

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

## Mock Assessment Materials

### Professional discussion

Ref	Pass criteria	Criteria Met	Criteria Not Met
PD1	Can explain how they decide when to refer a customer to another member of the team such as a GP, healthcare worker etc. (S16)		
PD2	Explains how they communicate effectively and where appropriately, confidentially, and that they demonstrate knowledge when giving advice. (S11)		
PD3	Can clearly articulate what is meant by 'Person Centred Care', and can demonstrate this in their day to day role. (K18, S14, B5)		
PD4	Explains how they would promote the benefits of 'healthy lifestyle choices' to customers and what techniques they would use to encourage their use. (K20, S19)		
PD5	Explains how they manage effective health and safety practice of self and others, including patients and other members of the team. (S15, S17)		
PD6	Demonstrates an understanding of how patient data is processed, recorded and stored. (S7)		
PD7	Explains how IT systems assist with the storage and processing of data in line with legislative requirements, and evidences having used such systems in their day to day role. (S13)		
PD8	Works in a manner that ensures the health and safety of self and others. (S21, S22)		
PD9	Demonstrates that they 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)		
PD10	Explains how they have managed their own continuing personal development, and explains its positive impact on their role, and their pharmacy. (S10)		
PD11	Shows that they understand the importance of reflection in managing their personal performance and explains what they have learnt from good practice examples from other healthcare professionals. (K14)		
PD12	Demonstrates they have used interpersonal skills within the team and other professionals in accurately delivering to agreed performance measures. (B4)		

PD13	Demonstrates that they contribute effectively in the development of themselves and colleagues, and that they can explain positive the contribution made by the team. (S9, B3)		
PD14	Demonstrates that they understand the importance of treating all other people as individuals, and evidences how they promote diversity, equality and inclusion. (K21, S18)		
Ref	Distinction criteria	Criteria Met	Criteria Not Met
PD15	<i>Can give an example of where effective advice or referral has benefited a customer or patient, and what the positive consequences were. (S11)</i>		
PD16	<i>Can give two examples of how they have promoted healthy lifestyles to the public, and can explain why they made those recommendations and what the outcomes were. (S19)</i>		
PD17	<i>Explain how they have actively encouraged patients to become more involved in their own health and care, and what they believe the benefits were. (K20)</i>		
PD18	<i>In order to demonstrate their impact as a role model in the wider workplace, explain how they have acted to ensure that patients' values are respected. (B5)</i>		
PD19	<i>Explain the principles behind GDPR, and its importance in the pharmaceutical context. (S7)</i>		
PD20	<i>Gives an example of where they have suggested an improvement in the use of an IT, and what its impact on the operation of the pharmacy has been. (S13)</i>		
PD21	<i>Can give two examples of possible health and safety non-compliance, and describe what their impact might be on the pharmacy environment. (S22)</i>		
PD22	<i>Explains with two examples, how they regularly contribute to team-based discussions / problem solving, and what the positive impact of their contributions have been. (S9, S18, B4)</i>		
PD23	<i>Explains how they have been proactive in their own development and by two examples how they have used reflection to have a positive impact on their work. (S10)</i>		
PD24	<i>Explain how they have acted as a role model to others and can discuss an example of where they have supported others within the scope and boundaries of their practice, and what the impact has been. (K21, S9, B3)</i>		