



**Pharmacy Services
Assistant
ST0299**

**Pharmacy Technician
(Integrated) ST0300**

September 2022



LEAD IEP A REPORT

Contents

Introduction	3
Message from the Director of Assessment.....	3
Meet the Open Awards End-point Assessment Delivery team.....	4
Standard Overview – ST0299 Pharmacy Services Assistant	5
General Pharmaceutical Council On-programme Requirements.....	5
Standard Overview – ST0300 Pharmacy Technician (Integrated).....	6
Evaluation of Registration, Gateway and Bookings.....	7
Registration with Open Awards	7
Gateway	7
Overall performance – ST0299 Pharmacy Services Assistant & ST0300 Pharmacy Technician	9
ST0299 Pharmacy Services Assistant - Performance by component	10
Professional discussion	10
.....	11
Simulated observation with question & answer session.....	12
Knowledge Test.....	13
Key recommendations for Employers/ Providers	15
Upcoming changes	16

Introduction

Welcome to our first Lead Independent End-point Assessor (LIEPA) report!

The purpose of this report is to provide our stakeholders with valuable and informative feedback emerging from End-point Assessment activities completed for apprentices registered and assessed against the **ST0299 Pharmacy Services Assistant** and **ST0300 Pharmacy Technician (Integrated)** apprenticeship standards. The review covers apprentices who have been registered and/or completed their End-point Assessment between **01/08/2021 to 31/08/2022**.

Our intention through these reports is to provide you with the tools and insight to prepare apprentices for future End-point Assessments with Open Awards. We are committed to publishing these reports across all the Apprenticeship Standards we assess, a minimum of annually.

Message from Robin Jackson, Director of Assessment

I would like to firstly take this opportunity to thank those pharmacy employers who have selected Open Awards to provide them with an End-point Assessment for their apprentices. I hope this report provides both those employers and associated training providers with an insight into the End-point Assessment process and how they can collectively work with apprentices to ensure the best possible opportunity to demonstrate their occupational competency.

Meet the Open Awards End-point Assessment Delivery Team

Title	Name	Contact
Director of Assessment	Dr Robin Jackson	assessment@openawards.org.uk
Head of Assessment Development	Rosie Redfern	
Assessment Delivery Manager	Kayleigh Robinson	
Senior Assessment Delivery Coordinator	Anna King	
Assessment Delivery Coordinator	Tracy Stinson	
Lead Independent End Point Assessor (ST0299 & ST0300)	Helen Abbott	

Standard Overview – ST0299 Pharmacy Services Assistant

Level 2 apprenticeship standard with a minimum duration of 12 months

External Quality Assurance Provider: Ofqual

The End-point Assessment consists of three (3) distinct assessment methods which are separately graded.

- Knowledge Test (must be passed first)

A 90-minute test with a structure of 40 multiple choice questions (1 mark each) and 5 scenario-based multiple choice questions (2 marks each). The pass mark for the test is 65%.

- Simulated observation with question and answer session

Two simulated observations lasting 20 minutes each, followed by a 10-minute Q&A session.

- Professional discussion

The Professional discussion is a two-way dialogue between the IEPA (Independent End Point Assessor) and the apprentice, lasting 30 minutes.

General Pharmaceutical Council On-programme Requirements

Please may we take this opportunity to remind training providers and employers that it is their responsibility to ensure that they comply with the requirements stipulated by the General Pharmaceutical Council (GPhC), outlined in the document entitled “Requirements for the education and training of pharmacy support staff”. Available from the GPhC website, this document sets out the GPhC regulatory requirements effective from October 2020, that Pharmacy Support staff must hold a GPhC approved qualification at Level 2. Open Awards will not check whether these GPhC requirements have been met as part of the End-point Assessment provision.

Standard Overview – ST0300 Pharmacy Technician (Integrated)

Level 3 apprenticeship standard with minimum duration of 24 months

External Quality Assurance Provider: National Skills Academy for Rail (NSAR)

A temporary dispensation has been applied to the current assessment plan for this Pharmacy Technician apprenticeship. The dispensation will last from February 2022 until the assessment plan is revised or the dispensation is no longer necessary.

The key implication is that apprentices access a fully integrated EPA - the End-point Assessment is fully integrated into Open Awards GPhC approved Level 3 qualification. Apprentices are required to complete the mandatory units of the Level 3 approved qualification - Level 3 Diploma in Principles and Practices for Pharmacy Technicians (RQF) (Integrated Apprenticeship) and have it externally quality assured in advance of gateway checks. This qualification forms the entire assessment for the Level 3 apprenticeship in line with the temporary dispensation.

Once the gateway checks have been completed, the apprentice's evidence will be presented to a **Final Awards Board (FAB)** for validation (*there is NO additional assessment requirement post-gateway for this integrated apprenticeship, i.e., a Professional discussion and Observation as per the published assessment plan*).

Please note that apprentices will not achieve the integrated qualification without completing the Gateway requirements and having their achievement confirmed by a panel at the FAB.

Following the FAB, Open Awards will issue a transcript of completion and claim the apprenticeship certificate from ESFA (Education & Skills Funding Agency) alongside issuing the qualification certificate.

You can find the dates of our monthly FAB meetings, including Gateway submission deadlines and results release dates on our website.

[Open Awards Level 3 End-point assessment for ST0300 Pharmacy Technician \(Integrated\)](#)

Evaluation of Registration, Gateway and Bookings

Registration with Open Awards

Following our internal review of registrations for End-point Assessment, there has been a sizeable number of apprentices registered around 4-8 weeks before submitting the apprentice through Gateway.

Please can we remind employers to ensure you register apprentices with Open Awards, through their chosen training provider as soon as possible. The expectation is that registration takes place at least six (6) months before the apprentice reaching Gateway.

This ensures that we can provide a more efficient End-point Assessment experience. A further benefit to registering apprentices in a suitable time is that you will have access to a growing range of practice and preparation materials to support and prepare your apprentice for their end-point assessment.

Gateway

Gateway is the point at which the employer reviews their apprentice's knowledge, skills, and behaviours (KSBs) and formally confirms the apprentice has reached occupational competency. It is also the point where the apprentice is confirmed to have completed all the mandatory elements of their apprenticeship programme and is ready for the End-point Assessment.

For the Level 2 Pharmacy Services Assistant standard, we require the following to be submitted by the provider through our secure portal:

- **Fully completed and signed Gateway agreement and authenticity form from the training provider, employer, and apprentice, with confirmation of 20% off the job is completed**
- **Evidence of achieving English and Mathematics***
- **Portfolio of Evidence (Evidence Reference Sheet and Authenticity statement)**

***There are welcomed changes introduced within the ESFA funding rules 2022/23 in respect of Functional Skills. Apprentices who do not have level 1 prior attainment at the start are to prioritise level 1 English and Maths, there is no need to attempt a Level 2. This is irrespective of the apprentice start date. Refer to [Gov.uk website](https://www.gov.uk) for more information.**

For the Level 3 Pharmacy Technician (integrated) standard, we require the following to be submitted by the provider through our secure portal:

- **Fully completed and signed Gateway agreement and authenticity form from the training provider, employer, and apprentice, with confirmation of 20% off the job is completed**
- **Confirmation of 24 months work placement completed**
- **Evidence of achieving English and Mathematics at Level 2**
- **Open Awards Level 3 Diploma in Principles and Practice for Pharmacy Technicians – evidence of achievement of the mandatory units**

From our internal review of the Gateway stage, there are some common themes concerning Gateway rejections, which impact on the End-point Assessment scheduling, delaying progression through the Gateway stage.

Common themes include:

- **Incomplete gateway documentation**

There have been instances where the Gateway form has been submitted to us on the secure portal incomplete by all the required parties – the apprentice, training provider, and employer. There have also been some inconsistencies in the date of the Gateway meeting compared to the date(s) the form was signed. This has led to some delays due to having to request additional information/ amendments. Please can we remind all providers and employers that we do require signatures (preferably wet signatures) and dates to be present to confirm that a **Gateway meeting** has taken place with all parties collectively. The form must not be signed before the meeting has taken place.

- **English and Maths**

Please ensure that acceptable evidence is presented for the English and maths requirements which is clear and readable. ESFA provides a list of acceptable evidence, available on the government [website](#).

- **Portfolio of evidence**

Some Portfolios are not shared with us as part of the Gateway submission process which can lead to delays where our Assessment Delivery Team needs to request this information from providers. Where possible, if the Portfolio or links can be uploaded along with the **Evidence Reference Sheet** and **Authenticity Statement**, this will speed up the process for you.

In addition, there have been some instances where the format of the portfolio is not in line with the requirements of the assessment plan. It is important to ensure that the structure and amount of evidence are presented in line with the guidance provided in our EPA handbooks and are outlined below. You may also find using **the**

Criteria Mapping Sheet we have produced particularly useful, however, is not mandatory.

Level 2 Pharmacy Services Assistant standard – Portfolio structure
Section 1: Dispensing and supply of medicines and medicinal products Section 2: Teamwork Section 3: Communication, pharmacy law, and ethics Section 4: Person centred care Section 5: Health and safety in the workplace
Each section must contain four pieces of evidence (20 pieces of evidence in total)

Furthermore, we will shortly be publishing a supporting guide of Top Tips for Portfolio submission.

Overall performance – ST0299 Pharmacy Services Assistant & ST0300 Pharmacy Technician

From the period reviewed (August 2021 to August 2022)

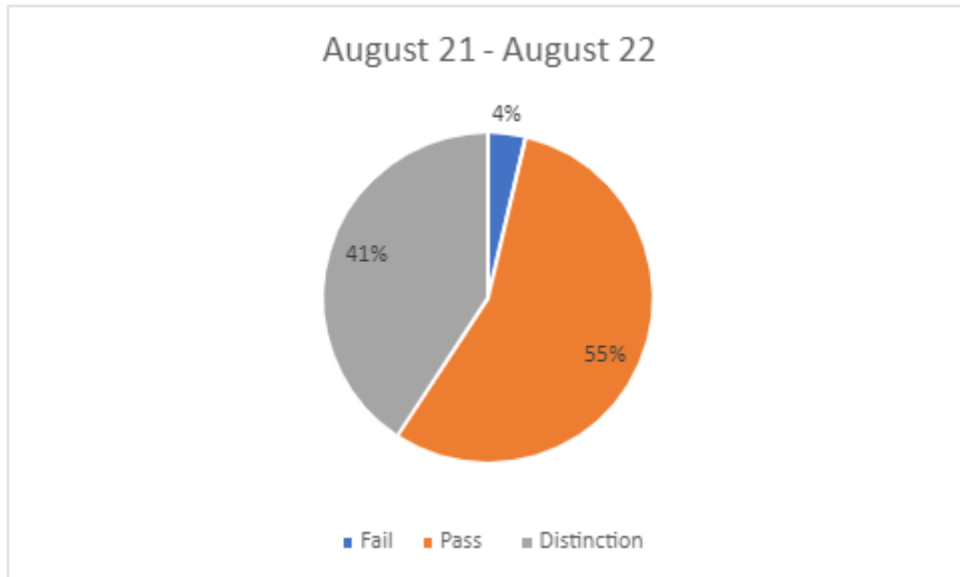
Standard	Fail	Pass	Distinction
Pharmacy Services Assistant	4%	85%	11%
Pharmacy Technician (integrated)	0%	100%	N/A

81% of Level 2 apprentices achieved a successful outcome (Pass or Distinction) the first time. The overall grade is determined from the individually assessed components – Knowledge test, Simulated observation with question & answer session and Professional discussion. With a small number of resits, the overall success rate is 93%.

For apprentices who have progressed to their End-point Assessment against the **Level 3 ST0300 Pharmacy Technician (Integrated)** Standard, all have successfully achieved the pass grade. There is no distinction grade available for this Standard.

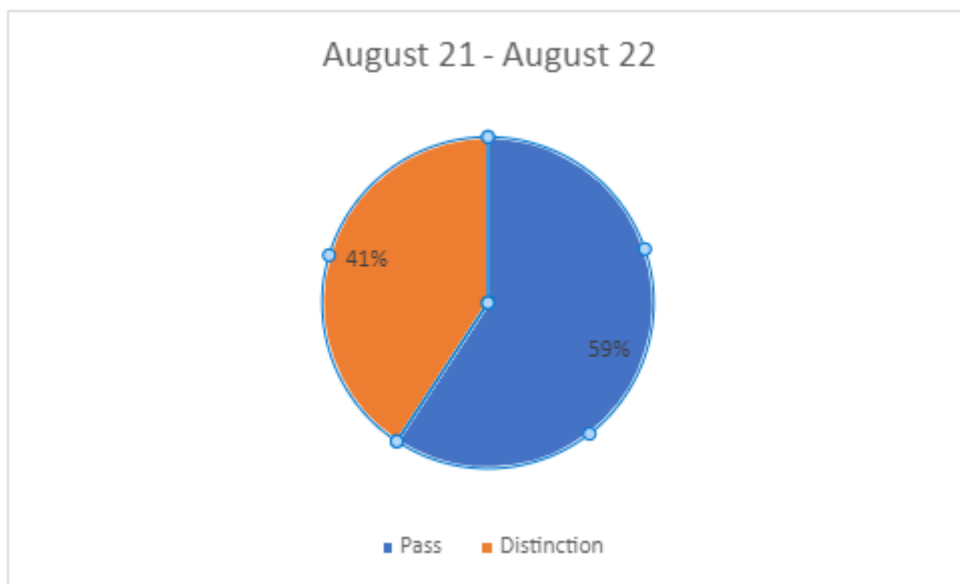
ST0299 Pharmacy Services Assistant - Performance by component

Professional discussion



96% of apprentices have achieved a positive outcome for the Professional discussion component on the first attempt. When we have drilled into the grading profile per component, the Professional discussion consistently achieves positive results of either pass or distinction.

We are pleased to report that only 4% have failed the Professional discussion component in the period reviewed. In all cases, this assessment component was subsequently passed successfully on a resit.



Areas of good performance

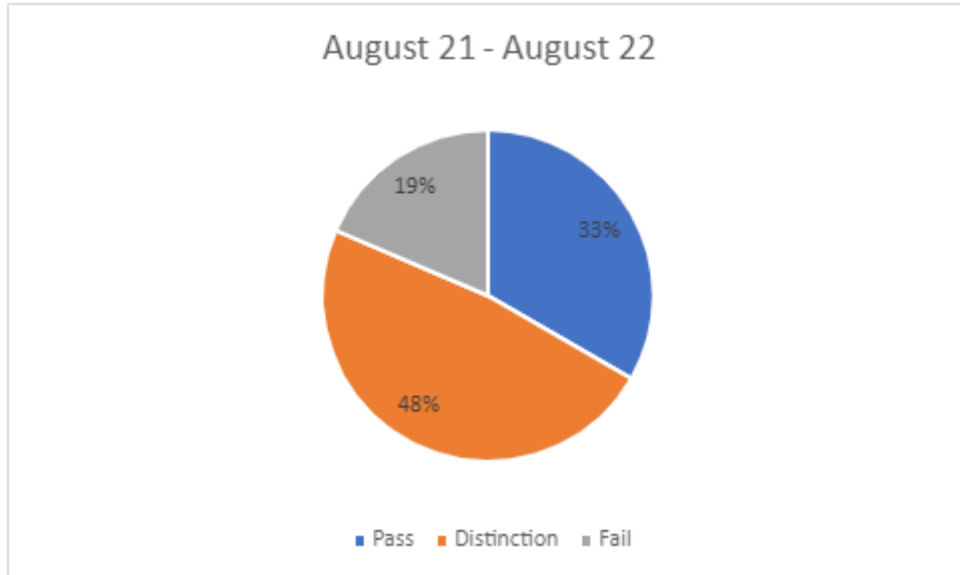
From reviewing End-point Assessments completed for the Professional Discussion, almost all apprentices perform to the pass level of the Standard and reflect confidently on examples to showcase their application of the Knowledge, Skills and Behaviours. The apprentice is often able to explain their own development in good detail as well as discuss confidently principles of GDPR and its importance in the role.

Areas for development

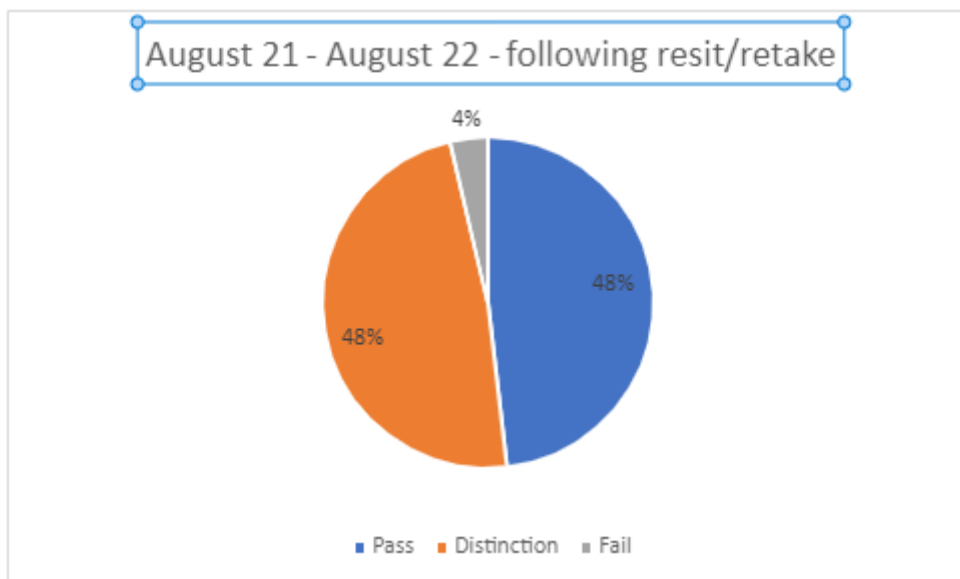
From reviewing End-point Assessments completed for the Professional Discussion, those who have not quite achieved the distinction level is due to a lack of examples around suggested improvements to the use of IT which impacts on the operation of the pharmacy. Some apprentices struggled to provide examples of how they have promoted healthy lifestyles to the public to support person centred care. Finally, some apprentices were not able to provide a comprehensive explanation of how they have acted as a role model to others with strong examples.

Simulated Observation with Question & Answer Session

81% of apprentices achieved the Simulated Observation component of the End-point Assessment on their first attempt.



Apprentices who have completed the Simulated Observation with Question & Answer session perform well with almost half achieving a Distinction grade. There was 19% of Apprentices who failed this component on first attempt. Out of those that have then completed a resit, 80% have achieved the pass grade (outcome grade is capped at a pass).



Areas of good performance

From reviewing End-point Assessment activities, the majority of apprentices perform highly in explaining processes for receiving stock, stock rotation and how to deal with discrepancies.

Areas for development

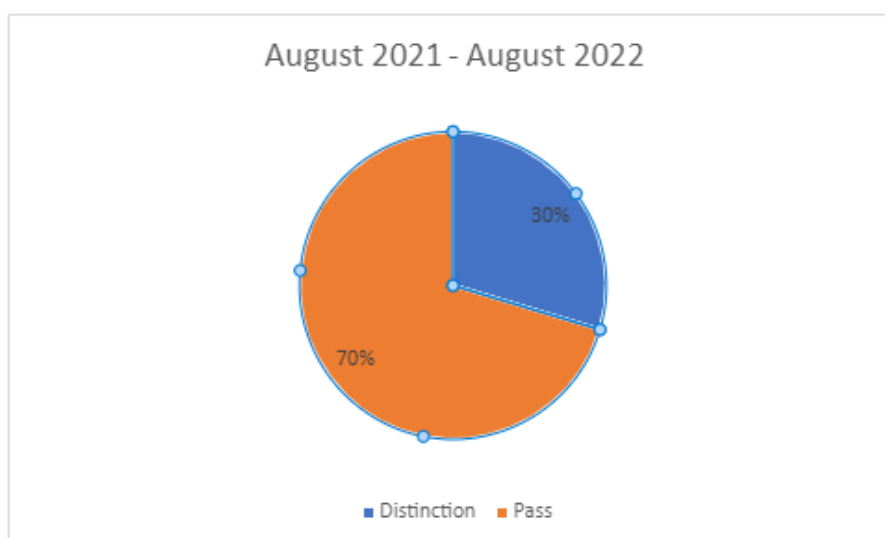
Where apprentices failed this component, the feedback from our Independent End Point Assessors indicates that the apprentices have not always been fully briefed on how this component is assessed. Other key failed areas include lack of evidence to show full understanding and adherence to pharmacy Standard Operating Procedures, unable to demonstrate the accurate dispensing of appropriate medicines along with accurately using pharmacy calculations to ensure that the correct weights and measures, doses and types are prescribed.

To enable the Simulated Observation with Q&A to commence, there must be a named person from the employer available for the full observation duration. This person should be identified for Open Awards using the Planning Form which is sent to you at least three days before the assessment is due to take place. If due to unforeseen circumstances, the named contact is changed last minute, please inform the Open Awards Assessment Delivery team at assessment@openawards.org.uk. It is also important to ensure that the alternative named contact is sufficiently briefed on their role within the End-point Assessment process.

Knowledge Test

100% of apprentices who sat the Knowledge Test component between 01/08/2021 and 31/08/2022 passed the first time.

30% of apprentices achieved a higher score leading to a distinction grade for their Knowledge Test, with 70% achieving a pass.



Areas of good performance

From reviewing the data review and analysis of apprentice results of the Knowledge Test, common areas where apprentices perform strongly are:

- **Dispensing and supply of medicines and medicinal products**
- **Team Work**
- **Person centred care**

Areas for development

From reviewing the feedback reports for apprentices who have completed the Knowledge Test, over 50% of apprentices fail to meet the required pass level in the following areas:

- **Communication, pharmacy law and ethics**
- **Health and safety in the workplace**

Overall, apprentices have performed well with the scenario-based questions.

Key Recommendations for Employers/ Providers

- Register apprentices as soon as possible with Open Awards and provide an early indication of the likely gateway date
- Ensure apprentices receive a copy of the EPA Handbook
- Make use of the sample paper available for the Knowledge Test
- Submit the portfolio to Open Awards when submitting mandated gateway documentation
- Please remember that the employer must not share the employer briefs for the Professional discussion and Simulated Observation with question and answer session with the apprentice when provided by Open Awards three working days before the assessment date. The IEPA will confirm this before proceeding with the assessment.
- Ensure that the apprentice can perform in their normal working environment
- Ensure that there is a named responsible person available during the entire End-point Assessment duration at the employer's site
- Ensure that the apprentice has their ID on the day of the assessment, otherwise the End-point Assessment cannot go ahead, and cancellation charges may apply
- For ST0300 – please ensure you are aware of the FAB dates and deadline for documents to be uploaded to the Secure Portal.
- Always use the documents and forms available in the Secure Portal to ensure using the most up-to-date version, this will reduce the risk of rejected paperwork at the gateway

Upcoming Changes

- We are currently in the process of building new workflows for ST0299 and ST0300 to provide you with better visibility on where your apprentice is at in the EPA journey through the Secure Portal. We will be rolling out training to support this change this Autumn.



- Feedback – we are always looking to continually improve our End-point Assessment service and therefore will be looking to gather feedback on your experience so far, and how we can improve. Please look out for the survey link in your inbox!

© Copyright Open Awards 2022.

All rights reserved. Permission is granted to reproduce for personal and educational use only. Commercial copying, hiring, or lending is prohibited.

Open Awards
17 De Havilland Drive,
Estuary Commerce Park
Speke
Liverpool
L24 8RN

Tel: **0151 494 2072**

Email: **info@openawards.org.uk**

Website: **www.openawards.org.uk**