Think about

Simulated observation with question and answer session

Level 2 ST0299 Pharmacy Services Assistant v1.0



On the day of this assessment you will carry out:

- 2 20-minute simulated observations with 10 minute Q&A
- Face-to-face
- In your workplace
- On a one-to-one basis with an end-point assessor

Key point

You will need to ensure that you have a stock order ready to check in and that a final accuracy checker is available.

Do

- [ ] Review the criteria associated with the simulated observation with question and answer session - this can be found in the EPA Kit and in the table at the end of this document
- [ ] Use the planner to plan how you will demonstrate the skills you have that are associated with the simulated observation with question and answer session
- [ ] Be prepared to demonstrate your practice on a ‘dummy’ patient
- [ ] Be prepared to answer questions that your assessor may ask

Don’t

- [ ] Forget to bring your ID
- [ ] Forget to plan
- [ ] Forget to tell your colleagues and other relevant people that you are being observed

Next steps

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

Resits

- If you do not achieve a pass result on the simulated observation with question and answer session, you can resit the assessment



Use the table below to plan and prepare for the simulated observation with question and answer session

(P) indicates pass criteria

(D) indicates distinction criteria

Assessment criteria	Key points to remember
(P) Demonstrate and explain how you work within the legal framework for a Pharmacy Services Assistant. (S3, S8)	
(P) Demonstrate how you work within the Standard Operating Procedures (SOPs), and why they are important in the dispensing of medicines. (K11, S6)	



(P) Demonstrate 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)	
(P) Demonstrate or explain what in-process accuracy checks you would undertake. (K11, S2)	



(P) Demonstrate 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 non-prescribed medicines. (K3, S2)	
(P) Act with honesty and integrity in performing your duties. You are prepared to challenge when you are aware of something that is noncompliant. (B1, B2)	



(P) Explain the limits of your responsibilities in respect of advice to patients on supplied medicines and products. (S5)	
(P) Demonstrate that you follow procedures when ordering, receiving and issuing pharmaceutical stock. (S4)	



(P) Explain the importance of effective medicines management, including the importance to the patient, and explain the key links in the medicines supply chain. (K8)	
(P) Demonstrate and explain the legal and policy framework in which information is handled. (K16, S12)	



(P) Assess the risks in information being inappropriately stored or used, and the actions than can be taken in mitigation. (K16, B1)	
(D) Explain 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)	



(D) Give an example of where you have made a recommendation for an improvement to internal operating arrangements. (K11)	
(D) Give an example of when you have dealt with a customer who did not know how to use the supplied medicine correctly, and explain what you did to assist the customer. (S5)	



(D) 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)	
(D) Explain examples of possible solutions to problems involving the processing and storage of information, and the impact that they would have. (S12)	

