 University Street, Belfast

Since 1933. Its primary purpose has been:

- (a) to advance chemistry and pharmacy;
- (b) to promote pharmaceutical education and the application of pharmaceutical knowledge;
- (c) to maintain the honour and safeguard and promote the interests of the members of the Society in their exercise of the profession of pharmacy;
- d) to execute all such functions as may be entrusted to the Society under any enactment;
- (e) to provide relief for distressed persons, being—
  - (i) members of the Society;
  - (ii) persons who at any time have been members of the Society or have been registered as either pharmaceutical chemists, or chemists and druggists, or druggists or apprentices to pharmaceutical chemists, or as students of the Society; or
  - (iii) surviving spouses, surviving civil partners, orphans or dependants of deceased persons who were at any time members of the Society or registered as aforesaid.

These objectives have been met by Pharmaceutical Society NI registering and regulating pharmacists and pharmacies in Northern Ireland as well as providing leadership to the profession, in the public interest.

Additional powers and responsibilities were confirmed on organisation by the Pharmacy (Northern Ireland) Order 1976 and following the publication of the Government's white paper "Trust Assurance and Safety" in 2007, further amendments were required and in 2012 these amendments were made under the Pharmacy (NI) Order 1976 (Amendment) Order (NI) 2012.

To practice pharmacy a person must be a member of the Pharmaceutical Society NI and the premises at which the practice of pharmacy is undertaken must be registered with the organisation.

The Council consists of up to 14 members, there are positions for 7 registered pharmacists (registrant members) and 7 persons that are not, have never been and are not eligible to be pharmacists (lay members). Council members are appointed on a competency basis by the DHSSPS for periods of between 2 and 4 years.

The Pharmaceutical Society NI has several committees. The committees concentrate on implementing policy within the framework that has been agreed by Council. The committees are accountable to the Council, which monitors implementation through the receipt of

agendas and minutes of their meetings. The management of the committee business is the responsibility of the Chairman of the committee and includes the preparation for meetings and monitoring the implementation of decisions.

The role of the Registrar is a pivotal one within the functions of the Pharmaceutical Society NI. The Registrar is responsible for the accuracy and completeness of the Pharmaceutical Society NI Registers which include the Register of Pharmaceutical Chemists, Corporate Bodies and Superintendents and Register of Premises.

One of the other key functions of the Registrar is to lead and develop the processes to ensure that all statutory requirements are complied with. The Registrar is also responsible for any reciprocal registration with Great Britain and registration with EU and non-EU Pharmaceutical Regulatory Bodies.

### **Committees involved in Fitness to Practise**

There are two committees involved in determining allegations of impaired fitness to practise: The Scrutiny Committee and the Statutory Committee.

The Pharmaceutical Society NI use threshold criteria when determining if cases should be referred to the Scrutiny Committee.

### **Scrutiny Committee - Composition, Quorum and Term of Office**

The Scrutiny Committee must consist of a lay member who is the chair; a lay member who is the deputy chairs; two other lay members; and four members who are registered persons ("registered members"). The members of the Scrutiny Committee will be appointed by the Council.

The quorum of the Scrutiny Committee is three which must include the chair or deputy chair, a lay member and a registered member.

The chair and deputy chairs may be legally qualified. If the chair is absent from a meeting, one of the deputy chairs may perform the functions of the chair.

A Scrutiny Committee member will hold office for 4 years from the date of appointment and is eligible for reappointment at the end of that period. However, no member of the Scrutiny Committee (including chair or deputy chair) is to hold office as a member of that Committee for more than an aggregate of 8 years in any 20-year period.

### **Statutory Committee - Composition, Quorum and Term of Office**

The Statutory Committee must consist of a lay member who is a chair; two lay members who are deputy chairs; three other lay members; and six registered members all of whom shall be appointed by the Council.

The quorum of the Statutory Committee is three which must include the chair or deputy chair, a lay member and a registered member.

A member of the Statutory Committee is to hold office for 4 years from the date of appointment and is eligible for reappointment at the end of that period. No member of the Statutory Committee may hold office more than aggregate of 8 years in any 20-year period.

Sanctions available to the scrutiny and statutory committees can be found via the following link: <http://www.psnri.org.uk/wp-content/uploads/2012/12/Sanctions-available-to-fitness-to-practise-committees.pdf>

Further information on membership of the Council and Committees can be obtained from the Pharmaceutical Society's website.

## **Pharmacy Forum NI**

The Pharmacy Forum NI is the professional Leadership body for registered pharmacists in Northern Ireland. The Forum leads and supports the development of the profession, promotes best practice among pharmacists and represents all areas of the pharmacy practice.

The Pharmacy Forum operate the Pharmacists' Advice and Support Service and provides calculation training to pre-registration trainees.



## Performance standards

The standards describe what a pre-registration trainee is expected to be able to do and how he should behave in order to join the register. They are grouped into three key areas with the major components as indicated below:

### Unit A      **Personal Effectiveness**

- A1      Manage self
- A2      Manage work
- A3      Manage problems
- A4      Demonstrate a commitment to quality
- A5      Demonstrate ongoing learning and development

### Unit B      **Interpersonal Skills**

- B1      Communicate effectively
- B2      Work effectively with others

### Unit C      **Medicines & Health**

- C1      Manage the dispensing process
- C2      Provide additional clinical and pharmaceutical services

The performance or behavioural indicators are statements of precisely what it is that a trainee must be able to do and how he should behave. The trainee must meet these indicators consistently in order to be assessed as competent.

### Unit A      **Personal effectiveness**

These standards encompass aspects of performance and behaviour that underpin effective professional activity. They can be applied to any situation.

You must demonstrate that your personal and professional conduct is consistent with the Code, in that you:

- have due regard for accepted standards of behaviour both within and beyond professional practice
- promote and safeguard the interests of the public
- justify public trust in the pharmacist's knowledge, ability and judgment
- promote the good standing of the profession
- avoid any act or omission which would impair confidence in the profession.

## **A1 Manage self**

You must at all times demonstrate a level of self-awareness, responsibility and self-management that will enable you to be an effective practitioner both independently and within teams or groups.

### ***You must show that you:***

- A1.1 Behave in a manner consistent with membership of the profession
- A1.2 Manage your time effectively
  - This will include time at work and using time outside work for personal and professional development. It will include prioritising tasks, planning, timekeeping and management of interruptions
- A1.3 Recognise your personal and professional limitations and refer appropriately
  - In this context, appropriately means referral when necessary, to the correct person, in a suitable manner
- A1.4 Respond with willingness and flexibility to new situations and to change
- A1.5 Remain composed and personally effective in all situations
  - This may, in extreme circumstances, include removing self from situation in order to maintain self-control and to minimise risk to patients
  - Situations will include challenging behaviour from colleagues or clients, periods of heavy workload and times of stress
- A1.6 Make decisions which demonstrate clear and logical thought
- A1.7 Take responsibility for, and accept outcomes of, your own decisions
- A1.8 Amend your behaviour, when necessary, based on evaluation of your performance by yourself or others

## **A2 Manage work**

You must at all times work efficiently and effectively, and within legal and ethical constraints.

### ***You must show that you:***

- A2.1 Carry out tasks effectively
  - Effectively in this context means correctly, in an organised manner, with sufficient attention to detail and at a pace appropriate to the level of business. It includes prioritisation and completion of tasks within agreed deadlines
- A2.2 Approach tasks and situations in accordance with the law and with the Code
- A2.3 Follow work systems correctly
  - Work systems include your own working practices, standard operating procedures, Sale of Medicines protocol, your organisation's systems and security procedures
- A2.4 Use resources effectively
  - Resources include colleagues, other healthcare workers, workspace, equipment / material and both text-based and electronic references

### **A3 Manage problems**

You must demonstrate that you can handle a wide variety of problems, whether by resolving them yourself or by contributing to their resolution.

***You must show that you:***

- A3.1 Recognise and define actual or potential problems
  - Problems include difficulties minor and serious needing resolution
- A3.2 Identify workable options to resolve the problem
- A3.3 Select the best solution, based on sound analysis and appropriate evidence.
  - Sound analysis will include:
    - Exploring the strengths and weaknesses of options
    - Considering barriers to resolving the problem
    - Discussion with others
- A3.4 Suggest and, if appropriate, implement solutions to problems
- A3.5 Evaluate the outcome of the solution after implementation, and if necessary redefine the problem (see A3.1)

### **A4 Demonstrate a commitment to quality**

You must deliver products and services of the highest standard by ensuring quality. Your prime concern must be the welfare of the patient and other members of the public

***You must show that you:***

- A4.1 Work to an acceptable standard when preparing products and delivering services
  - As defined by the Code, with patients' needs paramount
- A4.2 Check your own work effectively
- A4.3 Minimise error by others through effective supervision
- A4.4 Identify and rectify your own and others mistakes promptly and effectively
- A4.5 Minimise health and safety risks to yourself and others
- A4.6 Base your actions, advice and decisions on evidence
  - Rather than assumption, anecdote or hearsay
- A4.7 Obtain and process the evidence you need to satisfy A4.6
  - By the effective gathering, review, evaluation and application of research evidence
- A4.8 Have successfully carried out a small, planned audit assignment

## **A5 Demonstrate ongoing learning & development**

You must provide evidence that you are continually developing your professional competence by applying what you have learned from daily activities and incidents and from formal learning opportunities.

### ***You must show that you:***

- A5.1 Identify and prioritise your own learning and development needs
  - Based on self-reflection / evaluation and on feedback from others
- A5.2 Develop your own plans to meet identified needs, using SMART learning objectives
  - Plans should include a variety of learning activities, such as:
    - Using reference sources
    - Undertaking distance or IT learning packages
    - Work shadowing [observation of others at work]
    - Discussion with tutor or colleagues in and outside the pharmacy
    - Giving talks / presentations
    - Attending events e.g. courses, seminars, conferences, branch meetings
- A5.3 Make full use of learning and development opportunities
  - Opportunities will arise from the activities
- A5.4 Evaluate whether your learning objectives have been met
- A5.5 Identify your further learning needs
- A5.6 Record your own learning and development process and outcomes
- A5.7 Apply learning to practice

## **Unit B Interpersonal skills**

These standards encompass aspects of performance and behaviour that involve any interaction with others. You must demonstrate your ability to communicate at all levels and to work with others in the pharmacy and healthcare team. In so doing, you will demonstrate possession of the core characteristics of an empathic healthcare professional:

- seeing and understanding things from the perspective of others, especially patients
- communicating effectively
- working with people from other disciplines

## **B1 Communicate effectively**

You must demonstrate communication skills that promote the provision of a quality service.

### ***You must show that you:***

- B1.1 Communicate effectively in English
  - Effectively here means that you are sufficiently competent in English to understand and be understood in writing, on the telephone and in person
- B1.2 Behave in a polite and helpful manner
- B1.3 Sensitively approach people who need or who may need assistance
- B1.4 Elicit all relevant information by the use of appropriate questions
- B1.5 Listen effectively to the whole message
  - This includes spoken word, body language and tone of voice
- B1.6 Respect and observe confidentiality
- B1.7 Act appropriately in response to spoken and unspoken needs of others
  - Others will include people with special needs and those from different backgrounds and with different lifestyles
- B1.8 Behave in a manner which instills confidence
- B1.9 Behave assertively
- B1.10 Use appropriate body language
- B1.11 Provide information and advice appropriate to the needs of the recipients(s)
  - Recipients must include individuals, groups and those with particular needs, e.g. people with diabetes, asthma etc.
- B1.12 Handle conflict appropriately
  - This will include taking action to prevent conflict wherever possible
  - Evidence must cover conflict arising from complaints, aggressive behaviour and from disagreements with or amongst colleagues

## **B2 Work effectively with others**

You must contribute positively to any team or group with which you are associated, so that targets and goals are achieved. You must develop and demonstrate skills involved in the management and/or supervision of others. This recognises the inclusion of these responsibilities in the roles of the majority of pharmacists.

### ***You must show that you:***

- B2.1 Acknowledge the ideas and opinions of others and act on them when appropriate
  - Others must include junior and senior colleagues and external contacts
- B2.2 Present your own ideas and opinions appropriately when speaking and in writing
- B2.3 Meet commitments made to others within agreed deadlines
  - This will include giving clear explanations if commitments cannot be met
- B2.4 Give constructive feedback to others based on accurate evaluation of their performance
  - This must include both positive and negative feedback
- B2.5 Secure help from others when necessary in an appropriate manner
- B2.6 Assist others when necessary
- B2.7 Delegate tasks appropriately
  - When necessary and in a manner conducive to team-working
- B2.8 Supervise others in an appropriate manner to ensure that agreed outcomes are achieved
- B2.9 Use your knowledge and skills effectively when helping others learn

## Unit C Medicines and health

These standards encompass aspects of performance and behaviour that are specific to pharmacy practice.

You must demonstrate your ability to provide an effective pharmaceutical service.

Development of the following characteristics will underpin your future role as a provider of pharmaceutical care:

- identifying health needs and understanding the opportunities for health promotion as well as treatment and care
- working with patients and carers, to manage their medicines and ensure that they can play an active part in the decisions and choices affecting their treatment or care
- understanding and making the most of the whole health and social care system for the benefit of patients

For this unit to be achieved, you must have experience or awareness of all the following:

- the pharmacist's role in both community and hospital
- the way the healthcare system operates for patients in community and hospital
- supply of medicines from both community and hospital
- provision of advice about medicines and health
- use of patient medication records and histories
- working with local formularies and prescribing guidelines
- use of the full range of reference sources as specified by the Pharmaceutical Society of Northern Ireland
- use of a full range of dispensary equipment

### C1 Manage the dispensing process

You must be able to provide an effective service for the supply of prescribed medicines, dressings and appliances. You should demonstrate the ability to deliver such a service by undertaking dispensing yourself and by the effective management of dispensing undertaken by others.

#### ***You must show that you:***

- C1.1 Correctly receive prescriptions into the pharmacy
  - Correctly will include following protocols and providing necessary information
- C1.2 Check the prescription is valid
  - Valid means legible, accurate, complete and complying with legal requirements, not fraudulent

- C1.3 Assess the prescription for safety and clinical appropriateness  
This will include:
- Appropriateness according to patient's condition, if known
  - Meeting the patient's need with view to minimising waste
  - Dosage within therapeutic range
  - Appropriate dosage form
  - Appropriate route of administration
  - Appropriateness according to patient's parameters (age, weight, etc.) and previous medication
  - Compatibility with other medication, if known
  - Consistency with formularies, clinical guidelines and protocols, if known
  - Risk of adverse drug reactions
  - Potential for non-compliance, inappropriate use or misuse by patient
  - Any other contra-indications
- C1.4 Resolve any identified problems appropriately  
- This will include any problem arising from C1.2, C1.3 or stock availability
- C1.5 Perform calculations correctly
- C1.6 Assemble the prescription correctly  
- This includes packaging and producing computer-generated labels
- C1.7 Supply extemporaneously prepared products according to the correct formula  
- Both by preparing and by ordering from a specialist manufacturing unit
- C1.8 Correctly issue dispensed item(s) to patient or representative, with appropriate information and advice
- C1.9 Ensure stock is managed correctly  
- This will include ordering, checking on delivery and dealing with discrepancies, stock rotation, dealing with recalls and returned items, storage and disposal
- C1.10 Respond appropriately to requests to dispense prescription-only items without a prescription  
- Requests from patients or their representatives and from prescribers  
- It is a legal requirement that a pharmacist has interviewed the patient and makes the decision to supply. In order to meet this criterion, you should, with the patient's consent, listen to the interview, dispense the product and make the entry in the register (with checking by the pharmacist)
- C1.11 Correctly process necessary documentation  
- This includes endorsing in both hospital and community, filing, stock control and completion of PMRs, CD records and prescription register
- C1.12 Effectively check prescriptions dispensed by others

## **C2 Provide additional clinical and pharmaceutical services**

You must demonstrate the application of your clinical and pharmaceutical knowledge. You must show that this knowledge is up-to-date. It must be used effectively in the following areas:

- The management of prescribed medicines, long term conditions and common ailments
- The promotion and support of healthy lifestyles
- The provision of advice and support to patients and other healthcare professionals

Competence in this element will underpin your ability to manage medicines and provide pharmaceutical care in the future.

### ***You must show that you:***

- C2.1 Provide considered and correct answers to queries, founded on research-based evidence
  - Evidence sources will include clinical textbooks, journals and pharmaceutical company information (whether paper-based or electronic)
- C2.2 Pro-actively assist patients to obtain maximum benefit from their treatment
  - This will include identifying opportunities to assist, providing information, positive reinforcement, reassurance, testing understanding and encouraging recipient to ask questions
  - Directly or via their representatives
- C2.3 Identify and take action to minimise risk to patients from their treatment
- C2.4 Actively provide information and advice to healthcare professionals
- C2.5 Construct medication histories using a range of sources
  - These must include basic and comprehensive histories
- C2.6 Use medication histories correctly
  - Access existing information, record new information and apply the information
- C2.7 Recognise possible adverse drug reactions, evaluate risks and take action accordingly
  - This may include advising and providing information to patients or their representatives, discussion with colleagues and reporting via a Yellowcard to the MHRA
- C2.8 Provide appropriate information and advice on the management of minor and common ailments
  - Information and advice must incorporate both appropriate self-medication and appropriate non-drug actions
- C2.9 Effectively use opportunities to promote and support healthy lifestyles and prevent disease
  - With individual patients and at formal events such as presentations to patient or public groups
- C2.10 Demonstrate awareness of emergency first aid
- C2.11 Refer, or direct the person, to a more suitable source of help or information, when necessary
  - For example: support groups, GP, hospital A&E dept



## Reference Sources

### Essential Reference Sources

There are two categories of reference source for pre-registration training sites:

**A Specific (required) titles**

**B Required topics**

Providers are free to choose their own preferred text for these topics

**These reference sources must be paper-based unless the electronic version can be accessed at the same time as labelling or use of patient medication records.**

### Category A

*British National Formulary\**

*Pharmaceutical Society Standards and Guidance documents*

*Drug Tariff\**

*BNF for Children\**

*Stockley's Drug interactions*

\*These are required for the open book paper of the registration examination. For the editions needed see examination information.

\*Current editions must be available at the training site

### Category B

Topics to be covered by the availability of a non-specified up-to-date<sup>†</sup> reference source:

Adverse Drug reactions

Responding to Symptoms

Nutrition

Health Promotion

Evidence-based medicine

e.g. *Evidence-based medicine* David Sackett et al: Churchill Livingstone  
or *Clinical evidence* Godlee F et al: BMJ publishing

Pharmacy Law and Ethics

Pharmacy Calculations

<sup>†</sup> *DL pack or another text (the most up-to-date should be used)*

## Additional Reference Sources

Some useful reference sources include:

Community Pharmacy - Symptoms, diagnosis and treatment P. Rutter (Elsevier)

The Pharmaceutical Press ([www.pharmpress.com](http://www.pharmpress.com)) has an extensive range of textbooks

## Useful websites

NICPLD – Distance Learning packages – [www.nicpld.org](http://www.nicpld.org)

Electronic Medicines Compendium – <https://www.medicines.org.uk/emc>

NHS choices website – <https://www.nhs.uk/pages/home.aspx>

NICE clinical Knowledge Summaries – <https://cks.nice.org.uk/#?char=A>

NICE Evidence – [www.evidence.nhs.uk](http://www.evidence.nhs.uk)

Pharmaceutical Society NI – The Code and standards documents - <http://www.psni.org.uk/psni/about/code-of-ethics-and-standards/>

RQIA / Guidelines and Audit Implementation Network (GAIN) – <https://rqia.org.uk/what-we-do/gain/gain-clinical-audit-resources/>

Medicines Governance – see [www.medicinesgovernanceteam.hscni.net](http://www.medicinesgovernanceteam.hscni.net)

HSCB: guidance on pharmaceutical services <http://www.hscbusiness.hscni.net/services/PharmBSES.htm>

HSCB newsletters <http://niformulary.hscni.net/PrescribingNewsletters/Pages/default.aspx>

HSCB Compass therapeutic notes <http://www.hscbusiness.hscni.net/services/2225.htm>

SIGN Scottish Implementation and Guidelines Network – [www.sign.ac.uk](http://www.sign.ac.uk)

Interface Pharmacist Network Specialist Medicines – [www.ipnsm.hscni.net/](http://www.ipnsm.hscni.net/)

## The Pharmaceutical Society NI Pre-registration training syllabus

This syllabus has been produced by the Pharmaceutical Society NI to provide pre-registration students and their tutors with information about which aspects of pharmacy practice should be covered during the pre-registration training year.

Section A	Professional and Legal Practice
<b>1 Pharmaceutical Society NI and other pharmaceutical bodies</b>	You must be able to demonstrate an understanding of:
1.1 <b>Pharmaceutical Society NI</b>	<ul style="list-style-type: none"> <li>It's structure, functions and responsibilities</li> </ul>
1.2 <b>Structure and function of other pharmaceutical organisations</b>	<ul style="list-style-type: none"> <li>For example, Pharmacy Forum NI, Community Pharmacy Northern Ireland (CPNI.), Ulster Chemists Association (UCA.), Health and Social Care Board (HSCB), National Pharmaceutical Association (NPA), Northern Ireland Centre for Pharmacy Learning and Development (NICPLD) and Guild of Healthcare Pharmacists, Royal Pharmaceutical Society (RPS)</li> </ul>
1.3 <b>Structure and function of other healthcare regulatory organisations</b>	<ul style="list-style-type: none"> <li>For example, Professional Standards Authority (PSA), Medicines and Healthcare Regulatory Agency (MHRA), General Pharmaceutical Council (GPhC) and Regulation and Quality Improvement Authority (RQIA),</li> </ul>

<b>2 Professional ethics</b>	You should be knowledgeable of all aspects of ethics relating to professional practice covered in the Code of Ethics, Professional Standards and Guidance Documents
2.1 <b>Code of Ethics</b>	<ul style="list-style-type: none"> <li>The concepts of ethical decision making, liability, accountability and professional responsibility</li> </ul>
	<ul style="list-style-type: none"> <li>The standards of professional performance</li> </ul>
	<ul style="list-style-type: none"> <li>Principles and obligations</li> </ul>
	<ul style="list-style-type: none"> <li>The standards of good professional practice</li> </ul>
2.2 <b>Clinical governance</b>	<ul style="list-style-type: none"> <li>The purpose and principles of clinical governance</li> </ul>
	<ul style="list-style-type: none"> <li>The application of clinical governance in pharmacy practice</li> </ul>
2.3 <b>Continuing Professional Development (CPD) in pharmacy</b>	<ul style="list-style-type: none"> <li>The meaning and principles of lifelong learning</li> </ul>
	<ul style="list-style-type: none"> <li>The Northern Ireland system for undertaking and recording professional development</li> </ul>
2.4 <b>Principles of audit</b>	<ul style="list-style-type: none"> <li>The purpose and process of audit and its application in improving practice</li> <li>RQIA / GAIN clinical audit resources</li> </ul>
2.5 <b>Roles and training requirements for pharmacy support staff</b>	<ul style="list-style-type: none"> <li>The roles commonly undertaken by healthcare staff in support of pharmacy services</li> </ul>
	<ul style="list-style-type: none"> <li>The training and/or qualifications required for such roles</li> </ul>

<b>3 Legal aspects of providing a pharmaceutical service</b>	You must be able to demonstrate an understanding of: The application of legislation included in the Medicines Act 1968, Misuse of Drugs Act and Regulations, Poisons Order 1976, and other relevant legislation.
<b>3.1 Sale and supply of medicines and poisons</b>	<ul style="list-style-type: none"> <li>The legal requirements for the sale and supply of medicines and controlled drugs from pharmacies including the conditions applied to emergency supplies of prescription only medicines</li> <li>The legal requirements for the sale and supply of poisons, chemical reagents and spirits from pharmacies</li> <li>The requirements for the labelling and packaging of all the above substances</li> <li>The requirements for the supply of supplementary information for all the above substances</li> <li>The requirements for dealing with medicines returned to a pharmacy</li> <li>Patient Group Directions</li> <li>Non-medical prescribing</li> <li>Handling of EEA prescriptions</li> </ul>
<b>3.2 Health and safety at work</b>	<ul style="list-style-type: none"> <li>The responsibilities of employers and staff to ensure the safety of everyone on the premises and the legislation affecting this duty</li> <li>Health &amp; Safety at Work Act</li> <li>Control of Substances Hazardous to Health (COSHH) regulations</li> <li>The principles of risk assessment and management</li> </ul>
<b>3.3 Safe systems of work</b>	<ul style="list-style-type: none"> <li>Safe systems of work, recognising potential hazards and areas for error, in relation to: dispensing, sale and supply of poisons and chemicals, counter sales of medicines and diagnostic testing</li> </ul>
<b>3.4 Consumer protection</b>	<ul style="list-style-type: none"> <li>How relevant legislation protects the consumer of pharmaceutical services and how the pharmacist can practise within these controls</li> <li>Trade Description Act</li> <li>Medicines and Healthcare products Regulatory Agency (MHRA)</li> </ul>
<b>3.5 The General Data Protection Regulations (GDPR) (EU) 2016/679.</b>	<ul style="list-style-type: none"> <li>Aspects of legislation that pertain to the principles of GDPR, the lawful bases for processing personal data including rights of data subjects</li> <li>Aspects of legislation that pertain to the keeping and disclosure of data on computer and other recording systems</li> </ul>
<b>3.6 Environmental protection</b>	<ul style="list-style-type: none"> <li>Aspects of legislation that pertain to the safe disposal of special and controlled waste from the pharmacy</li> </ul>
<b>3.7 Disability Discrimination Act</b>	Access to premises and pharmacy services
<b>3.8 The Health &amp; Social Care Board Northern Ireland (HSCB)</b>	<ul style="list-style-type: none"> <li>HSCB authorities/Board</li> <li>The role of the various authorities: Department of Health Health and Social Care Board, Public Health Agency, Business Services Organisation (BSO) Local commissioning groups (LCGs) Integrated care partnerships (ICPs)</li> <li>Transforming Your Care (TYC)</li> <li>Principles of NI Medicines optimisation quality framework</li> <li>Pharmaceutical officers within the HSCB</li> </ul>
<b>3.9 Conditions for operating a registered pharmacy</b>	<ul style="list-style-type: none"> <li>The evaluation of recent government policy, its impact on health care, and the implications for the profession</li> <li>The requirements to register a pharmacy</li> <li>The role of the superintendent pharmacist</li> <li>The role of the responsible pharmacist</li> <li>The role of the accountable officer and designated bodies</li> <li>Community Pharmacy Premises Standards</li> </ul>

<b>Section B</b>	<b>Clinical and Pharmaceutical Practice</b>
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<b>4 Pharmacological and therapeutic aspects of the provision of a pharmaceutical service</b>	
<b>4.1 Questioning</b>	<ul style="list-style-type: none"> <li>• Appropriately communicating with patients</li> </ul>
<b>4.2 Differentiation of symptoms, advice and referral</b>	<p>Knowledge of major and minor diseases which will allow them to know from the symptoms presented and/or elicited when they can treat or when they must refer to a doctor.</p> <p>The knowledge base for this objective includes:</p>
	<ul style="list-style-type: none"> <li>• Signs and symptoms</li> </ul>
	<ul style="list-style-type: none"> <li>• Epidemiology</li> </ul>
	<ul style="list-style-type: none"> <li>• Aetiology</li> </ul>
	<ul style="list-style-type: none"> <li>• Prognosis, severity and when to refer</li> </ul>
	<ul style="list-style-type: none"> <li>• When a pharmacist can treat</li> </ul>
	<ul style="list-style-type: none"> <li>• Therapeutics and pharmaceuticals of OTC medicines including: indications, doses, dosage forms, contraindications, adverse effects, interactions with prescribed medicines, OTC medicines (including complementary and alternative medicines (CAM)).</li> </ul>
<b>4.3 Reading and interpreting prescriptions</b>	<ul style="list-style-type: none"> <li>• The analysis of prescriptions to ensure that treatment is appropriate. The ability to identify appropriate dosage levels when interpreting prescriptions, including those for at risk-groups.</li> </ul>
<b>4.4 Therapeutic knowledge base</b>	<ul style="list-style-type: none"> <li>• The therapeutic usage of drugs and preparations used in the treatment of diseases. The use of evidence-based medicine</li> </ul>
<b>4.5 Drug action, absorption, distribution, metabolism and elimination</b>	<ul style="list-style-type: none"> <li>• The interpretation and evaluation of data on the mechanism of drug action, absorption, distribution, metabolism, elimination and the effects of the extremes of ages.</li> </ul>
<b>4.6 Drug interactions</b>	<ul style="list-style-type: none"> <li>• The interpretation of potential drug-drug, drug-CAM and drug-food interactions to assess the likelihood of interactions, their risk and management</li> </ul>
<b>4.7 Adverse drug reactions and side effects</b>	<ul style="list-style-type: none"> <li>• Adverse drug reactions and side-effects; the mechanisms and predisposing factors, the recognition of reactions, the acceptable level of risk, the reduction of risk and the reporting systems</li> </ul>
<b>4.8 Cautions and contra-indications</b>	<ul style="list-style-type: none"> <li>• The circumstances in which commonly prescribed and purchased medicines are cautioned or contra-indicated</li> </ul>
<b>4.9 Advice to patients, carers and the public</b>	<ul style="list-style-type: none"> <li>• Labelling of the dispensed product appropriately with normal cautionary and advisory labels</li> </ul>
	<ul style="list-style-type: none"> <li>• Warning cards/booklets</li> </ul>
	<ul style="list-style-type: none"> <li>• The use of an appropriate style of communication for advising clients (including those for whom English is not their first language) about medicines and educating them about health</li> </ul>
<b>4.10 Advice to healthcare professionals</b>	<ul style="list-style-type: none"> <li>• The use of an appropriate style of communication for advising health care professionals about medicines</li> </ul>
	<ul style="list-style-type: none"> <li>• When it is appropriate to contact a prescriber and the best manner in which to make contact</li> </ul>
<b>4.11 Health promotion</b>	<ul style="list-style-type: none"> <li>• Environmental, social, lifestyle and dietary factors that influence health</li> </ul>
	<ul style="list-style-type: none"> <li>• Concepts of health and disease based on public health models</li> </ul>
	<ul style="list-style-type: none"> <li>• Health screening as a basis for health promotion</li> </ul>
<b>4.12 Emergency measures</b>	<ul style="list-style-type: none"> <li>• The provision of advice and/or first aid in response to a request for or need for help in emergency</li> </ul>
	<ul style="list-style-type: none"> <li>• Referral to hospital or general practitioner</li> </ul>
<b>4.13 Counselling requirements</b>	<ul style="list-style-type: none"> <li>• Circumstances or situations in which patients or other clients require information</li> </ul>

	<ul style="list-style-type: none"> <li>The nature of that information and the most appropriate way to provide it to the individual</li> </ul>
<b>4.14 Optimising use of medicines</b>	<ul style="list-style-type: none"> <li>The purpose and principles of medicines management and pharmaceutical care</li> </ul>
	<ul style="list-style-type: none"> <li>Medicines Use Review</li> </ul>

<b>4.15 Interpretation of test results</b>	<ul style="list-style-type: none"> <li>Monitoring requirements for drugs</li> </ul>
	<ul style="list-style-type: none"> <li>The normal ranges for blood pressure, key blood components, lung function, kidney function, liver function tests</li> </ul>
	<ul style="list-style-type: none"> <li>The normal ranges for therapeutic blood levels of drugs with a narrow therapeutic index</li> </ul>
	<ul style="list-style-type: none"> <li>The normal ranges for key parameters of bodily function e.g. normal body temperature, respiratory rate</li> </ul>
	<ul style="list-style-type: none"> <li>The implications of figures outside these ranges</li> </ul>

<b>5 The use of reference books and other information sources in the practice of pharmacy</b>	
<b>5.1 Reference sources</b>	<ul style="list-style-type: none"> <li>Community Pharmacy (P Rutter)</li> <li>British National Formulary/British National Formulary for Children</li> <li>The Drug Tariff (N Ireland)</li> <li>Stockley's Drug Interactions</li> </ul> <p>In addition the student should be familiar with</p> <ul style="list-style-type: none"> <li>Martindale – the Extra Pharmacopoeia</li> <li>The Code of Ethics</li> <li>Professional Standards and Guidance</li> <li>The electronic Medicines Compendium (eMC)</li> <li>Diluent Directories</li> <li>Pharmacy Law and Ethics (Dale &amp; Appelbe)</li> <li>Websites as recommended in the pre-registration training manual</li> </ul>
<b>5.2 Regional Medicines Information centres</b>	<ul style="list-style-type: none"> <li>The functions and specialist applications of Regional Medicines Information Centres</li> </ul>

<b>6 Systems and Procedures</b>	
<b>6.1 HSCB funding for pharmacy services</b>	<ul style="list-style-type: none"> <li>The Drug Tariff, why it is used and how</li> <li>Core services and additional services</li> <li>Pharmaceutical Clinical Effectiveness programme</li> </ul>
<b>6.2 Prescribing guidelines, data and formularies</b>	<ul style="list-style-type: none"> <li>The purpose of prescribing guidelines and of data from pricing authorities</li> <li>The purpose of local formularies e.g. HSC NI formulary</li> <li>The sources of evidence used in the development of prescribing guidelines, data and formularies e.g. National Institute for Health and Clinical Excellence (NICE) and Scottish Intercollegiate Guidelines Network (SIGN)</li> </ul>
<b>6.3 Operating procedures in primary and secondary care</b>	<ul style="list-style-type: none"> <li>The reasons for standardising operating procedures in hospital and community pharmacies</li> <li>Standard Operating Procedures (SOPs) required under the Responsible Pharmacist Regulations and Code of Ethics</li> <li>Northern Ireland Medicines Governance Team policy/recommendations</li> </ul>
	<ul style="list-style-type: none"> <li>The main areas covered by such procedures / protocols</li> </ul>

6.4 <b>Responding to adverse drug reactions</b>	<ul style="list-style-type: none"> <li>The correct actions to take in response to a client reporting an adverse drug reaction, including the national reporting scheme</li> </ul>
6.5 <b>HSCB complaint procedure</b>	<ul style="list-style-type: none"> <li>The principles of the HSCB complaint procedure with reference to complaints about pharmaceutical service</li> </ul>
	<ul style="list-style-type: none"> <li>Individual pharmacy complaints procedure</li> </ul>

<b>7 Pharmaceutical aspects of practice</b>	
7.1 <b>Calculation</b>	<ul style="list-style-type: none"> <li>Perform accurately all types of calculations relating to pharmacy practice</li> </ul>
7.2 <b>Dilution</b>	<ul style="list-style-type: none"> <li>The correct procedures for the dilution of solid, semi-solid and liquid dosage forms, including selection of the correct diluent</li> </ul>
7.3 <b>Formulation and preparation</b>	<ul style="list-style-type: none"> <li>How to develop a suitable formula for preparing extemporaneous products in community and hospital practice</li> </ul>
	<ul style="list-style-type: none"> <li>How to apply suitable methods and procedures for the preparation of sterile and non-sterile products</li> </ul>
7.4 <b>Good dispensing practice</b>	<ul style="list-style-type: none"> <li>The principles and practices involved in ensuring an accurate and efficient dispensing process</li> </ul>
7.5 <b>Special handling requirements</b>	<ul style="list-style-type: none"> <li>The additional precautions necessary when preparing and dispensing cytotoxic and other products requiring health and safety precautions</li> </ul>
7.6 <b>Stability of dispensed preparations</b>	<ul style="list-style-type: none"> <li>The factors affecting the stability of medicinal products (including those dispensed extemporaneously) and the impact of these factors on storage and labelling</li> </ul>

<b>8 The Principles of Procurement, Storage and Stock Control of Medicines</b>	
8.1 <b>Procurement</b>	<ul style="list-style-type: none"> <li>The principles for procurement of pharmacy stock</li> </ul>
8.2 <b>Wholesaling</b>	<ul style="list-style-type: none"> <li>The role of wholesalers and purchasing agreements with wholesalers</li> </ul>
8.3 <b>Storage</b>	<ul style="list-style-type: none"> <li>Appropriate storage conditions for all pharmacy stock</li> </ul>
8.4 <b>Stock control</b>	<ul style="list-style-type: none"> <li>A working knowledge of the principles of stock control</li> </ul>
	<ul style="list-style-type: none"> <li>The assessment of stock levels and replenishment of stock from various sources</li> </ul>
	<ul style="list-style-type: none"> <li>The principles and methods for assuring the quality of pharmacy products and materials supplied to and from the pharmacy</li> </ul>

