



Changing lives through learning

# **Level 2 End-point Assessment for ST0299 Pharmacy Services Assistant and Level 3 End-point Assessment for ST0300 Pharmacy Technician (Integrated)**

September 2023 – August 2024

## Contents

<b>Introduction .....</b>	<b>3</b>
<b>Meet the Open Awards End-point Assessment Delivery Team.....</b>	<b>3</b>
<b>Standard Overview – ST0299 Pharmacy Services Assistant .....</b>	<b>4</b>
<b>General Pharmaceutical Council On-programme Requirements.....</b>	<b>4</b>
<b>Standard Overview – ST0300 Pharmacy Technician (Integrated).....</b>	<b>5</b>
<b>Evaluation of Registration, Gateway and Bookings.....</b>	<b>6</b>
Registration with Open Awards .....	6
Gateway .....	6
<b>Overall performance – ST0299 Pharmacy Services Assistant .....</b>	<b>9</b>
<b>ST0300 Pharmacy Technician.....</b>	<b>9</b>
<b>ST0299 Pharmacy Services Assistant - Performance by Component.....</b>	<b>10</b>
Knowledge Test .....	10
Simulated Observation with Question & Answer Session .....	12
<b>Professional Discussion.....</b>	<b>14</b>
<b>Key Recommendations for Employers/ Providers .....</b>	<b>16</b>

## Introduction

Welcome to our annual 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 September 2023 and September 2024

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.

## Meet the Open Awards End-point Assessment Delivery Team

Title	Name	Contact
Director of Assessment	Dr Robin Jackson	<a href="mailto:assessment@openawards.org.uk">assessment@openawards.org.uk</a>
Assessment Standards and Validation Manager	Anthony Hasell-Sims	
Assessment Delivery Manager	Steven Gowing	
Assessment Delivery Coordinator	Matthew Hunter/ Greg Jones	
Lead Independent End Point Assessor (ST0299 & ST0300)	Clare Filipowicz	

## **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 & 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: Institute for Apprenticeships and Technical Education**

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 Diploma in the Principles and Practice for Pharmacy Technicians \(Integrated Apprenticeship\) \(RQF\) | Open Awards](#)**

# Evaluation of Registration, Gateway and Bookings

## Registration with Open Awards

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).**

\*Achieved English and mathematics qualifications in line with the apprenticeship funding rules and GPhC entry requirement. All level 3 standards must achieve a L2 English and Maths

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.**

Open Awards aims to make the apprenticeship gateway submission and checking process as straightforward as possible. However, in a small number of instances the necessary checks **cannot** be completed, or evidence must be rejected. This inevitably results in a delay to the apprentice being able to be assessed whilst the issue gets resolved. To support Providers to minimise the risk of any gateway delay, we have identified examples of circumstances we have encountered and suggest how Providers might be able to anticipate and mitigate against the risk of any delay:

Common themes include:

### **Incomplete gateway documentation**

#### **Signatures**

Signatures of the Provider, employer and apprentice play a vital part in supporting us to authenticate the gateway evidence submitted. To help clarify what is acceptable, we have produced a guidance document which can be found on our secure Portal.

Please note:

- Wet signatures should be provided where possible
- Where typed signatures are used on gateway forms, supporting evidence must be provided to Open Awards to confirm authenticity i.e. email thread, DocuSign etc.
- Any errors must be crossed out and initialled and the amendment made next to it. No correction fluid permitted

#### **Dates**

We are unable to accept gateway documentation which has been completed before the gateway meeting has taken place. Therefore, please ensure that gateway documentation is formally completed during or as soon as possible after the gateway meeting.

It is also important that the date the apprentice started in the role is accurate and links to the role they are training for.

Appendix 1a should include the date the apprentice started in the Pre-registration Pharmacy Technician Role.

## 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](#). We cannot accept pending or provisional results.

## 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 as 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.
<b>Each section must contain four pieces of evidence. (20 pieces of evidence in total)</b>



## Overall performance – ST0299 Pharmacy Services Assistant

From the period reviewed (1<sup>st</sup> September 2023 – 31<sup>st</sup> August 2024)

Standard	Fail	Pass	Distinction
Pharmacy Services Assistant	6%	94%	0%
Pharmacy Technician (integrated)	0%	100%	N/A

Overall, there are very few fails. 80% of Level 2 apprentices achieved a successful outcome (Pass or Distinction). 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 94%.

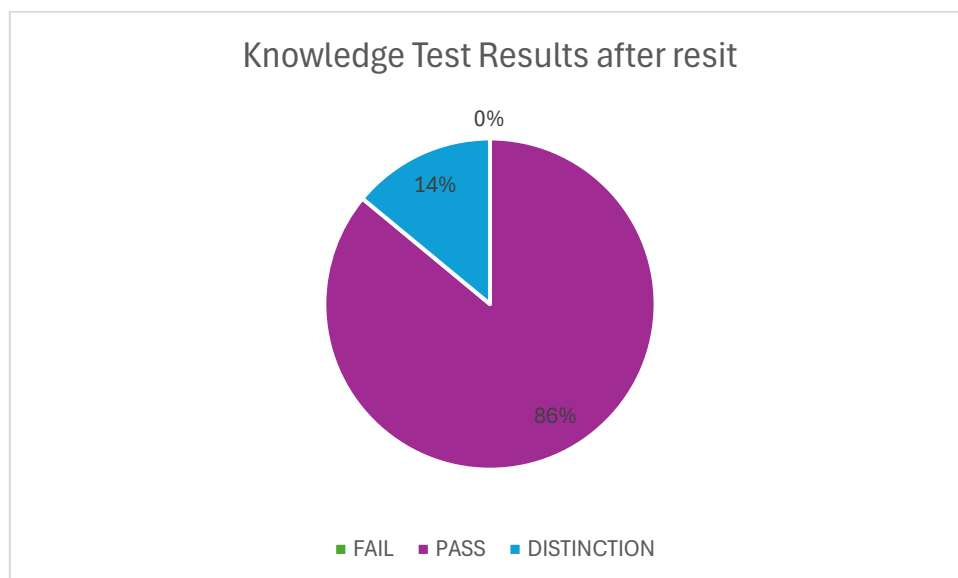
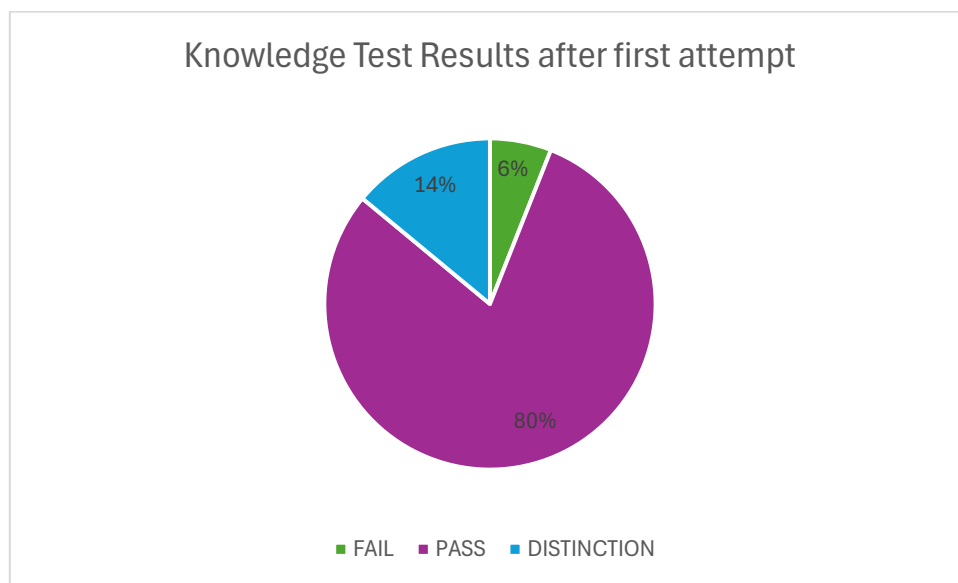
## ST0300 Pharmacy Technician

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

### Knowledge Test

All apprentices achieved a successful result on their knowledge test with 14% managing to achieve a distinction grade. A small number of apprentices (6%) were required to resit their test after failing on the first attempt.



## **Areas of good performance**

Common areas where apprentices performed well, were:

- K20 - Why it is important to get people actively involved in their own health and care
- K9 - The roles and responsibilities of the pharmacy and healthcare team
- K6 - Issues that may affect how medicines are taken
- K18 - What it means to give 'person centred care and support' and give people choices about their care
- K11 - The requirements and rationale behind Standard Operating Procedures (SOPs)
- K12 - How to work in the patients' best interest, with other people, both inside and external to the organisation
- K2 - The different types of prescriptions
- K5 - Doses and forms of medicines

## **Areas for development**

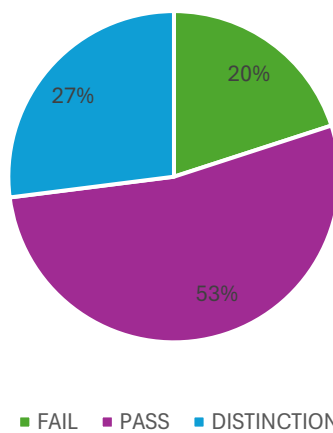
Common areas where apprentices did not meet the standard required were:

- K16 - Legislation, policies and local ways of working and handling information; how to keep information confidential; why it is important to record and store patient information securely and what to do if you think information is not secure
- K25 - How to identify risks and hazards in a workplace environment
- K8 - The management of medicines and the supply chain

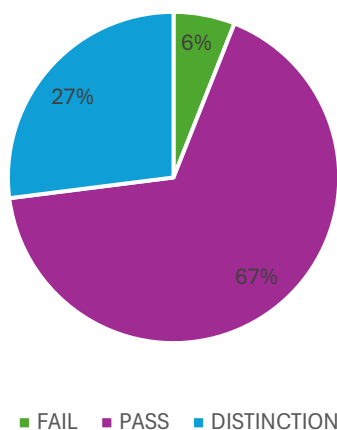
## Simulated Observation with Question & Answer Session

Apprentices who have completed the Simulated Observation with Question & Answer session perform well with 27% achieving a Distinction grade. 20% of learners failed this component on their first attempt. Many of these apprentices successfully achieved a pass after a resit with only 6% of overall learners failing this component.

Observation results after first attempt



Observation results after resit



## **Areas of good performance**

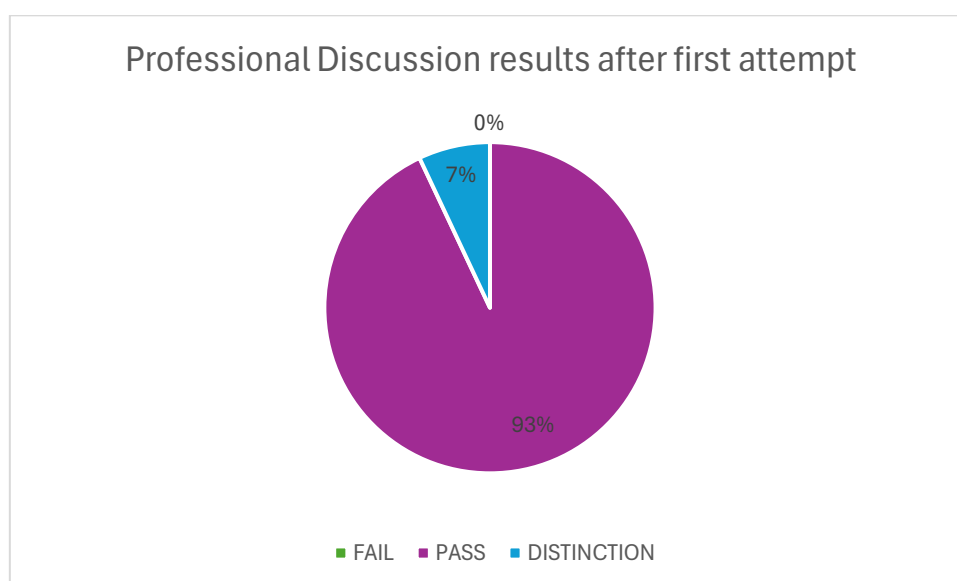
From reviewing End-point Assessment activities, many apprentices perform highly in accurately assembling and labelling the stock against the prescription. This is achieved by following standard operating procedures and explaining processes for receiving stock and storing it correctly following stock rotation procedures.

## **Areas for development**

Common areas where apprentices did not meet the standard required were:

- Issuing stock: The candidate should know the process for issuing stock to the supplier. For example, when returning stock, issuing stock against stock requisitions and transfer requests.
- How to deal with a drug alert/recall: Not all apprentices were familiar with the types of recalls and the importance of checking stock.
- How to accurately perform an in-process accuracy check: There were instances where the apprentice did not check the assembled items and the labels against the prescription which led to a near miss.
- The process for dealing with near misses and dispensing error: Not all apprentices were aware of the importance of reporting and recording near misses and how to reflect on these.

## Professional Discussion



All of apprentices have achieved a positive outcome for the Professional discussion component on the first attempt with 7% gaining a distinction.

### Areas of good performance

From reviewing End-point Assessments completed for the Professional Discussion, 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.

Apprentices often demonstrated a good understanding of the importance of personal development, health and safety and equality and diversity. They also understood the importance of providing person centred care and when to refer to a higher authority.

### Areas for development

When analysing the assessment reports for these components candidates often do not meet the required distinction criteria because of lack of examples, particularly where more than one example is required.

It is important to ensure that the apprentice is well prepared and familiar with what is expected of them going into the discussion.

Common areas where apprentices did not meet the standard required were:

- The principles of GDPR - Whilst apprentices understood how patient data is kept confidential, they were not always familiar with the underpinning legislation and why it is in place.
- Healthy Lifestyles - Whilst apprentices were able to explain how they would promote healthy lifestyles, many were unable to provide at least two examples of where they have applied this knowledge in the workplace.
- IT- Apprentices often were unable to articulate how they have suggested an improvement to information technology in the workplace.
- Person Centred Care and Teamwork - Apprentices were not always able to detail instances of how they have utilised interpersonal skills when communicating with team members and customers to ensure a positive impact.

## 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.
- Ensure apprentices are familiar with the KSB's and understand how these will be assessed and that they are well prepared.
- 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 & answer session, with the apprentice when provided by Open Awards. 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.
- 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!



Page left intentionally blank

© Copyright Open Awards 2024.

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](mailto:info@openawards.org.uk)**

**Website: [www.openawards.org.uk](http://www.openawards.org.uk)**