

**Think about Professional
discussion Level 2 ST0299
Pharmacy Services
Assistant V1.1**



On the day of assessment, you will carry out:



A 30-minute professional discussion



Face-to-face or remote



Under exam conditions



With an end-point assessor



Key point

Your will have submitted your portfolio of evidence at Gateway prior to commencing your end-point assessments.



Do

- Review the criteria associated with the professional discussion – this can be found in the EPA kit
- Review relevant legislation, regulations and your organisation's policies and procedures
- Bring any resources to support you during the professional discussion
- Make sure you have a quiet room available
- Inform your colleagues about the assessment and remind them that you can't be disturbed or interrupted
- Reflect on the evidence provided in your portfolio of evidence



Don't

- Forget to plan
- Forget to relax and enjoy your assessment
- Forget to bring your ID



Next steps

- Results can take up to 7 working days to be confirmed
- Your manager/training provider will inform you of the results



Resits

- If you do not achieve a pass result on the professional discussion you can resit the assessment



Use the table below to plan and prepare for the professional discussion

Assessment criteria	Key points to remember
Pass criteria	
Explain how you decide when to refer a customer to another member of the team such as a GP, healthcare worker, etc. (S16)	
Explain how you communicate effectively and where appropriately, confidentially, and that you demonstrate knowledge when giving advice. (S11)	

Assessment criteria

Key points to remember

Clearly articulate what is meant by 'Person Centred Care', and demonstrate this in your day to day role. (K18, S14, B5)

Explain how you would promote the benefits of 'healthy lifestyle choices' to customers and what techniques you would use to encourage their use. (K20, S19)

Explain how you manage effective health and safety practice of self and others, including patients and other members of the team. (S15, S17)

Demonstrate an understanding of how patient data is processed, recorded and stored. (S7)

Explain how IT systems assist with the storage and processing of data in line with legislative requirements, and evidence having used such systems in your day to day role. (S13)

Assessment criteria

Key points to remember

Work in a manner that ensures the health and safety of self and others. (S21, S22)

Demonstrate that you understand the importance of factors such as personal hygiene and maintaining a safe working environment using SOPs, and how these positively impact on the operation of the pharmacy. (S20, S22)

Explain how you have managed your own continuing personal development, and explain its positive impact on your role, and your pharmacy. (S10)

Show that you understand the importance of reflection in managing your personal performance and explain what you have learnt from good practice examples from other healthcare professionals. (K14)

Demonstrate you have used interpersonal skills within the team and other professionals in accurately delivering to agreed performance measures. (B4)

Assessment criteria

Key points to remember

Demonstrate that you contribute effectively in the development of yourself and colleagues, and that you can explain positively the contribution made by the team. (S9, B3)

Demonstrate that you understand the importance of treating all other people as individuals, and evidence how you promote diversity, equality and inclusion. (K21, S18)

Distinction criteria

Give an example of where effective advice or referral has benefited a customer or patient, and what the positive consequences were. (S11)

Give two examples of how you have promoted healthy lifestyles to the public, and explain why you made those recommendations and what the outcomes were. (S19)

Assessment criteria

Key points to remember

Explain how you have actively encouraged patients to become more involved in their own health and care, and what you believe the benefits were. (K20)

In order to demonstrate your impact as a role model in the wider workplace, explain how you have acted to ensure that patients' values are respected. (B5)

Explain the principles behind GDPR, and its importance in the pharmaceutical context. (S7)

Give an example of where you have suggested an improvement in the use of IT, and what its impact on the operation of the pharmacy has been. (S13)

Assessment criteria

Key points to remember

Give two examples of possible health and safety non-compliance, and describe what their impact might be on the pharmacy environment. (S22)

Explain with two examples, how you regularly contribute to team-based discussions/problem solving, and what the positive impact of your contributions have been. (S9, S18, B4)

Explain how you have been proactive in your own development and by two examples how you have used reflection to have a positive impact on your work. (S10)

Explain how you have acted as a role model to others and discuss an example of where you have supported others within the scope and boundaries of your practice, and what the impact has been. (K21, S9, B3)