Highfield Level 2 End-Point Assessment for ST0299 Pharmacy Services Assistant

Mock Assessment Materials

Simulated observation with question and answer session

		Observation		Question and answer	
Ref	**Pass criteria**	**Criteria Met**	**Criteria Not Met**	**Criteria Met**	**Criteria Not Met**
SO1	Demonstrates and explains how they work within the legal framework for a Pharmacy Services Assistant. (S3, S8)				
SO2	Demonstrates how they work within they Standard Operating Procedures (SOPs), and why they are important in the dispensing of medicines. (K11, S6)				
SO3	Demonstrates the process to be followed in receiving and accurately logging of prescriptions, the accurate dispensing of appropriate medicines, and an understanding of any issues that arise from how medicines are taken. (K1, K6, S1, S2, S3)				
SO4	Demonstrates or explains what in- process accuracy checks they would undertake. (K11, S2)				
SO5	Demonstrates how to accurately use pharmacy calculations to ensure that the correct weights and measures, doses and types of medicine are assembled for both prescribed and no-prescribed medicines. (K3, S2)				
SO6	Acts with honesty and integrity in performing their duties. Is prepared to challenge when they are aware of something that is noncompliant. (B1, B2)				
SO7	Can explain the limits of their responsibilities in respect of advice to patients on supplied medicines and products. (S5)				
SO8	Demonstrates that they follow procedures when ordering, receiving and issuing pharmaceutical stock. (S4)				
SO9	Can explain the importance of effective medicines management, including the importance to the patient, and can explain the key links in the medicines supply chain. (K8)				

SO10	Can demonstrate and explain the legal and policy framework in which information is handled. (K16, S12)				
SO11	Assesses the risks in information being inappropriately stored or used, and the actions than can be taken in mitigation. (K16, B1)				
Ref	**Distinction criteria**	**Criteria Met**	**Criteria Not Met**	**Criteria Met**	**Criteria Not Met**
SO12	*Explains the impact of calculating incorrect measurements and what to do if errors in dispensing are made, and what the consequences of making an error could be, and the impact on patient care. (K3, S2)*				
SO13	*Can give an example of where they have made a recommendation for an improvement to internal operating arrangements. (K11)*				
SO14	*Can give an example of when they have dealt with a customer who did not know how to use the supplied medicine correctly, and explain what they did to assist the customer. (S5)*				
SO15	*Can suggest at least two improvements to the existing processes involved in the management of medicines, including when ordering, receiving and issuing pharmaceutical stock, and what the improvements would be. (K8)*				
SO16	*Explains examples of possible solutions to problems involving the processing and storage of information, and the impact that they would have. (S12)*				